

# **Humboldt State University Library**

## **ANNUAL REPORT**

**2007/2008**



*The mission of the Library at Humboldt State University is to provide the information, collections, and services that are necessary to support the instructional programs, research, and outreach services of Humboldt State University.*

**Submitted to  
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## INTRODUCTION

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### Trends in Library Usage

The **Learning Commons**, established this year on the main floor of the Library adjacent to the Reference Desk, was heavily used from its opening and likely contributed significantly to the 7% increase (35,000) in our exit gate count. Library Systems staff configured and installed 23 new workstations in the new Learning Commons area.

The number of reference transactions, including email and “off desk”, decreased by 2.3%, much less than the 14% decline from 2005/06 to 2006/07. The number of ASK US (email) questions increased by more than 46%; although the total number of ASK US questions remains modest, this sudden surge suggests that email reference is playing an increasing role in students’ research. Database usage is up 14%, with full text access increasing 52% over 2006/07, building on the previous year’s 35% increase. The direct use of ONCORES readings (i.e., those accessed via the online catalog) increased by 9% over the previous year. Clearly our users continue to appreciate both the physical and the growing electronic library.

### Budget and Staff

*Materials:* The Library continued to rely heavily on gift and endowment funds for monographic acquisitions. We were able to allocate a very limited budget to monographic acquisitions this year, enabling the purchase of 1511 books, up from last year’s low of 502.

*Staff:* The Library had 30.25 FTE faculty and staff in 2007/08, down from 36.2 in 2001/02.

### Digital Initiatives

*Web-based bibliographic instruction:* A major effort this year was replacement and updating of the OWLS with an adaptation of a University of Washington web-based instruction module. Re-named Research Roadmap, this interactive product covers much of the same material as did the OWLS. A new unit on information ethics, not included in the UW original, was created, and the technical structure of the modules was completely rewritten to make them compliant with the CSU ATI accessibility initiative. In addition, two ADA-compliant online tutorials, one for Academic Search and one for Omnifile, were created using Camtasia software.

*Humboldt Digital Scholar:* The number of faculty contributing scholarship to Humboldt Digital Scholar (HDS) increased, with all three colleges and emeriti represented. Over 84 percent of all theses submitted now are included in HDS. A new Dell server has increased the reliability of

HDS, expanding storage to over 300 Gigabytes. The Dspace software was upgraded to the latest version and the user interface and help files updated.

*ONCORES*: ONCORES staff worked with Courseware Development Center and Library Systems personnel to streamline the handling, processing, and presentation of electronic reserve readings in Moodle and the online catalog.

### **Special Collections**

An exhibit, *Unlocking the Archives: the Eureka Tidelands Case of 1968*, celebrated completion of a project to process and make available for public use the Eureka Waterfront Litigation Collection, acquired by the Library in 1984. New collection webpages highlight the Eureka Waterfront Litigation Collection and the Newspaper Collection.

### **Library Advancement**

Total new cash and in-kind contributions to the Library totaled \$36,166.50, +\$13,620 of which was designated for Special Collections.

### **Community Collaboration**

We continued our community collaborations with KEET-TV, Morris Graves Museum of Art and Humboldt Arts Council, Osher Lifelong Learning Institute, and Northcoast Preparatory Academy to offer screenings, discussions, workshops, and cultural events.

### **Looking Ahead**

In 2008/09, we will continue to focus on the Learning Commons, Bibliographic Instruction/Information Competence, and Humboldt Digital Scholar. Recognizing the increasing role of electronic reference, we will take another look at the 24/7 QuestionPoint live remote reference service, which is still being funded by the CSU.

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## UNIT REPORTS

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### ACCESS SERVICES

Some of the activities in the department this year were driven, in part, by the retirement of two of our long-term staff members early in the fiscal year -- Gisela Rohde in the Periodicals/Serials Unit and Carol Russell in the Acquisitions/Cataloging Unit. Since both of these positions were subsequently eliminated to help the Library cope with ongoing budget reductions, the department employed a variety of strategies to cover for their loss. These strategies included reassigning job duties to remaining staff, providing additional cross-training for staff both within and outside of the department, streamlining workflows, and hiring temporary part-time intermittent hourly staff.

On the production front, our departmental statistics remained relatively flat or, in some cases, continued to decline, with a couple of exceptions. In one of the more noteworthy cases, 35,000 more people exited the building this year compared with last year, representing an increase of 7% and reversing a downward trend that we had experienced over the past four years. This increase in gate count was likely attributable to the fact that the Library established a Learning Commons area on the first floor this year, which was heavily used from day one. Another key indicator reflected the fact that, even though the overall usage of electronic reserves dropped off a bit when the readings in Moodle and Blackboard are included, the direct use of ONCORES readings (i.e., those accessed via the online catalog) actually increased by 9% over the previous year.

Department staff were engaged in a number of major projects this year, including, but not limited to, the following:

- Learning Commons – the Abstracts and Indexes Collection on the first floor of the Library was eliminated to make room for the Learning Commons. This effort required the relocation or disposal of literally thousands of volumes of materials and involved substantial work on the part of Periodicals/Serials, Circulation, and Acquisitions/Cataloging staff and student assistants, in addition to personnel from outside of the department.
- Periodical Backfile Withdrawal Project – Periodicals/Serials staff and student assistants withdrew hundreds of volumes of periodical back issues, both print and microfilm, which were duplicated in the full-text *JSTOR* database.
- ONCORES Redesign – ONCORES staff worked with Courseware Development Center and Library Systems personnel to streamline the handling, processing, and presentation of electronic reserve readings in Moodle and the online catalog.
- Authority Control Implementation – Acquisitions/Cataloging staff implemented a new comprehensive authority control strategy for records in the online catalog, working with Backstage Library Works.

The remainder of this report provides additional details about these and other Access Services Department projects and activities.

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## **INFORMATION SERVICES**

### ***Reference Service***

While we continued to provide 51 hours of desk service on the main floor and 42 hours of desk service on the third floor we dropped 12 hours of double coverage on the main floor, a loss of 11% in reference desk person hours. We decided that for next year we will drop the 10 am-noon reference desk coverage on the third floor.

Inquiries recorded at the reference desks dropped 5.4% this year. It is interesting to note that both off desk and email reference transactions doubled in number so that when one adds these to the total number of reference transactions the decline is only 2.3%.

During one week in October and one week in March all Library staff made a concerted effort to record reference questions and other user contacts throughout the Library. For statistical reporting the Chancellor's Office statistics only requires reference statistics for a specified week in October. During our October week we recorded 690 reference questions and 1,998 other user contacts throughout the Library and in March we recorded 521 reference questions and 1714 other user contacts. This compares to the last three years of official Chancellor's Office statistics where 262, 265, and 218 reference questions were reported respectfully for the same week in October. As one can see there is much "reference" service being conducted throughout the Library.

In conjunction with the developing Learning Commons a number of physical changes were made in the "reference" area. The reference desk was consolidated into one desk and moved closer to the Learning Commons area. The remaining print indexes were integrated into the Reference Collection and the first counter height shelving unit was removed from the Reference Collection. The reference micro area was reduced in size and the Library Handout Printer Stations removed.

A revised Reference Service Record was developed and implemented in January that provides for a more refined statistical breakdown. In conjunction with the revised Reference Service Record a Reference Blog was created to promote the permanent recording and categorization of questions, answers and comments on topics of interest to reference staff.

A revised Reference Service Mission Statement begun a number of years ago was approved and updated definitions of "General" and "Directional" reference transactions were approved.

### ***AskUs/Remote Reference Service***

The total number of ASK US queries (126) was the highest ever in the eleven years of ASK US with an increase of more than 46% over the total (86) of the previous year. As the number of in-person reference inquires decreases the percent of total reference service coming from ASK US inquires continues to increase. This year it represented 1.32% of total inquires. This trend indicates that email reference service continues to play an important role at HSU. It gives

remote users a way to get their queries answered and/or referred to the subject specialist or other library staff without having to come into the library or play phone tag.

After many years of discussing the implementation of live remote reference service a pilot project was conducted during the Spring Semester using the Meebo chat widget at the reference desk to provide this level of service. For a variety of reasons it was decided to discontinue reference via Meebo after the semester was over. However, we decided to take another look at the 24/7 QuestionPoint live remote reference service which is still being funded by the CSU. There are several librarians who are interested in participating and training will be given in early Fall.

### *Electronic Resources*

**Number of Databases Offered 6/30/08:** 150

**Database Usage Up Significantly:** Database usage statistics are always problematic, since they are a compilation of many sources. We count usage locally based on the database links on our homepage. To that we add accesses going through the SFX-based journal finder, and also accesses through metasearches done using MetaLib. And finally, full text retrieval data has to be obtained from the vendors themselves, using COUNTER-compliant reports where available. This produces a complex report and has gotten to the point of requiring about a week of time to assemble. The figures reported do not yet include full text usage from JSTOR (May-June), Blackwell Journals Online (bought by Wiley at the end of the year with usage data not available at present), or Academic Universe.

This year, substantial increases in usage occurred overall, in both database usage (+14%) and especially in the use of full text (+52%). The database usage is a rebound after a 7% drop last year, while the full text use increase builds on the previous year's 35% increase. Clearly our users continue to appreciate the growing electronic library and are finding it somehow

Contributing factors include the QuickSearch on the top library home page which has significantly raised use of ASE and Omnifile, the redesign of the Articles & Databases subject pages into more subject-specific groupings, use of persistent links in ONCORES where the item is available, and additional full text sources based on Chancellor's Office funding (additional JSTOR sections, Dissertations and Theses, and Mergent) and continued conversions from print to electronic (ValueLine and AnthroSource).

We have also added a new locally built database, the HSU Song Index. This database began with the conversion to searchable form of the old card-based song index, and helps students find scores for songs within HSU Library owned collections which they wish to study and perform. Additional compilations are being added as time permits.

**Databases Cancelled:** In an ongoing effort to rebalance the collection budget in the face of lagging campus support, librarians agreed to cancel

- Physical Education Index
- ASFA (keeping Oceanic Abstracts subset)
- Music Index

- EGLI
- Poesis
- World Shakespeare Bibliography

The freed up funds will help pay for the annual expenses of remaining subscriptions

### **New This Year:**

- [Biotechnology Research Abstracts](#) (added 11/14/07)
- [Dissertations & Theses: the Humanities & Social Sciences Collection](#) (added 12/5/07)
- [ERIC](#) (CSA) (added 8/14/07)
- [ERIC](#) (EBSCO) (added 8/14/07)
- [Facts on File World News Digest](#) (added 11/27/07)
- [GreenFILE](#) (added 5/21/08)
- [HSU Library Song Index](#) (added 2/4/08)
- [JSTOR V & VI](#) (added 12/5/07)
- [Mergent Online](#) (added 7/12/07)
- [NCJRS](#) (added 7/12/07)
- [Value Line Research Center](#) (added 7/12/07)

### **Goals:**

- Continue to do wall case exhibits as time permits
- Highlight one resource per month using a news item
- Visit with 6 faculty to explore knowledge of and comfort with campus electronic resources
- Work on simplifying database usage reports, to better focus on the statistics that are actually used for decisions.

### ***Interlibrary Loan***

After a decrease in borrowing requests during FY 06/07, there was a slight increase in the number of requests received (about 2%) this past fiscal year. The fill rate for Borrowing was in line with the rest of the CSU system (76% for Humboldt vs. 75% system-wide).

Lending requests remained relatively static for the past FY with the fill rate also similar to the prior year. Humboldt's fill rate for Lending is significantly higher than the average for the CSU system as a whole (73% for Humboldt vs. 55% last FY system-wide).

Overall turnaround times for borrowing materials continue to improve with the turnaround time decreasing for both copies and loans. The turnaround time for copies filled from other CSU libraries is 4.83 days which is 16% faster than last year. ILL is making greater use of Odyssey and Direct Request to speed the process.

### ***Library Instruction***

A major effort was undertaken this year by the BI Workgroup to replace OWLS with an adaptation of [Research 101](#) from the University of Washington. This much more interactive product that was renamed [Research Roadmap](#) covers much the same material as the OWLS. A new unit on information ethics was created since it was not covered in the original product from University of Washington and our local product was brought into CSU-mandated ADA compliance.

In addition two online tutorials, one for Academic Search and one for Omnifile, were created using Camtasia software and which were made ADA compliant. Our goal is to encourage faculty to incorporate these into Library modules within their Moodle courses.

Last year's annual report discussed a more accurate way to measure campus library instruction levels based on campus headcount and actual class size. This was discussed in the Fall and approved. Using these measures in 2007/2008, 2101 students attended an instructional session (27.5% of campus headcount). This compares to 2006/2007 when 2135 students attended an instructional session (29% of campus headcount).

### *Documents*

I'd like to report the government documents statistics a little differently from the previous years. Because of the shift on the part of the federal and the state governments to electronic formats, the activities on the federal side are we have added 4814 electronic records, 3467 print and fiche documents. In the meantime we have weeded or superseded 1114 documents, resulting in a net gain of 7167 documents. On the state side we have added 483 print documents and withdrawn 75 with a net gain of 408 documents.

These numbers in comparison with those of previous years reflect a slight decrease on the federal side and a slight increase on the state side.

The reference stats are 291, way down from last year's 579.

Some of the projects in the Docs section include

- Continued relationship with Student Affairs in an effort to place and utilize students doing community service.
- Ongoing copy cataloging of monographs and serials in U.S. Government and California Document
- Begun cataloging 3+ years of backlog from Cataloging office.
- Continued updating of serial/periodical list for U.S. Government Documents and California Documents.
- Finalized the Abstract/Index weeding of Government Documents, offered and disposed of materials.
- Updated the Student Procedure Manual for processing State and U.S. Government documents.
- Comprehensively trained new students hired.
- Ongoing resource checking for Interlibrary Loan requests in government documents.
- Completed the 2007 Biennial Depository Survey for GPO.

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## SPECIAL COLLECTIONS

**HIGHLIGHTS.** This section includes notable activities not described below in the ongoing goals.

- Perhaps the exhibit *Unlocking the Archives: the Eureka Tidelands Case of 1968* (<http://library.humboldt.edu/humco/holdings/waterfront.htm>) was the most symbolic event of the year for Special Collections. This exhibit on the main floor of the Library from June through August 15, 2008, celebrated completion of a project to process and make available for public use the Eureka Waterfront Litigation Collection, acquired by the Library in 1984. Several circumstances combined to make this such a memorable event. A grant from the Humboldt Area Foundation was helpful, but it was the availability of two outstanding students which really made the project possible.
- Following up on last year's disaster recovery theme, Special Collections staff participated in the WESTPAS Disaster Preparedness Workshop, funded by IMLS and held in Humboldt County this spring. The second session of the workshop was held at the HSU Library and Edie participated as a trainer in the hands-on experience of handling wet books and artifacts. In conjunction with this effort, we also initiated meetings of the Library's Disaster Response Team, aiming to review our own plan. To help keep us up to date on care and preservation of materials we applied for and received the IMLS *Connecting to Collections Bookshelf*, consisting of approximately 25 books, etc., retrievable via a series entry "*connecting to collections.*" We hope to continue the training activities associated with this workshop, both at HSU and with the broader group of participants from the region; this may be facilitated by a grant application just submitted by Julie Page, the workshop instructor.

**Humboldt Room use measures.** The Humboldt Room collections continue to grow and to be used in both their physical and virtual forms. The primary physical use measure, reshelving count, is 5804 for 2007-08, up from 5340 in 2006-07, after a drop from 6391 in 2005-06. There were 22,196 accesses to the Humboldt Room Photograph Collections database on the Humboldt Room web site in 2007-08. This is leveling out after the phenomenal, introductory (Shuster) 40,469 in 2005-2006 and 24,948 in 2006-2007. viewed. Additionally, there were 32,064 accesses to Humboldt Room digital collections from the California Digital Library's [Calisphere](#) web site in 2007-2008. (See [Search the Photograph Collections](#) for a list of which images may be searched in which database.)

Although the 3<sup>rd</sup> floor service point statistics are down slightly this year, the Humboldt Room portion of that at 1615 is up from 1525 in 2006-07, after a drop from 1858 in 2005-06. Email traffic is also significant, particularly for out of town researchers. We continue to lack a count of the number of users of the Humboldt Room. Class assignments continue to be a substantial portion of the use of the Humboldt Room.

***Space for Humboldt Room/Special Collections.*** Last year ended on a note of optimism regarding the possibility of implementing compact shelving in the basement for Special Collections materials and the Case Collection, but this was soon dashed as the campus chose to use the identified space for a “temporary” photography studio for the Art Department whose previous space had been demolished in anticipation of new dormitories. Similarly, the timing does not seem to be optimal for pursuing the plan proposed two years ago to develop new space for the Humboldt Room on the second floor, as so many other construction activities are underway, e.g., new computer lab and café, with major remodel of the building to incorporate fully the Learning Commons concept postponed until after seismic retrofit is accomplished.

Space needs remain the most critical issue facing Humboldt Room staff and collections. For this next year, the pressing challenge is to create adequate space and equipment to process simultaneously the Palmquist and McKay collections in as efficient a manner as possible. We used Library 311 during the summer to much advantage, but as conference rooms are not available during the school year, arrangements have been made to utilize Library 306 on a temporary basis to facilitate this work. Two students are trained and will continue to provide support for this major effort which is being partially funded by grants, including added time base for Edie.

***Presentations, publications and more.*** This eclectic mix of items reflects the continuing research and outreach activities of Special Collections staff, including professional development opportunities, new webpages, and articles highlighting Humboldt Room collections.

- *HSU Emeritus & Retired Faculty.* Monthly lunch, Arcata, September 21, 2007. (Joan presented on Special Collections and the Humboldt Digital Scholar Archive)
- *Oral History Association.* Annual Conference, Oakland, October 2007. (Edie attended, taking two HSU students)
- *California Newspapers in the Digital Age: Making Our History Available.* “Conference in Celebration,” Riverside Convention Center, October 19, 2007. (Joan participated as a member of the user’s panel, reflecting on the Northwestern California Newspapers grant project)
- *Preservation of Memory: Stewardship of Digital Assets.* Conference presented by the Northeast Document Conservation Center and co-sponsored by OCLC Western Service Center, Seattle, November 28-29, 2007. (Joan attended)
- *Society of California Archivists.* Annual Conference, Monterey, April 2008. (Joan attended)
- *Arcata Kiwanis.* Monthly lunch, June 2008. (Joan presented on Humboldt Room Digital Projects)
- [\*Eureka Waterfront Litigation Collection.\*](#) (New collection webpage, including links to the finding aid, selected images, and the online exhibit)
- [\*Newspaper Collection.\*](#) (New collection webpage, including links to three bibliographies developed this spring: Specimen Issues; Commemorative Issues; and “Boosterism” – Souvenirs)
- [\*Pamphlet Collection.\*](#) (New collection webpage, including scope statement and link to subject headings)
- *County’s Historical Property Records Now More Accessible,* by Jessie Faulkner, *Times Standard*, Sept. 11, 2007, p.2. (Culmination of multiyear effort to facilitate placement of

Humboldt County Assessment Rolls microfilm at the County Library, thus ensuring reliable public access to these major historical records and allowing us to move forward with planning for relocating some or all of the physical volumes stored in the HSU Library basement. However, access has its rewards: a researcher using the microfilm at the County Library has identified a specific page which was not microfilmed, requiring us to retrieve the original volume and emphasizing the need to retain the original bound volumes.)

- *HSU Library is Displaying World War II Lore*, *Times Standard*, Sept. 30, 2007. (Announcement of exhibit featuring selection of resources from the Humboldt Room, in conjunction also with History 210 use of the Gist Papers)
- *Sequoia Park*, by Sharon Letts, *Times Standard*, Jan. 20, 2008. (Review/interview with Dione Armand, author of book *Eureka and Sequoia Park*, which features many photos from the Humboldt Room collections)
- 'An Arcata Ago' – *Remastered Historic Images Cast Clear View into City's Past*, by Andrew I. Jones for the *Times Standard*, April 10, 2008. (One of a number of articles about this exhibit based on 35 photographs from the Humboldt Room Ericson and Shuster collections, in various venues in Arcata in 2008 as part of the Arcata 150 celebration)

**GOALS. This section reviews accomplishments of objectives from 2007-2008 where not covered above. It also provides 2008-2009 objectives.**

**Web access to Special Collections.** 2007-2008 priorities include: input finding aids into Humboldt Digital Scholar, in conjunction with adding collection level records to the Library Catalog and planning for submission of new and updated finding aids to the CDL/OAC; add the map collections in the Access database to the web-searchable database; evaluate Archivists Toolkit and ContentDM (through Califa) as possible alternatives to our in-house database for photographs and maps; update the Humboldt Room web site to bring it into line with the main Library site.

A template has been made for inputting finding aids into HDS, but we have not added any as yet. However, collection records have been added to the newly developed [CSU Directory of Special Collections](#). The software evaluation has expanded to include another open source database, [Archon](#) from the University of Illinois at Urbana-Champaign. Decision has been made to continue with our in-house database for the time being while continuing to pursue alternatives.

Although update of the Humboldt Room web site to harmonize it with the main Library site was not accomplished, a number of content and organizational updates have been implemented. The list of collections has been added to and reorganized, partially in response to feedback from 3<sup>rd</sup> floor service point staffers and new pages have been added for the Eureka Waterfront Litigation, Newspaper and Pamphlet collections.

***Priorities for 2008-2009: continue all of the above.***

**Process collections.** 2007-2008 priorities include: complete the Palmquist Collection; plan for and begin work on the Tim McKay Papers; process and prepare finding aids for the Van Deventer, Boyle, Balke and Eureka Tidelands collections; continue work on the LP/Hammond

Collection; address the Gimbel Collection. Review the scope of the Humboldt Room Pamphlet Collection, building on retiring the backlog, with the help of Adrienne Harling, spring semester's intern – the backlog should be retired by September 2008. Consider alternative ways to preserve heavily used files, e.g., Indian Island Massacre.

The Palmquist Collection is well underway and work has begun on the McKay Papers. Students Stefani Baldivia and Suzanne Guerra have been trained to work with Edie on these two collections; additionally, Stefani has begun work on a pilot project to assess our video archival backlog. The Eureka Tidelands Collection is fully processed with the finding aid on the newly developed collection webpage, thanks to both a grant from the Humboldt Area Foundation and the wonderful work of two students, Jacqueline Faria who cleaned and inventoried the collection and Suzanne Guerra who developed the exhibit; both students were able to incorporate this work into their individual curricular objectives. A grant application to the State Library to digitize the Katie Boyle Collection in collaboration with the Trinidad Museum Society was successful and will be implemented in 2008-09. Arrangements are underway to relocate the Gimbel Collection to the Hoover Institution at Stanford University.

We retired the backlog of pamphlets, adding 3,237 items, and developed a webpage with scope statement for the collection, thanks to Adrienne Harling's service. As preparation for reviewing the use of this collection, we kept a reshelving tally during spring semester which we will be analyzing in the coming year. We made alternative arrangements for several heavily used headings, e.g., Indians – Biography, Chinese, and some of the Indian headings, primarily involving organizing in chronological order and photocopying. Eureka – Tidelands and Eureka Waterfront were organized, photocopied and will be cataloged as part of the work on that collection.

***2008-2009 priorities include:*** complete the northwestern California portion of the Palmquist Collection including a trip to consult with the Beinecke Library at Yale; continue work on the McKay Papers; process and prepare finding aids for the Boyle and Balke collections in conjunction with implementing the LSTA grant from the State Library to Digitize Katie Boyle; complete a pilot project to process video archives received from Media when Steve Newman retired.

***Monitor cataloging of materials for Humboldt Room Collections.*** This is a continuing goal for 2007-2008. A continuing objective is to clear my accumulated backlog of items to be sent to cataloging and to develop guidelines for acquiring documents which are available only on the web.

There has been little activity in this area; it is clear the ball is in my court.

***High priority for 2008-2009 is to clear accumulated backlog.***

***Humboldt Room procedures and staffing.*** In 2007-2008 we will continue to solicit and train students, interns and volunteers to help with all aspects of Special Collections activities. I will continue to explore ways to mitigate the inconsistent reference service offered for the Humboldt Room.

We were most fortunate this year to have a number of students available to us who are highly motivated and very interested in receiving the kind of training and experience which are so

crucial to both their career goals (librarianship and archives management) and our collection needs.

An unexpected situation arose just before spring break when we inadvertently discovered a number of cataloged books did not have targets in them or the targets were not sensitized. Spot checking indicated a need to systematically review the entire collection: this was accomplished during spring break and in June, thanks to the availability of student help both in the Humboldt Room and in Cataloging. Approximately 400 volumes were corrected and procedures have been tightened in Mendery, especially regarding items being either home or commercially bound. Targeting is our primary theft deterrent and it was unsettling to find the weakness in this routine.

In preparing for Bob Sathrum's beginning FERP status during a negative budget scenario, Information Services decided to decrease the number of hours the 3<sup>rd</sup> floor service point will be staffed for 2008-09 from 42 to 32 hours. As a result, the desk outside the Humboldt Room would only potentially be utilized 4-6 hours per week, so that desk will be removed and service will be provided from a desk inside the room. It is likely that more consistent reference service will occur for the Humboldt Room.

***Priorities for 2008-09 are to monitor the effects of the changes in hours and location of service point, and to continue to solicit and train students, interns and volunteers to help with all aspects of Special Collections activities.***

***Review the role of Special Collections gifts within the broader CSU/HSU development targets.*** A high priority for 2007-2008 is to review the accumulating backlog of small gifts/donations and establish procedures for expediting processing of these types of acquisitions.

Although this objective was not accomplished, progress was unexpectedly made on a previous year objective to assess the value of existing collections when an appraiser was identified to look at the postcard portion of the McKay collection. Not only was she able to provide us with that appraisal, largely as a gift in kind, but she also put us in touch with another person who is willing to work with us to develop an appropriate plan.

***Priorities for 2008-09 include reviewing the backlog of small gifts/donations and assessing the value of our major collections.***

***Develop the Northwestern California Newspaper web page and write grant applications in its support.*** Priority for 2007-2008: update the web page.

This objective was not accomplished, although significant content to be added to the web page was developed by student Jacqueline Faria before she left us this summer to go on to Simmons to pursue an MLIS. Had she stayed here, she was the prime candidate for working on this project.

*Redwood Record*, 1935-1960, was successfully microfilmed and we purchased it. This is just one more example of the types of changes and additions which need to be made to the web page.

***Priority for 2008-2009 will be to find another student to work on the web page update.***

***Prepare a long-range space plan for Special Collections.*** Priority for 2007-2008: Develop a compelling vision statement and secure approval and funding for both compact shelving and

enhanced public use and processing space. In the short term, remove more materials from the HR to storage as projected to keep up with ongoing acquisitions. Likely candidates are the 1-2 shelf runs of the HSU Affirmative Action Plan and the Eureka City Budget. These will join 16 shelves of pre-1990 theses with non-Humboldt County specific topics located in Library 301; location is indicated via the file of checkout cards.

See discussion of this under “Highlights” above. This year’s short term fix was accomplished as suggested.

*Priority for 2008-2009: Develop a compelling vision statement; continue to scramble for space on a crisis basis.*

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## **SYSTEMS**

### **Public workstations**

Working with the Library Learning Commons Committee, the Department was able to configure and install 23 new workstations in the new Learning Commons area. Using Active Directory, the stations are reserved for exclusive use by registered students, faculty and staff, providing the Microsoft Office suite of applications as well as access to Library resources and the internet. The stations were configured with LabStat software, allowing them to gather detailed usage statistics and report their availability in real time. Public display of availability awaits programming work to make this display accessible. A printer for use by these stations was purchased, in conjunction with ITS and the Office of the Provost. Delays in network installation prevented the printer from being installed in this time.

A program of logons for library users was implemented during this period. Community Internet Users and Community Borrowers have been registered to allow them to logon to selected public stations for a limited period of unrestricted internet access. The program of registrations has been highly successful at reducing the number of long-term, problem patrons at the public workstations and has proven to be very popular with our community users. Since the program was begun, in late March 2008, over 300 Community Internet Users have been registered and over 1,200 user sessions have been logged.

Towards the end of the period, 19 new workstations were purchased for public use. The new workstations will be installed in the summer of 2008, completely updating the first and third floor public computers.

The computer supporting the public printer network and its software were upgraded in this period, re-extending the public printer services to all non-Learning Commons computers in public areas.

### **Web Services**

The Department continued to support the Humboldt Digital Scholar project this year. The aged Sun Server that had begun the project was replaced with a new Dell server, increasing the reliability of the service and expanding storage to over 300 Gigabytes. The Dspace software was upgraded to the latest version and the user interface and help files updated. The department also worked on developing standards and procedures for converting and archiving video.

The Library home page and secondary pages were redesigned before this period, but were put into full production over the summer of 2007. The redesign incorporated full compliance with ATI accessibility requirements and introduced the new Xerxes, X-server interface to Metalib as an "Articles QuickSearch" tab on the home page. Approximately 35,000 searches were performed on the Articles QuickSearch during this year.

Working with the Bibliographic Instruction Committee, the department assisted in adapting a web based bibliographic instruction module from the University of Washington (Research 101) to serve as a replacement for the Library's OWLS modules. The technical structure of the modules was completely rewritten to make them compliant with the ATI accessibility initiative. The completed modules, renamed Research Roadmap, were being completed at the end of this period by Information Services staff for production release in the fall of 2008. In this same period the department assisted the Bibliographic Instruction Committee in producing accessible, video tutorials for two of our most heavily used databases.

The web based forms for gathering reference statistics, as well as the underlying database were redesigned to better fit the needs of the Reference Department.

The computer architecture and linking methods used for the Library's online reserve system and online reserves for Moodle courses was completely redesigned. While much of the work in this project was begun in an earlier period, this year the new system was formally accepted by Moodle staff.

### **Voyager Library System**

The Voyager software was upgraded during this period. The Department continued to be actively involved in the work of authority processing and maintenance of electronic book records. During this period the Library holdings were split to create separate locations for the second and third floor books, greatly reducing the confusion of our users. For the first time since the implementation of the Voyager system, the patron file was purged of old, inactive patrons. This patron purge and other database maintenance efforts by the Systems and Circulation Departments has allowed for the elimination of nearly all social security numbers from the Voyager database, eliminating a significant security risk.

### **Staff Computing**

The addition of a significant number of new PC workstations and reallocations of workstations has allowed the department to supply up-to-date computers to nearly all regular staff in the Library. At the end of this period only 3 regular staff are still working with very outdated equipment. It is expected that these staff workstations will be replaced in the near future.

During this period the Department was able to purchase a new staff network printer and a replacement for the Library's staff server. These items will be installed in the next period. The Department has also begun deploying the newest staff computers with the Windows Vista operating system.

## **LOCKSS**

The Department participated with the STIM Committee in testing and evaluation of the LOCKSS (Lots of Copies Keep Stuff Safe) system during this period. The system is a low-cost method of backing up purchased journal content and other content. While the testing was successful, Humboldt State will not be participating in the next phase of the testing, because of cost constraints.

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## **LIBRARY MEDIA**

### **Special Events and Marketing**

During the summer of 2007, HSU Library, in conjunction with KEET-TV, Morris Graves Museum of Art and Humboldt Arts Council, Osher Lifelong Learning Institute, and Northcoast Preparatory Academy, offered an outreach in the local community through screening, discussions, workshops, and cultural events, after receiving a "Power of Art" outreach initiative grant from Thirteen/WNET New York. *Power of Art* is an eight-part series that aired on PBS last summer. HSU Library exhibited *Power of Art* display in its main case, in addition to several *Power of Art* screenings during the fall, initiating a discussion about visual arts and enhancing critical thinking skills.

KEET-TV, Morris Graves Museum of Art and HSU Library continued collaborating on our monthly *First Thursday Film series*. This is part of the ITVS Community Cinema program. This is an ongoing program that extends the impact of public television by transforming independent films into tools for community education and action. KEET-TV provides documentary films which later air on Independent Lens program while Morris Graves Museum provides the film venue. HSU Library's contribution is to search for the appropriate HSU faculty to be the discussion facilitator for each showing.

Library Media staff participated in the *Campus Dialogue on Race Planning Committee* for the 3rd time, attending weekly meetings to help organize the events in November of 2007.

In December Library Media staff coordinated the international flag display in the Library to coincide with *International Education Week* for the 2<sup>nd</sup> year.

Library Media staff planned and presented the *3rd annual Multicultural Poetry Reading* in April of 2008. This popular event showcased six local poets, Jerry Martien, Dick Stull, Marlon Sherman, Barbara Curiel, Mary Hope Whitehead Lee, and Daryl Ngee Chinn.

HSU Library hosted *The Many Faces of Diversity film series*. This series received partial funding from an HSU Diversity Programming Grant, submitted by HSU Library's Diversity Task Force. This series took place over 3 weeks in April, 2008, presenting three thought-provoking documentary films and discussions facilitated by HSU faculty from different departments.

Library Media staff presented a special event by author *Ted Simon* on his book *Dreaming of Jupiter* in April, 2008. This highly acclaimed author spoke about his travels around the world on his motorcycles. One guest rode his motorcycle from Berkeley to see this presentation!

### **Video Collection Development/Circulation**

The total number of video collection increased to 9,177. This year's increase was 524 compared to the previous year's increase of 292. This increase was mostly attributed to the videos purchased with some grant money, and a large number of donations received from faculty, staff, students, and community members. The trend to utilize videos in coursework and in the classrooms continued to increase. The video circulation was 15.50% of total charges last year. Considering that the video collection is quite small, only 3.65% of total Library holdings, the usage remain high. Among different patron groups, the undergraduate had the highest percentage of video checkout at 66.6%, followed by the faculty at 21%. It is still critical to replace our aging VHS collection with DVD as soon as more funding becomes available.

### **Media Resources Area**

Library Media staff monitored the Media Resources Area with great help from Periodicals staff, other staff who volunteered to staff Periodicals/Media Window, and student assistants from Periodicals, Copy Center and Circulation Departments. Library Media staff continued to coordinate video deliveries with Media Distribution and reserved videos for classroom showings and campus events. She worked closely with faculty and non-profit organizations to augment the Library's video collection, while seeking donations from faculty, staff, students and community members. She maintained the video and public programming information board on the first floor and submitted news items to various on-campus and off-campus entities. Media Resources Area remains popular with heavy usage throughout the open hours of the Library. The popularity of this area continued to grow during the last year and the increased in-house use of the videos and CDs added further workload to student assistants from Periodicals and Circulation Departments.

### **Other Notables**

Library Media staff began splitting her time between the Library and the International Programs Office in September, 2007. She continues to work as a half-time International Student Advisor while maintaining many of her Library Media Coordinator duties.

## LIBRARY ADVANCEMENT

Accomplishments during 2007/08 included:

- Total of cash and in-kind contributions to the Library: \$36,166.50 total (\$13,620 of this designated for Special Collections)
  - Appeals: \$9,860 (of which \$620 is designated for Special Collections)
  - Booksale: \$2,638
  - Reimbursement from 3 departments for database subscriptions: \$2238.50
  - Grant: \$3,000 (to Special Collections from Humboldt Area Foundation for Eureka Waterfront Litigation Papers)
  - Grant: \$10,000 (first year of three year grant to Special Collections from Humboldt Area Foundation for McKay Papers, n.b. estimated value of the collection listed this year at \$93,000 as gift in kind, the latter not included in above total)
  - Grant: \$400 (estimated value of books received from the Connecting to Collections Bookshelf grant from IMLS)
  - Gifts in kind: \$7,030 (estimated value of 225 gift video titles)
  - Gifts in kind: \$1,000 (very rough estimate for curriculum textbooks gifted from HERC)
- Monthly Calendar of Exhibits and Events added to the News page of the Library website as part of an expanded emphasis on outreach and programming. Highlights included:
  - Power of Art series
  - Unveiling the book of the year Kite Runner (Fishbowl)
  - Reception for Solmitz Archive exhibit (Fishbowl)
  - Learning Commons Opening Day
  - Multicultural Poetry Reading (Fishbowl)
  - Diversity Film Series
  - Author Ted Simon (Fishbowl)
  - Unlocking the Archives: The Eureka Tidelands Collection of 1968 exhibit

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## HUMBOLDT DIGITAL SCHOLAR STEERING COMMITTEE

Accomplishments in 2007/08:

- Increased the number of faculty participating from 4 to 11. All three colleges and emeriti are represented.
- Created an HSU Faculty Scholarship community, a Humboldt Bay community, and a KHSU community. KHSU staff are uploading audio, video, posters, program guides, photographs, etc. from the station's 50-year history.
- Added selected HSU-sponsored lectures to HDS. We spent much of the year on video-related issues, including captioning, and after experimenting, have selected h.264 as our standard. At this time, we do not plan to caption additional videos.
- Uploaded our first website: Fishes of Humboldt Bay

- Added and simplified instructions, expanded the FAQ
- Experimented with scanning, but due to staffing and equipment constraints and publisher restrictions and conditions (see below), with few exceptions will focus on already-digital materials for the foreseeable future.
- Over 84 percent of all theses submitted now are included in HDS; the Patricia O. McConkey Outstanding Thesis award winners now are noted. Submission continues to be at the student's option.

**HDSSC goals for 2008/2009:**

Complying with publisher's restrictions and conditions, especially for materials for which we do not have an author's pre-publication copy, is proving to be a major challenge. We also have discovered that publisher restrictions and conditions sometimes change. To address what could be a significant stumbling block to faculty submissions, we plan to focus on the following:

- Develop and document best practices for satisfying publishers' widely varying and changeable requirements for archiving journal articles
- Develop procedures for linking to publisher sites and published versions of articles, where required
- Develop procedures for creating an acceptable (to the publisher and to us) surrogate for publications for which an electronic copy is not available.

In addition, we plan to undertake the following:

- Further increase faculty participation
- Turn on Statistics
- Complete the move to DSpace 1.5
- Move HDS to CSU Scholarworks
- Develop a permission form for organizers of HSU-sponsored conferences

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## **APPENDICES (Statistical Charts & Data)**

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**Appendix A – Collection Size**

<b>Appendix A</b>				
<b>COLLECTION SIZE</b>				
<i>Holdings on June 30 for the last 3 fiscal years:</i>				
		<b><u>2005/06</u></b>	<b><u>2006/07</u></b>	<b><u>2007/08</u></b>
A.	Print books and bound periodical volumes*	523,123	562,253	575,566
B.	Electronic books (rev. def. for 06-07)	29,627	36,417	39,763
C.	Government publications	433,756	388,858	390,114
D.	State textbooks, K-12	2,422	2,548	2,614
E.	Children's books	11,359	11,257	11,260
F.	Other materials:			
	Microforms	610,992	605,114	603,245
	Sound recordings	15,014	15,775	16,458
	Film and videos	6,941	7,118	7,298
	Maps	30,432	30,552	30,802
	Pictures	8,216	8,262	8,262
	Periodicals currently received (print)	984	702	668
	Serials currently received ** (print)	429	267	196
	Other printed works not cataloged	334,814	336,046	339,283
<b><u>Additions to the collection (purchases and gifts) :</u></b>				
		<b><u>2005/06</u></b>	<b><u>2006/07</u></b>	<b><u>2007/08</u></b>
	Books (print)	2,976	1,954	2,683
	Books (electronic)	7,248	7078	7,546
	Sound recordings	703	935	761
	Children's literature (this figure not included in books)	10	123	196
	Videos	518	204	485
<b><u>Periodicals/Serials (subscriptions )</u></b>				
		<b><u>2005/06</u></b>	<b><u>2006/07</u></b>	<b><u>2007/08</u></b>
	Paid periodicals	873	702	668
	Gift periodicals	111	108	81
	Paid serials	308	154	196
	Gift serials	121	113	105
	Microforms	25	25	19
	Totals	1,438	1,102	11,069

## Appendix B – Library Expenditures Detail

### Salaries and Wages

Salaries , Staff	\$1,953,134
Wages, student assistants plus Library's 25% work study responsibility	92,253
<b>Total salaries and wages</b>	<b>\$2,045,387</b>
Fringe benefits, staff	705,840
<b>Total salaries, wages &amp; fringe benefits paid by Library State funds</b>	<b>\$2,751,227</b>
Wages, 75% work study student assistant, Federal funds	\$42,432
Wages paid from Other Library funds (I.D. Cards)	9,699
Wages/benefits paid from non-Library funds (President's Office for Librarian Commitment)	160,882
<b>Total salaries, wages &amp; fringe benefits paid by Other funds</b>	<b>\$213,013</b>
<b>Total salaries, wages &amp; benefits</b>	<b>\$2,964,240</b>

### Books, Periodicals and Other Library Materials

Books, (including nonsubscription serials)	\$120,248
Periodicals (Paid from Lottery)	85,436
Serial subscriptions	22,775
Microforms	15,239
Videos	7,878
Electronic access	418
Document delivery	245
Interlibrary Loan	7,748
<b>Total books, etc., paid by State funds</b>	<b>\$259,987</b>

### Book Binding and Other Operating Expenses

Book Binding	\$2,900
Other Operating Expenses	117,651
<b>Total book binding &amp; other O.E. paid by State funds</b>	<b>\$120,551</b>

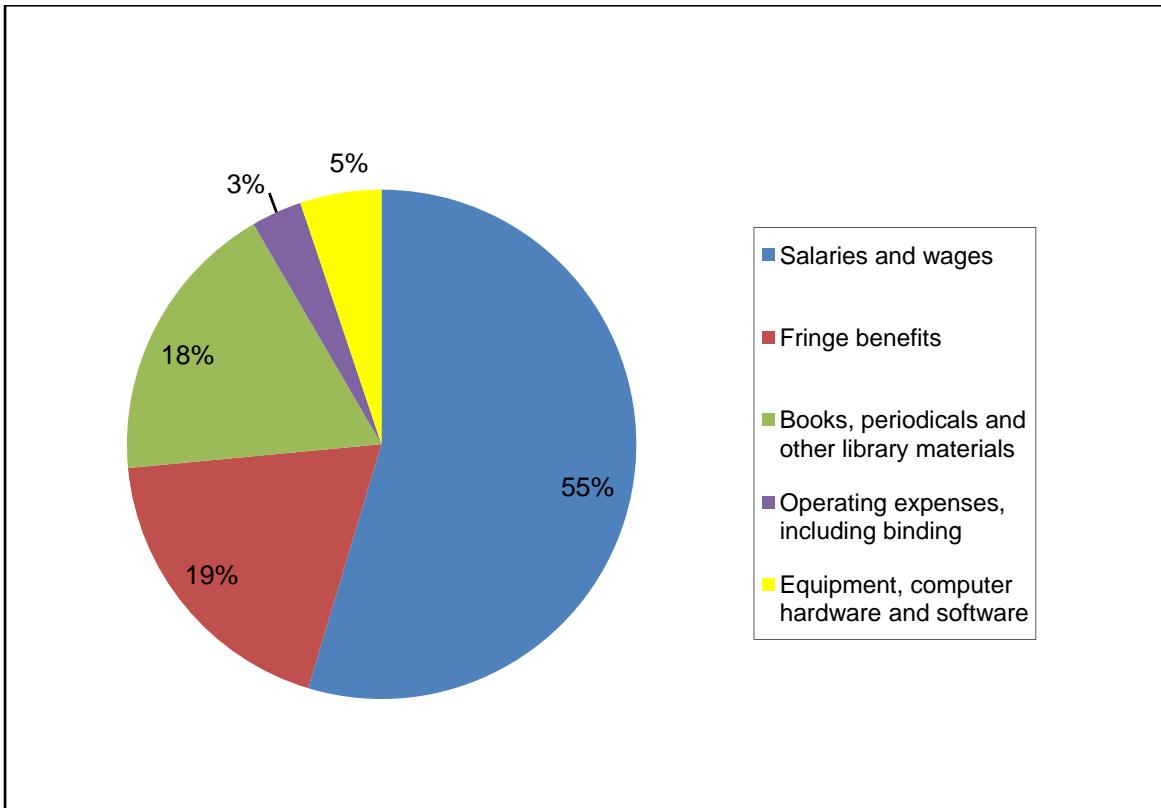
### Equipment & Furniture; Computer & Software Expenses

Equipment and Furniture	\$53,024
Computer and Software	140,401
<b>Total equipment paid by State funds</b>	<b>\$193,425</b>

**Library Materials, Operating Expense and Equipment Paid by other Library Funds**

Charles Bloom, Endowment (HSU Foundation) Library books, videos, supplies	\$2,216
Library Book Sale Trust (HSU Foundation) Library Supplies	3,430
Friends of the HSU Library (HSU Foundation) Library Supplies	1,462
Library Fund Trust (HSU Foundation) Library Supplies, books, and services	25,393
Ralph H. Lutz Endowment (HSU Foundation) Library books	1,627
Nordstrom Endowment (HSU Foundation) Library books	3,631
Special Collections (HSU Foundation) Library supplies	0
Community Borrower Trust (State account) Library computer hardware and software	17,073
Library Service Trust (State account) Interlibrary loan services	2,759
Library Network Printer /Digital Reader Trust (State account) Library computer hardware & supplies	1,420
Lost Books (State account) Library books	27,004
Library I.D. Card (State account)	512
Library books, periodical subscriptions	51,319
<b><i>Total Library materials, etc., Other funds</i></b>	<b><u>\$331,271</u></b>
TOTAL Library expenditures, State funds (including Lottery)	<b>\$3,325,190</b>
TOTAL Library expenditures (including personnel and work study), Other funds	<b><u>544,284</u></b>
<b>GRAND TOTAL LIBRARY EXPENDITURES</b>	<b><u>\$3,869,474</u></b>

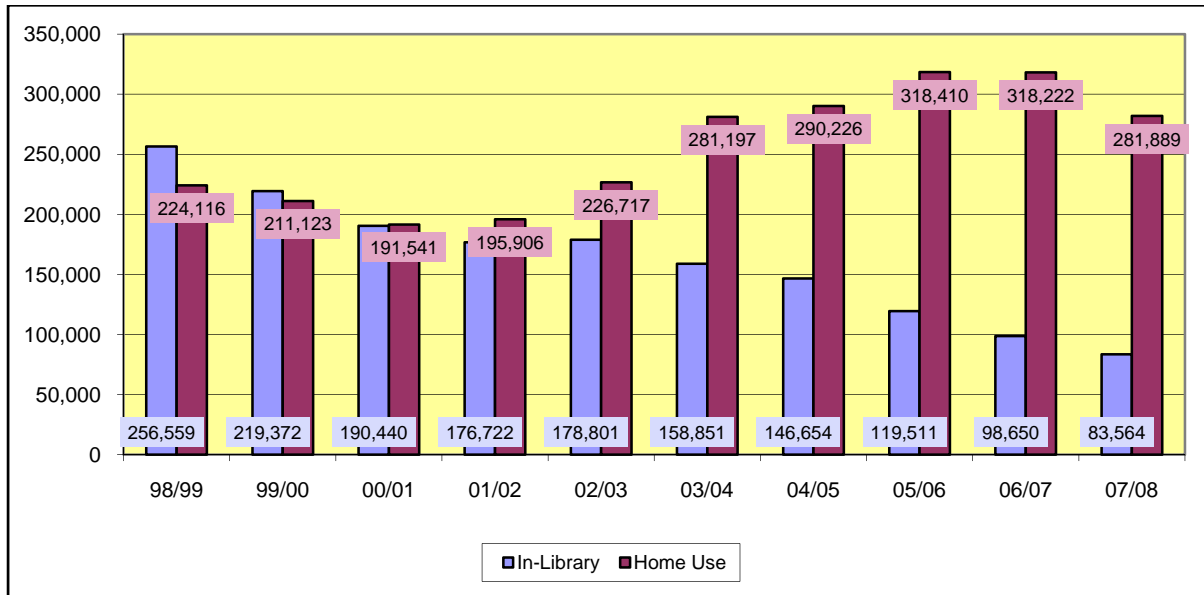
**Appendix C – Library Expenditures (State Funds)**



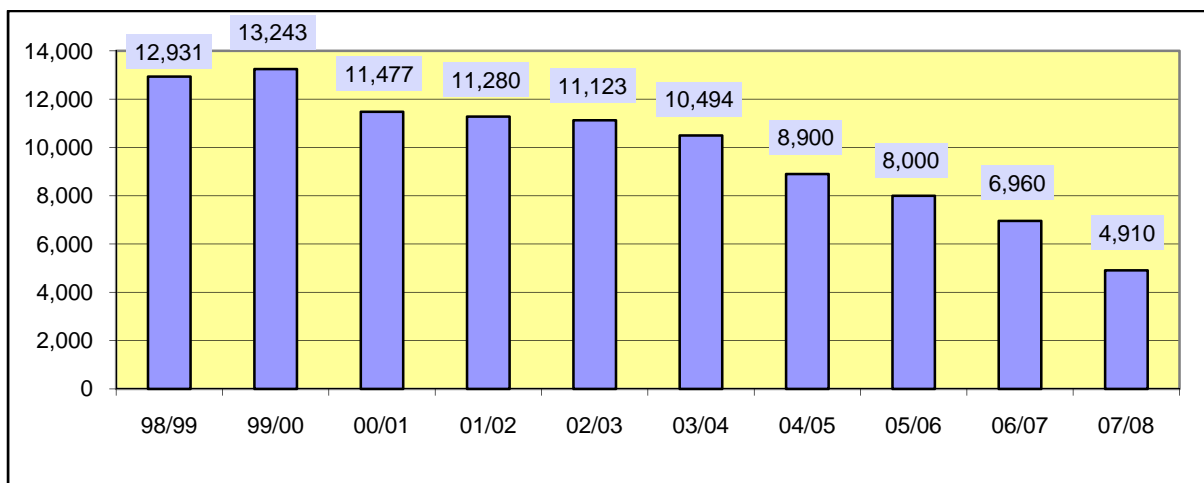
Salaries and wages	\$ 2,045,387	55%
Fringe benefits	\$ 705,840	19%
Books, periodicals and other library materials	\$ 677,569	18%
Operating expenses, including binding	\$ 120,551	3%
Equipment, computer hardware and software	\$ 193,425	5%
<b>Total Library Expenditures, State Funds</b>	<b>\$ 3,742,772</b>	<b>100%</b>

## Appendix D – Circulation & Community Borrowing

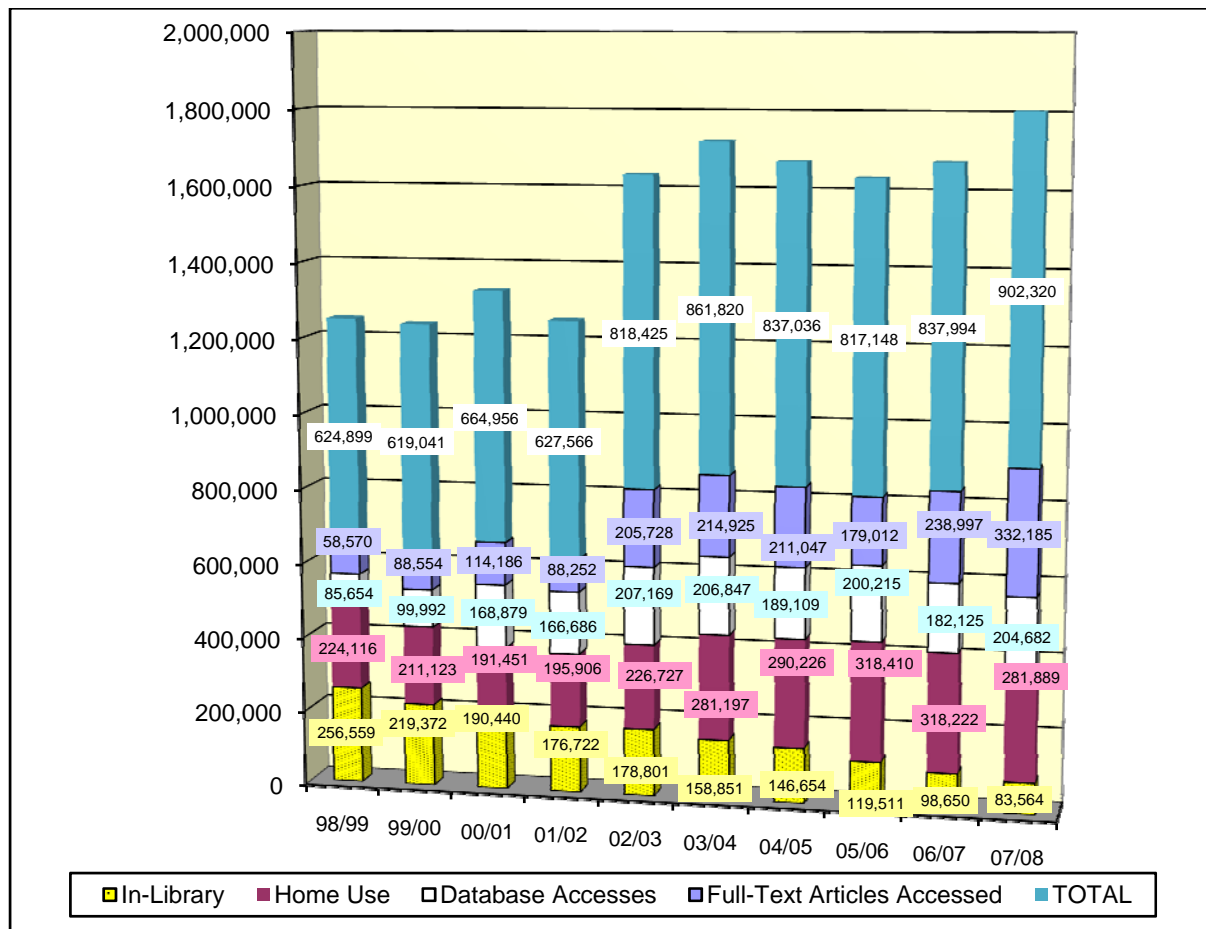
### In-Library & Home Use Circulation



### Community Borrowing – Charged Circulation



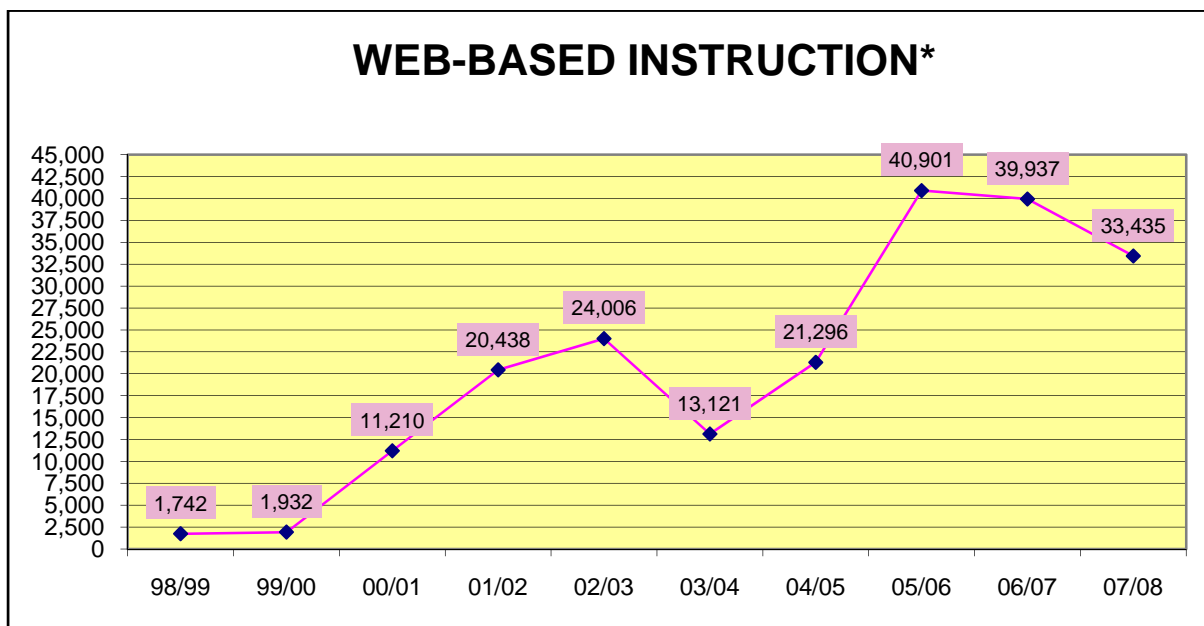
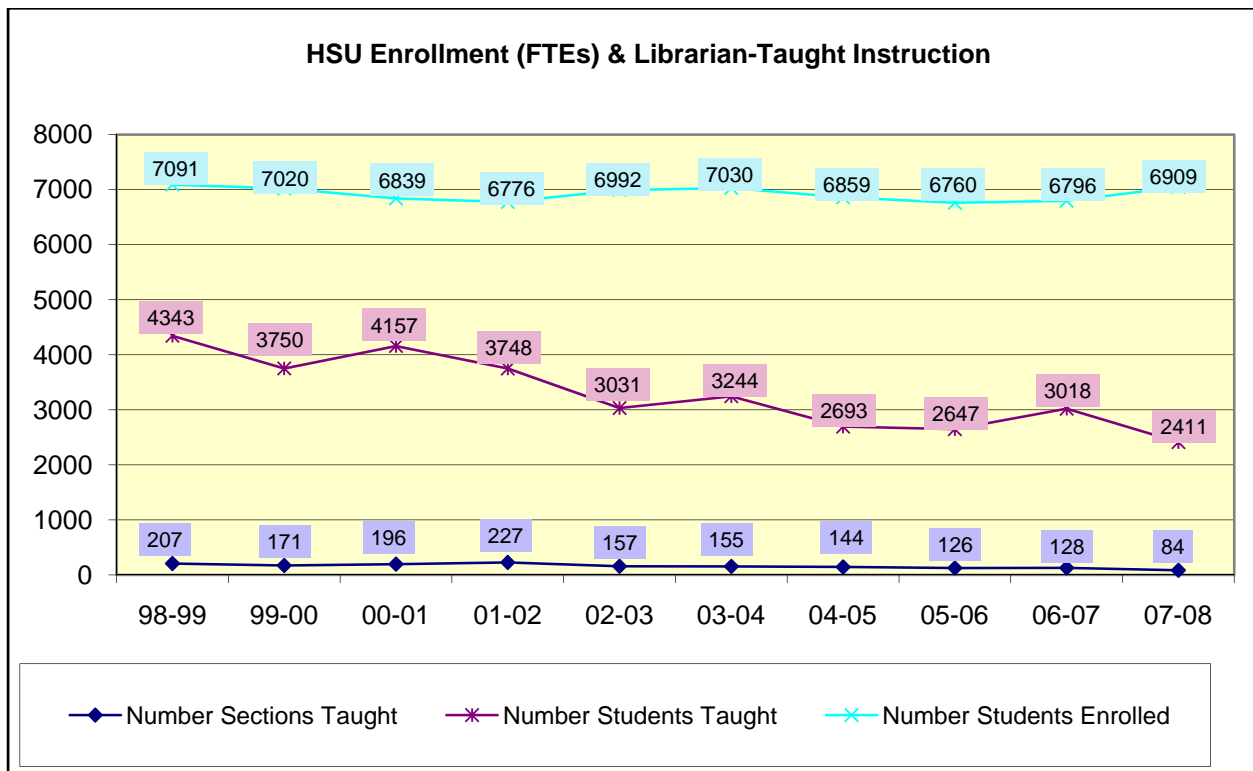
### Appendix E – In-Library & Home Use Circulation Plus Database Accesses & Full-Text Articles Accessed



Year	In-Library	Home Use	Database Accesses	Full-Text Articles Accessed	TOTAL
98/99	256,559	224,116	85,654	58,570	624,899
99/00	219,372	211,123	99,992	88,554	619,041
00/01	190,440	191,451	168,879	114,186	664,956
01/02	176,722	195,906	166,686	88,252	627,566
02/03	178,801	226,727	207,169	205,728	818,425
03/04	158,851	281,197	206,847	214,925	861,820
04/05	146,654	290,226	189,109	211,047	837,036
05/06	119,511	318,410	200,215	179,012	817,148
06/07	98,650	318,222	182,125	238,997	837,994
07/08	83,564	281,889	204,682	332,185	902,320

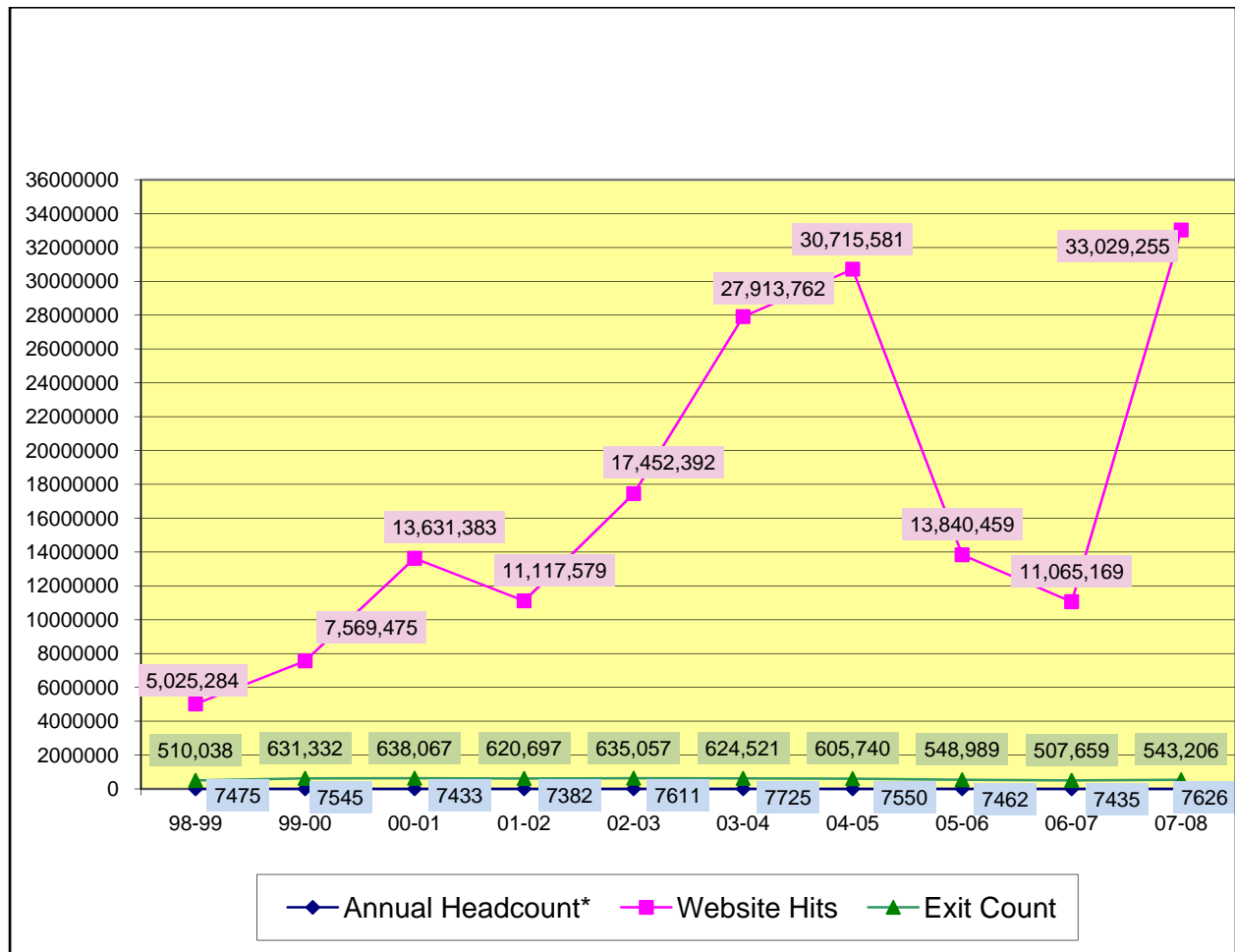
In-Library = materials used w/in the Library & were reshelved  
 Home use = checked out of Library (includes print and electronic reserves)  
 Databases & Full-text were accessed online vs. print copies.

### Appendix F – HSU Enrollment (FTEs) & Librarian Taught Instruction and Web-Based Instruction



\*In 00/01 switched to using Web Trends to do analyses and are now reporting on Number of User Sessions. This includes both on and off campus use of OWLS.

### Appendix G – Number of Hits to Site / Exit Gate Count



Fiscal Year	Annual Headcount*	Website Hits	Exit Count
98-99	7475	5,025,284	510,038
99-00	7545	7,569,475	631,332
00-01	7433	13,631,383	638,067
01-02	7382	11,117,579	620,697
02-03	7611	17,452,392	635,057
03-04	7725	27,913,762	624,521
04-05	7550	30,715,581	605,740
05-06	7462	13,840,459	548,989
06-07	7435	11,065,169	507,659
07-08	7626	33,029,255	543,206

\*Does not include summer. Fall semester headcount (higher of the 2 semesters) is used for most reporting.

**Appendix H – Library Summary Organization Roster 2007/08**

	<u>FTE</u>	<u>TOTAL</u>
<b>LIBRARY ADMINISTRATION</b>		
Wang, Ray, Interim Dean of the University Library	1	
<b><u>Library Administrative Support Services</u></b>		
Johnson, Kellee S., Administrative Support Coordinator II	1	
Sowle, Jennifer, Administrative Support Assistant II	1	
<b><u>Collection Development</u></b>		
Kay, Mary, Librarian	0.5	
<b><u>Development Officer and Special Projects</u></b>		
Mueller, Carolyn, Librarian	1	
<i>Total Library Administration FTE</i>		4.50
<b>ACCESS SERVICES</b>		
Wayne R. Perryman, Librarian, Chair	1	
<b><u>Acquisitions</u></b>		
Stevens, Lois, Library Assistant II	0.5	
<b><u>Cataloging, Mending &amp; Processing</u></b>		
Wrenn, George, Senior Assistant Librarian	1	
Berning, Jim, Library Assistant II	1	
David, Cathy, Library Assistant II	1	
Stevens, Lois, Library Assistant II	0.5	
<b><u>Circulation, Reserve Services, ID, &amp; Stack Maintenance</u></b>		
Taloff, John, Supervisor, Administrator I	1	
Coleman, Lesa, Library Assistant II	0.5	
Doyle, Connie, Library Assistant II	0.85	
Durkee, Mary Kate, Library Assistant II	0.5	
Lyll, Pamela, Library Assistant II, I.H.*	0.2	
Reagan, Keith, Library Assistant III	1	
Simon, Noelle, Library Assistant II	0.8	
Statzer, Kathy, Library Assistant II	0.5	
<b><u>Interlibrary Loan</u></b>		
Carro, Lina, Library Assistant II	0.8	
Graham, Julia, Library Assistant III	0.75	
<b><u>Periodicals/Serials</u></b>		
Maxwell-Chamberlain, Laurie, Library Assistant III	0.8	
Rohde, Gisela, Library Assistant III**	0.2	
<i>Total Access Services FTE</i>		12.90
<b>INFORMATION SERVICES</b>		
Sathrum, Robert, Librarian	1	
<b><u>Administrative Support</u></b>		
Conner, Cheryl, Administrative Support Coordinator I	1	
<b><u>Information Desk &amp; Services</u></b>		
Berman, Joan, Librarian	1	
Butler, Edie, Library Assistant III	0.9	
Chadwick, Sharon, Librarian	1	
Crosby-Muilenburg, Corryn, Librarian (FERP)**	0.5	
Johansen, Martha, Librarian	1	

Kay, Mary, Librarian	1	
Kimura Mottaz, Elizabeth, Library Assistant III	1	
Schafer, Quynh, Senior Assistant Librarian	0.5	
		<i>Total Information Services FTE</i>
		8.90
 <b>LIBRARY MEDIA</b>		
Watanabe-Schock, Kumi, Library Assistant III	1	
		<i>Total Library Media FTE</i>
		1.00
 <b>SYSTEMS UNIT</b>		
Shellhase, Jeremy, Associate Librarian	1	
Mendenhall, Thomas, Information Technology Consultant - C	1	
Mottaz, Steve, Information Technology Consultant - F	1	
Pierce, Andrew, Information Technology Consultant - F	1	
		<i>Total Systems Unit FTE</i>
		4.00
 <b>GRAND TOTAL LIBRARY FTE</b>		<b>31.30</b>

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\* Lyall retired in 1994 - Intermittent Hourly Staff Employee

\*\*Rohde retired in 06/07 - Intermittent Hourly Staff Employee

\*\*\*Crosby-Muilenburg, FERP, 1.0 in Spring