

# ACADEMIC RESOURCES & TECHNOLOGY

**PHOTO**

## Boston College Libraries

### Bapst Library

Middle Campus

### The John J. Burns Library of

### Rare Books and Special Collections

Burns Library, Middle Campus

### Geophysics Library

Weston Observatory, Weston, MA

### Law Library

Newton Campus

### Newton Resource Center (Undergraduate)

Chapel Basement, Newton Campus

### O'Neill Library

Central Library, Middle Campus

### School of Social Work Library

McGuinn Hall, Lower Level

### Educational Resource Center

Campion Hall

### Academic Development Center

O'Neill Library

Source: University Librarian

## Expenditures for Library Materials

Library	1995-96	1996-97	1997-98	1998-99	1999-00
O'Neill*	\$ 3,963,972	\$ 4,345,177	\$ 4,542,640	\$ 4,669,956	\$5,004,918
Educational Resource Center	57,279	59,153	61,442	66,876	66,013
Bapst	60,834	67,842	70,483	73,238	75,617
Social Work	78,335	83,376	88,838	89,977	92,053
John J. Burns	57,607	460,638	44,632	94,315	135,507
Law	777,112	832,833	855,487	912,927	934,204
<b>Total</b>	<b>\$4,995,139</b>	<b>\$5,849,019</b>	<b>\$5,663,522</b>	<b>\$5,907,289</b>	<b>\$6,308,312</b>

\* Includes general expenditures recorded as "University Librarian."

Source: Office of the Controller

## Holdings by Individual Libraries

2000

Library	Volumes	Serial Subscriptions	Microform Units	Gov't. Document Volumes	Media Units
Bapst	42,783	253	-	-	58
Burns	106,414	32	382	-	98,413*
Educational Resource Center	32,223	107	16,066	-	4,632
Law	223,067	6,608	1,059,571	-	154
O'Neill and Newton Resource Center	1,403,854	13,925	2,365,725	184,351	19,121
Social Work	41,136	329	-	-	296
Weston Geophysics	8,665	42	2,193	-	-
<b>Total</b>	<b>1,858,142</b>	<b>21,296</b>	<b>3,443,937</b>	<b>184,351</b>	<b>122,674</b>

\*Media units for Burns Library include the University Archives Photograph Collection.

Source: University Librarian

## Library Use Statistics

1999-2000

Library	General Circulation	Reserves Circulation	Interlibrary Loans	Reference Questions
Bapst	14,055	2,437	-	-
Burns Special Collections	-	2,052	-	2,914
Educational Resource Center	45,655	3,543	-	-
Law	8,063	2,494	1,250	1,750
O'Neill and Newton Resource Center	288,905	45,716	34,071	54,220
O'Neill Microforms	-	11,869	-	-
Social Work	16,516	6,009	-	900
Weston Geophysics	531	10	55	-
<b>Total</b>	<b>373,725</b>	<b>74,130</b>	<b>35,376</b>	<b>59,784</b>

Source: University Librarian

## Special Library Services

### New Library Information System

The Libraries migrated to a new Web based state of the art integrated library system in June 2000. This new system is a flexible and open system with transparent interface to other systems and databases which allows for easy resource sharing capabilities. It provides expanded access to the Libraries' collections, databases, and services. The new system provides a variety of methods for searching the Boston College online catalog which includes books, periodicals, media materials, microforms, newspapers, and links to electronic materials at [www.bc.edu/quest](http://www.bc.edu/quest). QUEST can easily be searched from any Web browser regardless of platform or location, 24 hours a day, seven days a week. Users can interact with the system and receive immediate feedback on the status of requests; they can place a hold, recall, or request rush processing for a new book right from their desktop. Users can also initiate and track requests for document delivery and interlibrary loan transactions, and may renew materials that are currently charged to them. The Web interface and expanded cataloging capabilities allow unprecedented access to over 183 Web accessible databases, to full text journals, and to digital collections such as the Liturgy and Life Collection of the John J. Burns Library.

### Digital Resources

The Boston College Libraries offer access to hundreds of databases via the Web and in CD-ROM format. A growing number of these databases and journals provide full text access directly to the researcher's desktop. A complete listing of all online databases available through the Libraries can be found by selecting Online Databases on the Resources menu of the Libraries home page: [www.bc.edu/libraries.html](http://www.bc.edu/libraries.html). The database list includes groupings by subject and an alphabetical listing by title. Many databases can be launched directly by clicking on the web links. All other listings provide information explaining exactly where to access the databases. These can usually be accessed in the Electronic Information Center in the O'Neill Library or the Law Library. Many of these resources are fully cataloged and you can link directly to them from a record in the Boston College Libraries Catalog ([www.bc.edu/quest](http://www.bc.edu/quest)). Databases range in coverage from very general to very specific and cover a wide range of research areas in the humanities, social sciences, sciences, health sciences, business, law, and public affairs. An expanding number of links to electronic journals may also be found under the Resources menu by selecting the Electronic Journals link.

Most databases available through the Boston College Libraries are restricted to the Boston College community. In order to access these databases from off campus, you need to log in as a verified Boston College community member. This can be done in one of two ways: using the modem pool (617-552-2790) or using the VPN (Virtual Private Network) software which allows access to the Boston College network and the Libraries' databases using commercial Internet service providers. For more information, check out the Computing and Communications page: [www.bc.edu/infotech](http://www.bc.edu/infotech).

The Libraries also support an expanding digital collection of special and rare materials such as the Thomas P. O'Neill, Jr. Photographs, the Liturgy and Life Artifacts collection and the Boston Gas Company Photographs via the John J. Burns Library Rare Books and Special Collections web page: [www.bc.edu/bc\\_org/avp/ulib/Burns/](http://www.bc.edu/bc_org/avp/ulib/Burns/).

Librarians offer classes in how to search databases effectively, by arrangement with professors, and also provide individual coaching at various library service points or by appointment. Researchers who cannot locate resources needed may contact a librarian to develop a search strategy to locate relevant information. See the list of Subject Bibliographers to know which librarian to contact: [www.bc.edu/bc\\_org/avp/ulib/ref/subspec.html](http://www.bc.edu/bc_org/avp/ulib/ref/subspec.html).

### Interlibrary Loan

The Interlibrary Loan Service is offered to students, faculty, administrators, and staff to obtain materials not available in the Boston College Libraries. Books, photocopies of journal articles, microfilm, theses, and government documents may be borrowed from other libraries. Except for unusual items, the waiting period is from one to four weeks. For anyone willing to use the material at the holding library, a computerized system at the reference desk will provide locations. Requests can be made by using electronic forms available on the Libraries' web site or by visiting a library.

### Boston Library Consortium

The Boston College Libraries are part of the Boston Library Consortium, a group of area libraries which includes Brandeis University, Boston University, Brown University, Massachusetts Institute of Technology, Northeastern University, Tufts University, University of Massachusetts System, Wellesley College, as well as the Massachusetts State Library, the Boston Public Library, and the Marine Biological Laboratory at Woods Hole. Faculty may apply for a Consortium borrower's card at the Reference Department in O'Neill Library in order to borrow directly from the member libraries. Access to these collections will be enhanced as the Consortium introduces its Virtual Catalog in 2000/2001. The Virtual Catalog will allow searching of all Consortium libraries with the ability to request delivery of books to Boston College. Ask at O'Neill Reference for more information.

### Association of Research Libraries

In October 2000, the Libraries became the 112<sup>th</sup> member of the Association of Research Libraries. Membership in ARL is limited to research institutions sharing common goals, interests, and needs. The mission of ARL is to shape and influence forces affecting the future of research libraries in the process of scholarly communication. Membership is by invitation upon the recommendation of the Board of Directors and approval of the membership.

### United States Government Publications

Boston College is one of 1,350 Federal Depository Libraries located across the United States. As a Depository, the O'Neill Library receives thousands of government documents in print, microfiche, and electronic formats, and makes them available to the general public. Many government publications are now available via the Web or in CD-ROM format. Further information may be found on the following web page: [www.bc.edu/bc\\_org/avp/ulib/ref/govdocs/Govdocs.html](http://www.bc.edu/bc_org/avp/ulib/ref/govdocs/Govdocs.html). Questions about the O'Neill collection and the availability of government documents should be directed to the Government Documents and Microforms staff on the first floor of the O'Neill Library.

### Media Center

The Media Center on the second floor of the O'Neill Library houses information in many nonprint formats: videocassettes, DVDs, laserdiscs, compact discs, audiocassettes, LPs, and CD-ROMs. All media may be used by patrons within the Center in individual carrels. Faculty may conduct media classes in either of our two classrooms. There is a Faculty Preview Room for faculty meeting with small groups or previewing media materials. Loans of videos are restricted to BC faculty.

### New England Library Information Network/OCLC

Through membership in the New England Library Information Network (NELINET), our users have on-line access to publishing, cataloging, and interlibrary loan location information from the data bank of OCLC, Inc. which contains over 43 million bibliographic records from the Library of Congress and other national libraries, and from over 27,000 other libraries worldwide.

Source: University Librarian

## John J. Burns Library of Rare Books and Special Collections

The University's special collections, including the University's Archives, are housed in the magnificently appointed Honorable John J. Burns Library, located in the Bapst Library Building, north entrance. These distinguished and varied collections speak eloquently of the University's commitment to the preservation and dissemination of human knowledge. The Burns Library is home to more than one hundred thousand volumes, some twelve million manuscripts, and important collections of architectural records, maps, art works, photographs, films, prints, artifacts, and ephemera. These materials are housed in the climate-controlled, secure environment of Burns either because of their rarity or because of their importance as part of a special collection. While treated with special care, these resources are available for use at Burns to all qualified students, faculty, and researchers. Indeed, their use is strongly encouraged, and visitors to Burns are always welcome, either simply to browse or to make use of the collections.

Though its collections cover virtually the entire spectrum of human knowledge, the Burns Library has achieved international recognition in several specific areas of research, most notably: Irish studies; British Catholic authors; Jesuitana; fine print; Catholic liturgy and life in America, 1925-1975; Boston history; Caribbeana; Balkan studies; and Congressional archives. It has also won acclaim for significant holdings on nursing, detective fiction, Thomas Merton, Japanese prints, Colonial and early Republic Protestantism, and banking.

Some of the significant collections at Burns include:

The Aylesford Press Collection  
Banking Archives: Hibernia Savings Bank, Union Warren, The Provident Institution for Savings, the Yankee Bank for Finance and Savings, and the Savings Banks Association of Massachusetts  
Samuel Beckett Collection  
Hilaire Belloc Collection and Archives, 1870-1953  
The Honorable Edward Boland Papers  
Bookbuilders of Boston Archives, 1938-  
British Catholic Authors  
Bruce F. Browning Boston Theater Collection  
Burns, Oates and Washbourne Collection, 1847-1954  
The Wallace P. Carroll Papers  
The Charitable Irish of Boston Collection  
Gilbert Keith Chesterton Collection, 1874-1936  
Citywide Coordinating Council Archives, 1975-1978  
Josephine A. Dolan Collection  
Theodore Dreiser Collection  
The Reverend Robert F. Drinan, S.J. Papers  
East European Collection (Bulgarian and Romanian)

Eire Society of Boston Archives  
Fine Print Collection  
Flann O'Brien Papers  
Eric Gill Collection  
Howard B. Gill Papers  
Joseph A. Grace's Early Modern English Collection  
Graham Greene Library and Archive  
Seamus Heaney Collection  
The Honorable Margaret Heckler Papers  
Irish Collection  
Irish Music Center- John McCormack Irish Music Collection  
Jane Jacobs Collection  
Janet Wilson James Collection on Women's History  
Elizabeth Jennings Collection  
Jesuitana Collection, 1540-1773  
David Jones Collection  
Rita Kelleher Collection  
Leeming Collection of Irish Literature  
Reverend William J. Leonard, S.J. Liturgy and Life Collection, 1925-1975  
Peter Levi Collection and Papers, 1931-  
Robert and Patricia Lowery's Sean O'Casey Collection  
Reverend Robert J. McEwen, S.J. Catholic Social Action as Embodied in the Modern Consumer Movement  
McNiff Collection of the Stanbrook Abbey Press  
Thomas Merton Collection  
Meynell Family Collection  
Morrisey Collection of Japanese Prints, 18th-19th centuries  
New England Deaconess Hospital Nursing Collection, 1896-1989  
Nuala Ni Dhomhnaill Papers  
Nursing Archives  
The Honorable Thomas P. O'Neill, Jr. Papers  
Flann O'Brien Collection  
Mary L. Pekarski Nursing Archives  
Pope John XXI Collection of Medical Ethics  
Salem Divines Collection  
Joseph Coolidge Shaw, S.J., 1821-1851, Collection  
Francis Stewart Collection  
Rex Stout Collection and Archives  
Francis Sweeney, S.J. Collection  
Francis Thompson Collection, 1859-1907  
Typography and Design  
University Archives  
Sr. Madeleine Clemence Vaillot, O.P. Papers  
Nicholas M. Williams Memorial Collection of Caribbeana  
William Butler Yeats Collection

The John J. Burns Library is open Monday through Friday, 9:00 a.m. to 5:00 p.m. The Library is closed on all University holidays. Visitors are always welcome and are encouraged to view the permanent exhibition areas of the Library. Guided tours are also available upon request. Patrons using the collections must do so in the Burns Reading Room where specialized reference and copy services are provided. Burns sponsors an active exhibits and lecture series program.  
Source: University Librarian

## Academic Development Center

The Academic Development Center (ADC) exists to support and enhance all aspects of academic excellence by helping undergraduates, graduate students, and faculty improve learning quality and teaching effectiveness. The ADC, which opened its doors in September 1991, is located on the second floor of O'Neill Library in the Eileen M. and John M. Connors, Jr. Learning Center.

The ADC is a comprehensive, inclusive resource serving all of the University's students and faculty. To address the needs of the great majority of Boston College students, the Center provides tutoring for more than 60 courses, including calculus, statistics, biology, chemistry, nursing, accounting, and classical and foreign languages. In addition, graduate students in English serve as writing tutors. (All ADC tutors are recommended and approved by their relevant academic departments; most are graduate students, juniors, or seniors.)

The Center offers programs designed to challenge the most academically talented, highest achieving students — as well as programs designed to support those who are least prepared and most academically challenged. One of the ADC's three professional staff members assists students with learning disabilities, helping to ensure their academic success at Boston College.

Tutoring, and all other academic support services, are free of charge to all Boston College students and instructors.

The Center also sponsors seminars, workshops, and discussions for faculty and graduate teaching fellows on strategies for successful teaching and learning. Through these and other activities, the Academic Development Center plays an increasingly important role in enhancing the quality of academic life at Boston College.

Source: University Librarian

## Academic Development Center

Academic Year	Hours of Tutoring	Students Tutored	Rated Tutoring "Extremely" or "Very Useful"
1994-95	5,215	2,200	91%
1995-96	6,419	2,000	92%
1996-97	6,162	2,000	92%
1997-98	6,050	1,810	93%
1998-99	6,012	2,120	93%
1999-00	5,800	2,300	98%

Source: University Librarian

## University Archives

Archives are the official noncurrent papers and records of an institution that are deemed worthy of preservation for their legal, fiscal, or historical values. The University Archives, a department within the John J. Burns Library, contains the office records and documents of the various University offices, academic and otherwise, copies of all University publications, including student publications, movie footage of Boston College football, some audiovisual materials, and tape recordings of the University Lecture Series and other significant events. A significant collection of photographs documents the pictorial history of Boston College. Alumni, faculty, and Jesuit records are also preserved. In addition, the Archives is the repository for the documents of Newton College of the Sacred Heart (1946–1975); the Jesuit Education Association (1934–1970); the Catholic International Education Office (1952–1976); and the documents of the Jesuit Community of Boston College (1863– ).  
Source: University Librarian

## The Language Laboratory

The Boston College Language Laboratory, serving all the language departments, students of English as a foreign language, and the Boston College community at large, is located in Lyons 313. In addition to its 32 listening/recording stations and teacher console, the facility includes: 15 networked Macintosh workstations, two laser printers, a Web server, a materials development workstation, two TV/video viewing rooms, two individual carrels for TV/video viewing, and one CD listening station. The Lab's audio and videotape/laserdisc collection, computer/multimedia software, other audiovisual learning aids, and print materials including mono- and bilingual dictionaries, as well as laboratory manuals for elementary through advanced language courses, directly support and/or supplement the curriculum requirements in international language, literature, and music.

The Lab's collection is designed to assist users in the acquisition and maintenance of aural comprehension, oral and written proficiency, and cultural awareness. Prominent among the Lab's offerings that directly address these goals are international news broadcasts and other television programming available through the Boston College cable television network and made accessible to lab users via EagleNet connections and/or via videotaped off-air recordings. These live or near-live broadcasts from around the world provide a timely resource for linguistic and cultural information in a wide variety of languages.

Students (undergraduate and graduate), faculty, and B.C. community members who wish to use the Language Laboratory facility and its collection will find the Laboratory staff available during the day, in the evening, and on weekends to assist them in the operation of equipment and in the selection of appropriate materials for their course-related or personal language needs. Digitized audio programs from the Lab's collection are also available on the Boston College network 24 hours a day, 7 days a week to students officially enrolled in courses in which these programs have been adopted as curricular material. For more information about the Language Laboratory, please visit [www.bc.edu/langlab](http://www.bc.edu/langlab).

Source: Language Laboratory

## The McMullen Museum of Art

The Charles S. and Isabella V. McMullen Museum of Art aims to increase understanding of the visual arts, to encourage inquiry, and to enrich learning through the display of a notable permanent collection and special exhibitions of international importance. The Museum occupies two floors of Devlin Hall. Spacious galleries with movable walls provide flexible exhibition spaces that rival venues in larger museums.

Begun in the nineteenth century, the University's permanent collection contains masterpieces that span the history of art from Europe, Asia, and the Americas. Outstanding among them are Gothic and Baroque tapestries, Italian paintings of the sixteenth and seventeenth centuries, American landscape paintings of the nineteenth and early twentieth centuries, and Japanese prints. The collection is displayed on a rotating basis in the Museum's galleries on the ground floor. In keeping with the teaching mission of a university museum, accompanying text explains the significance of each work in its historical context and addresses questions from the current scholarship. The Museum maintains an active special exhibition program, bringing outstanding works from around the world to Chestnut Hill. The Museum also contains a Micro Gallery, an innovative computer system which visitors to the Museum may use to display information and images of works in the permanent collection, as well as photographs of related works. The Museum organizes public lectures, symposia, workshops, film series, and gallery tours in concert with current exhibitions.

Source: McMullen Museum of Art

## Information Technology

Information Technology manages Boston College's computing, communications, and electronic information resources. It provides leadership in shaping technology plans and strategies to support the mission and goals of the University. Boston College's campus technology environment is a highly integrated voice, data, and cable television network with high-speed connections to all classrooms, offices, and residence hall rooms. The University's three-year plan to implement wireless technology was launched in 2000, with wireless service now available in most academic and administrative offices. The entire campus will be blanketed with access points by the end of 2002. A Virtual Private Networking capability was introduced during the summer of 2000 to enhance current off campus access to computing resources. And, in keeping with Information Technology's commitment to web-enabled services, the Tech Products Store was converted from a physical to a virtual store at the end of the Fall semester. A new look and feel for the Boston College web sites was approved, and the Alumni Online site was the first to be published using the new format. The Information Technology organization itself – about 140 strong – underwent significant restructuring during 2000, in a move to support better the rapid implementation of applications and infrastructure.

## Student Learning and Support Center

The Student Learning and Support Center (SLSC) brings together students, customer service, and technology. The SLSC, located in O'Neill Library 250, is Boston College's main computer laboratory. The facility holds 75 Macintosh G3s and 80 IBM Pentium III computers, two color scanners, six networked email stations, two music stations, nine high speed laser printers, a typewriter and six laptop docking stations. The SLSC is home to the Student Help Desk where students find assistance in solving hardware, software, and networking problems. Within the facility, users have access to a wide variety of software applications and full access to the internet. For more information about the SLSC, see its web page: <http://www.bc.edu/slsc>.

Source: Information Technology

## Student Learning and Support Center Statistics

	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Total
<b>User Visits</b>													
1998-1999	39,673	43,866	43,590	30,004	18,166	38,417	38,224	45,434	23,059	9,761	9,620	6,581	346,395
1999-2000	48,258	42,206	44,704	30,673	19,165	40,337	39,938	47,978	24,265	11,329	10,748	8,367	367,968
Total Pages Printed, July 1998 - June 1999							3,475,770						
Total Pages Printed, July 1999 - June 2000							4,196,569						

Source: Information Technology

## Computer Network Elements

	1997-1998	1999-2000
<b>Computer Network Electronics</b>		
Number of Localtalk Networks	33	33
Number of remote campuses supported for data	4	5
Total number of registered TCP/IP nodes	11,772	11,844
Number of nodes running at 100 megabytes per second	52	93
Number of "switched" 10/100 ethernet ports	1,032	11,300
Number of "shared" 10 megabyte ethernet ports	13,153	6,900
Number of "building to backbone" links at 10 megabits per second	95	50
Number of "building to backbone" links at 100 megabits per second	2	51
Number of "building to backbone" links at 1000 megabits per second	1	1
Total bandwidth of Internet link (in megabits per second)	4.5	45
Total bandwidth of campus backbone (in megabits per second)	200	200
Teleconferencing locations	7	10
<b>Computer Network Infrastructure</b>		
Investment in infrastructure (cumulative)		
Voice, data, video, active electronics & equipment	\$30,000,000	\$30,925,000
Cable plant, racks, patch panels, frames, etc.	\$10,000,000	\$10,250,000
Network Plant		
Total number of network rooms supported	380	390
Total number of "information outlets" supported*	80,000	81,000
Interior fiber optic cable installed (in miles)	6	7
Exterior fiber optic cable installed (in miles)	12	14
Interior station cabling installed (in miles)	250	280
Exterior copper cabling installed (in miles)	40	41
Cable Television Plant		
CATV headend rooms	1	1
CATV satellite distribution center	1	1
CATV drops - active	7,500	7,723
CATV drops - inactive	3,500	3,550

\*An "information outlet" is defined as any drop that can be used to provide voice, data, or video services.

Source: Information Technology

## Telephone Infrastructure

	1992-93	1993-94	1994-95	1995-96	1996-97	1997-98	1998-99	1999-00
<b>Telephone System</b>								
Number of sites supported*	11	11	11	11	10	10	10	10
Number of switch locations	5	5	5	2	4	10	10	10
<b>Service Through the PBX Switches</b>								
Faculty/staff voice lines	4,322	4,368	4,823	5,095	5,413	5,911	6,398	6,495
Student voice lines	-	-	6,756	6,864	7,015	7,020	7,193	7,267
Remote call forwarded lines**	n.a.	n.a.	n.a.	n.a.	n.a.	4,283	4,127	4,396
Incoming lines	96	96	96	264	216	336	336	380
Outgoing lines	96	96	96	384	358	500	500	500
Modem pool lines (at 56kbs.)	20	20	84	84	144	144	144	144
Remote site tie lines	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.	54	72

\* The ten current sites are: Main Campus, Newton Campus, St. Clement's Hall, Weston Observatory, New York offices, 1380 Soldiers Field Road, and the four Social Work satellite campuses (Springfield, MA; Paxton, MA; Plymouth, MA; and Portland, ME).

\*\* These lines are associated with a voice mail box and do not have a physical telephone set.

Note: All statistics are reported as of the end of the fiscal year indicated.

Source: Information Technology

## Total Successful Page Deliveries by WWW.BC.EDU Web Server by Month

	1994-95	1995-96	1996-97	1997-98	1998-99	1999-00	2000-01
June	-	27,935	190,137	279,542	1,002,994	*	2,392,541
July	352	45,192	238,233	404,894	946,299	*	2,527,185
August	689	63,210	237,030	526,562	1,118,492	*	3,065,535
September	1,534	121,976	451,695	938,357	1,207,177	*	5,285,181
October	2,334	146,576	508,895	1,013,426	1,607,353	*	5,114,635
November	3,343	135,112	506,962	935,703	1,692,974	*	4,363,571
December	3,615	106,097	367,231	757,960	1,430,245	*	3,853,523
January	5,265	141,290	*	817,031	1,601,388	2,967,437	4,101,982
February	9,224	186,043	768,969	1,061,693	2,014,961	3,605,414	4,136,356
March	17,097	190,674	924,787	1,245,231	2,100,228	3,611,981	4,830,946
April	24,598	203,636	736,529	1,512,718	2,201,534	3,421,388	4,840,545
May	28,843	183,106	431,943	1,069,806	1,758,244	*	**
<b>Total</b>	<b>96,894</b>	<b>1,550,847</b>	<b>5,362,411</b>	<b>10,562,923</b>	<b>18,681,889</b>	*	<b>44,512,000**</b>

Note: A page view is the transfer of one html page to one requesting computer. Many pages require the transfer of several additional graphics files. These additional files are not counted in these totals.

\* Data is incomplete or unavailable for this period.

\*\* Eleven month total, May figures not available due to server log problems.

Source: Information Technology