

YORK COLLEGE LIBRARY

ANNUAL REPORT

2003 - 2004

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## Introduction

In the 2003-2004 budget year, the York College Library faced a number of challenges, but continued to devote itself to public service as a priority. The challenges included the budgetary situation as well as staffing shortages. As in many other budget years, the initial allocation barely covered the cost of current periodical subscriptions and microforms. This budget year, the Library added a number of electronic sources to make full text sources available online.

In terms of the budget, the Library has maintained its subscriptions to journals, though due to the lateness of the budget allocation and problems with the vendor used by CUNY, there was a subscription gap of many months for the subscription year. Hopefully, this situation can be avoided in the future.

In terms of staffing, the Library continued to have a total of seven full time faculty supported by one Higher Education Officer and five full time CUNY Office Assistants. In addition, there are two adjunct faculty, one associated with the Queens High School for the Sciences at York College and one covering late evenings during the Fall and Spring semesters (8:30 to 10:45 P.M. Monday through Thursday). Though there are adjuncts, their presence does not significantly relieve the full time faculty from staffing the two reference desks when the Library is open to the public.

In this budget year, the Library received:

- a. At least \$20,000 from the College to acquire book. Though this allocation was made as the budget year was closing, it was allocated and spent wisely on print materials to support student services in the Library.

- b. At least \$19,500 in Auxiliary Enterprises grants to supplement the purchasing of materials to support specific programs coming up for accreditation such as Physician's Assistants, Nursing, and Social Work.
- c. Fifteen computers were purchased for the Library using High School funds.
- d. Science Direct, an online service permitting users to gain access to the full text of hundreds of journals, was made available.
- e. Furniture to more appropriately match the existing furniture was ordered.
- f. The Library received a grant of \$20,000 from the Technology Fee Committee. This amount was used to make several on-line databases available
- g. The York College Alumni Association continued to make an online database available to all Library users.

In addition, the Library continues to offer printing from all the computers within the Library. This system requires the establishment of an account and the addition of money. The system seems to work well for both printing and photocopying.

Furthermore, as the budget year ended, the College's Auxiliary Enterprises Corporation contracted to replace the photocopy machines within the Library. The Minolta photocopiers are to be replaced by Xerox copiers in August, and they will be ready before the beginning of the Fall 2004 semester.

It should be noted that Library space has, in recent years, contracted. When the technical services portion of the Library was relocated from the first floor to a portion of the second floor, a significant portion of student study space was converted. In addition, three classrooms were constructed on the H wing of the Library in user study space. Also, a SEEMS lab was constructed on the second floor of the Library. Various classes utilize

the group study rooms (the Latin American and Asian-American rooms). With all these uses of Library space, Library users are somewhat constricted.

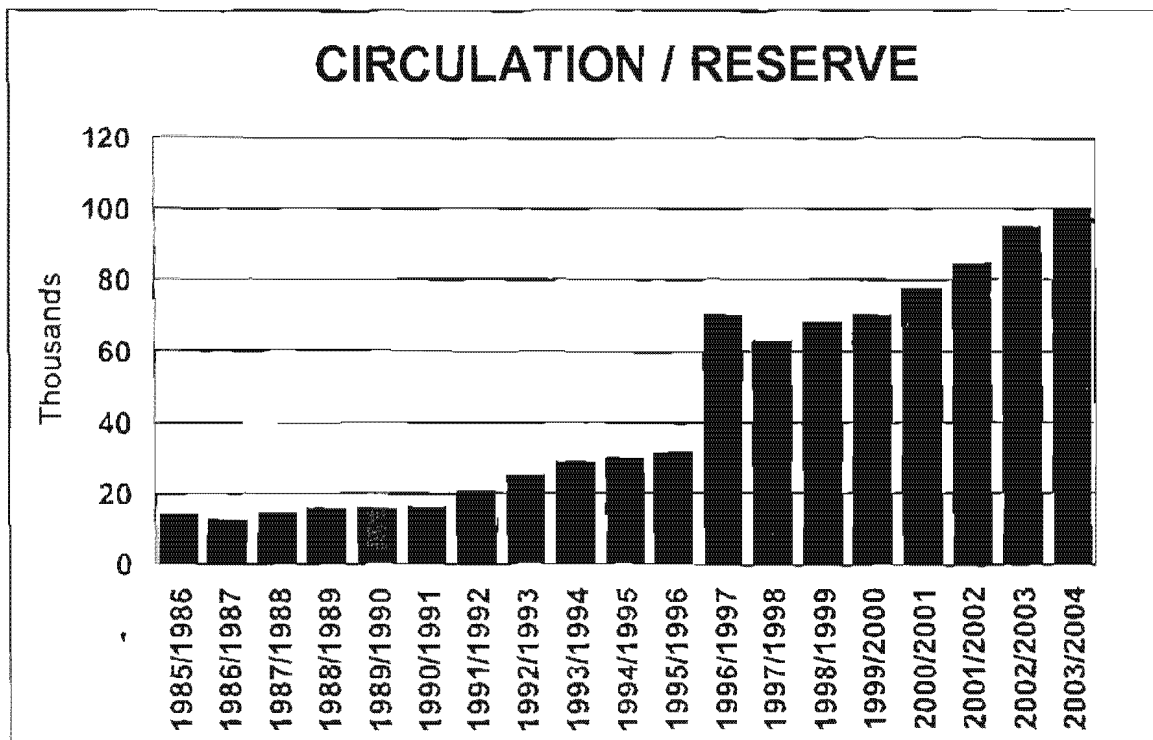
It is hoped that the long Library hours will be supported with more full time and adjunct faculty as well as a greater number of support staff. It is also hoped the initial budget for the department can be increased so that the Library can make more studied decisions as to which programs should be supported through the purchase of Library materials. When considering the High School at York, it is hoped that the allocation for the Library will increase as the student body of the High School increases. In addition, it is hoped the adjunct's hours will be increased to help cover the addition demands placed on the Library by this additional user group.

## Use of the Library

The priority of the Library faculty and staff is to provide public service for the user community. The use of the Library remains strong, as can be seen in the following charts and commentaries.

## Circulation and Reserve

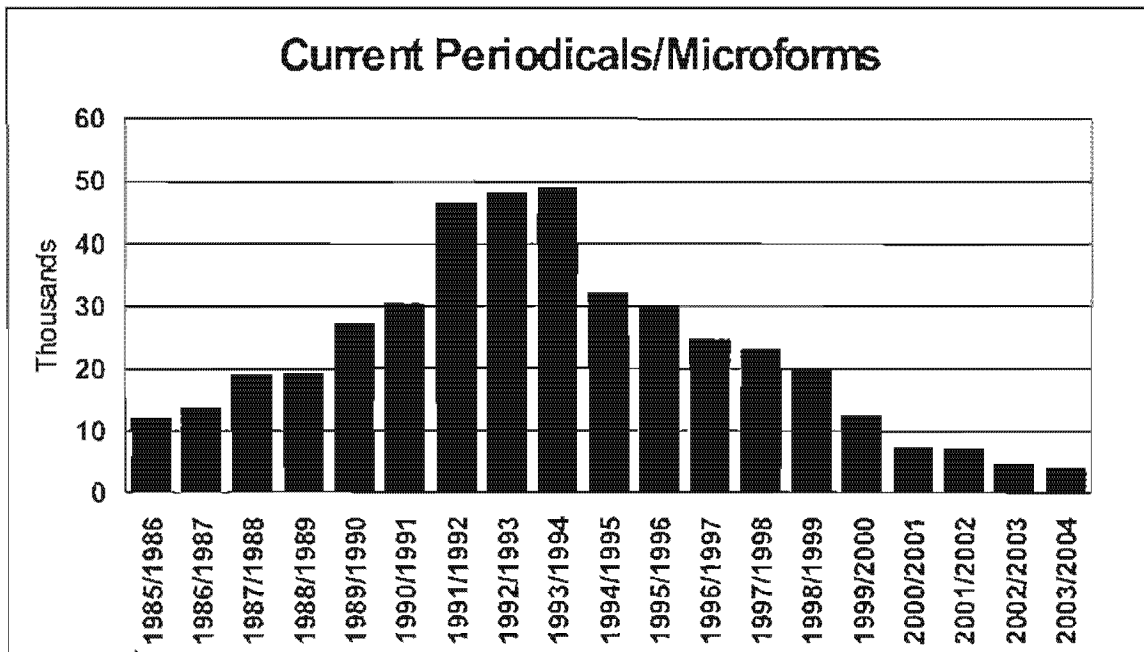
The use of Library materials remains strong, as can be seen in the circulation and reserve statistics.



The use of materials in the Library continued to grow during the 2003/2004 academic year. This is in spite of the continuing lack of sufficient Library materials to satisfy all Library users' requests.

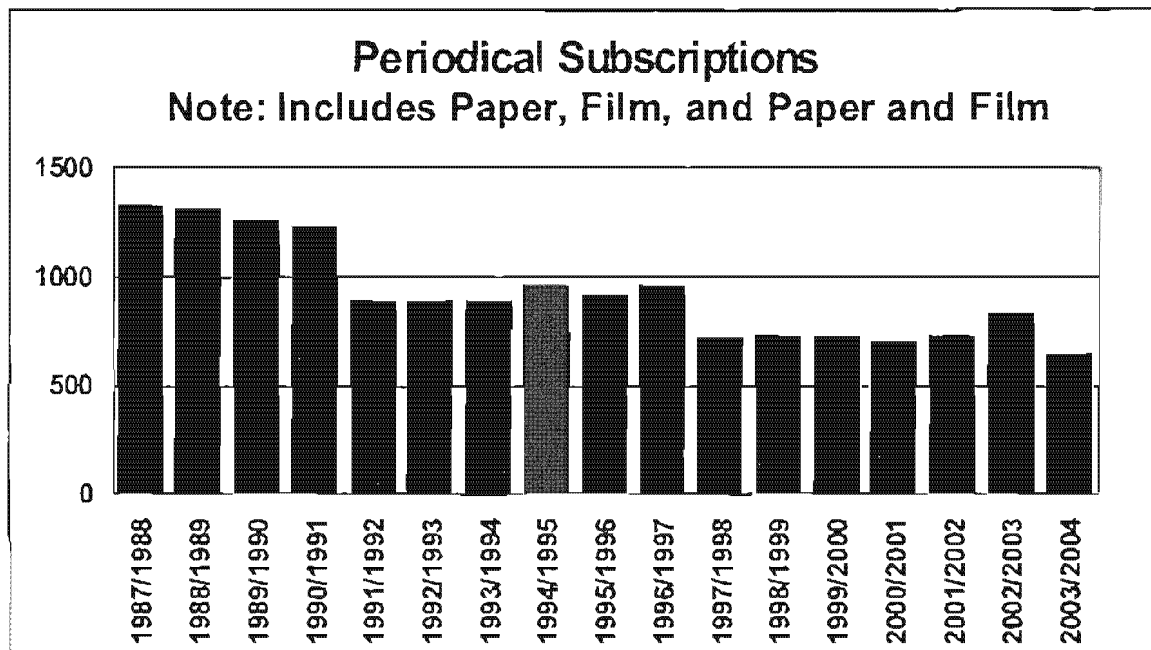
### Current Periodicals and Microforms

The use of current periodicals and microforms is difficult to quantify, as a great number of current and archived serials are on the World Wide Web in full text, and their use on the web is difficult to assess. The following chart shows the use of serials, in both print and microforms.



The decline is explained by the fact that both York and CUNY have made a large quantity of full text sources available on-line. The Library of York has (at this moment) 92 public access computers for Library users.

The number of periodical subscriptions in print continued to decline in the academic year, as can be seen on the following chart:



On the other hand, during the academic year, the Library added a large quantity of on-line full text journals as a subscription to Science Direct was added.

The number of reels of microfilm added continued at approximately 440. Though more archived journals are available on-line, it has been determined that the college may or may not continue to pay for access to these journals, and at least if microfilms are available in house, the older issues will be perpetually available to the user community.

## Information Literacy

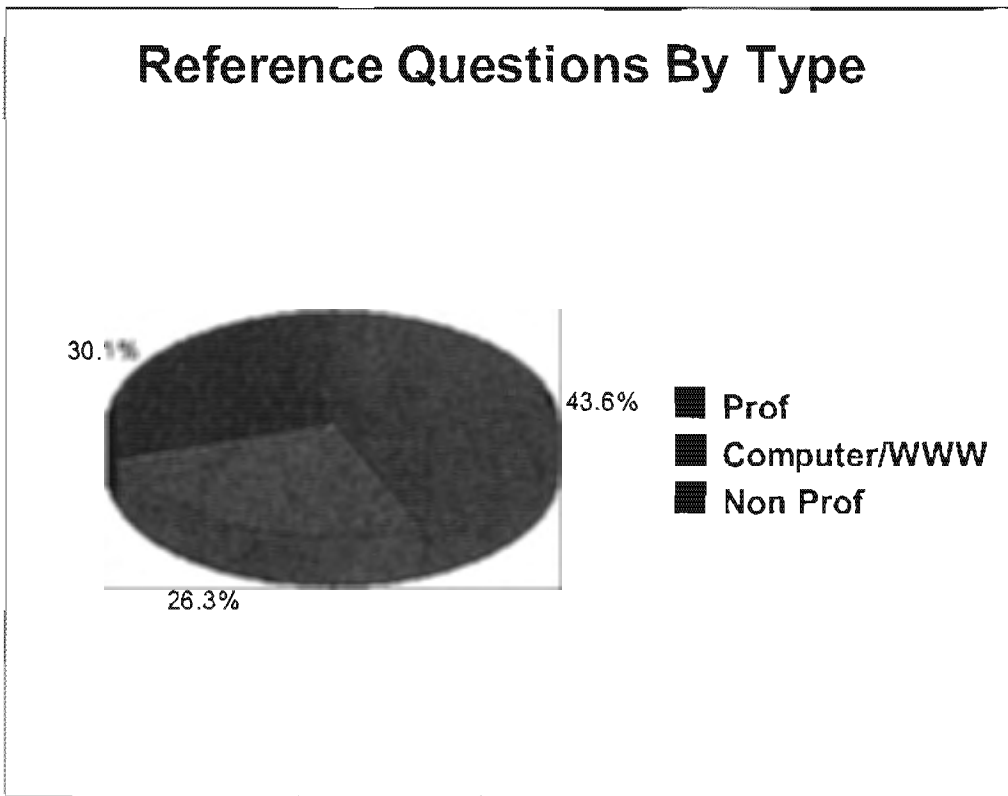
The Library continued to offer Information Literacy in a modified way. In general, the Librarians offered classes to faculty in how to teach Information Literacy to classes, and made the Library's Information Literacy laboratory available to trained faculty. In the academic year 2003 – 2004, 42 classes availed themselves of this laboratory. In the next academic year, the Library will be offering one session workshops to Student Development classes (details to be worked out and further explanation available later in this annual report).

## Reference

Reference is the most highly used service of the York College Library. Reference services can be studied in a variety of ways. First, reference services can be viewed by the type of reference question asked. In assessing the types of reference questions, the Library faculty divided those questions asked into three groups: professional, computer and World Wide Web related, and non-professional. As can be seen on the following



chart, the professional questions are the most often asked.



The reference services can be assessed by which portion of the Library these questions are asked on. As the Library has two reference desks which are continually staffed by faculty, this question is relevant in terms of scheduling for the coming semester. In the 2003 – 2004 academic year, the H Wing reference desk handled 10924 inquiries, while the G Wing reference desk handled 8525.

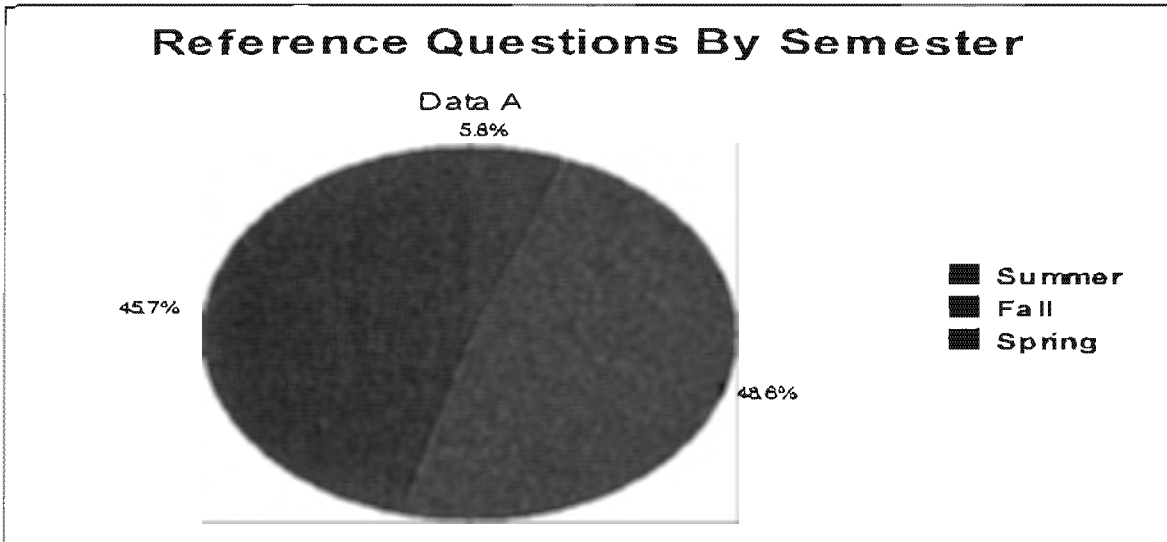
When looked at by the time of day when the inquiries were made, it is clear that the heaviest use of the reference services in the Library was before 6:30 in the evening on both wings of the Library. The following chart illustrates this:

	G Wing	H Wing
10-12	2198	2955
12-2	1605	2668
2-4:30	1604	2763
4:30-6:30	1530	1702
6:30-8:30	715	836
8:30-9:30	694	na
9:30-10:45	179	na
	8525	10924

The day of the week is also relevant. Clearly, reference questions were made most from Monday through Thursday, as can be seen in the following chart:

	G Wing	H wing
Monday	1827	2235
Tuesday	1799	2556
Wednesday	1864	2382
Thursday	1633	2431
Friday	614	707
Saturday	788	613
Total	8525	10924

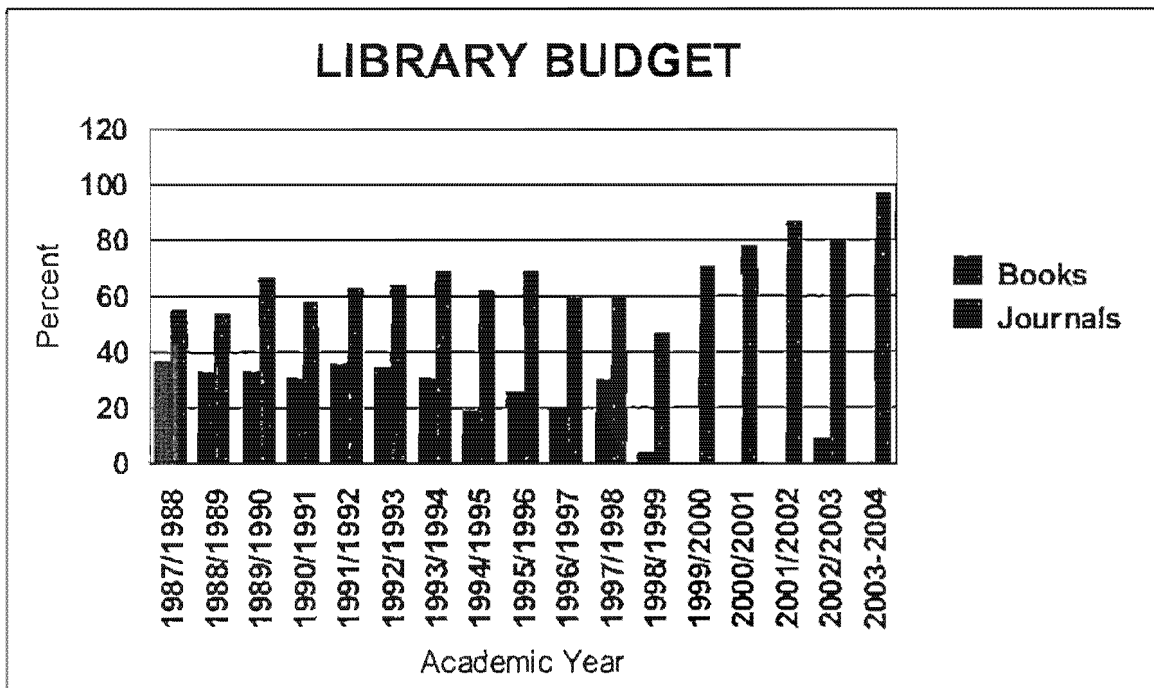
Reference service can be studied in terms of academic semester. Use of reference services was strongest during the Fall and Spring semesters, and least during the summer session. This could be predicted, as the student body was smallest during the summer semester.



Approximately 700 students visited the Library as a part of their classes during the academic year. These students were in approximately 35 classes.

#### Library Budget

The initial budget of the Library was spent nearly entirely on periodicals, including journal subscriptions (including microforms) and books. The following chart shows the portion of the Library allocated budget expended on these two information resources:



As in the past several years, the Library's collection has been increased due largely to the acquisition of largesse. The faculty of the York College Library solicits and accepts unwanted and replaced volumes from libraries throughout the metropolitan area. Though the volumes obtained are not the most recent available in many cases, they are more recent than what is in house.

The acquisition of Library materials was supplemented throughout the academic year by various sources, including the Queens High School for the Sciences at York College, the Auxiliary Enterprises grants, and additional allocations at the end of the budget year.

## Next Academic Year

The Library intends to pursue at least two major projects during the academic year 2004/2005. These projects will necessitate some sacrifices, but in general the Library faculty believes that they are justified.

### 1. Information Literacy Classes

- a. In cooperation with the Student Development faculty, the Library faculty intends to conduct one two-hour session in which Library skills will be taught. The two-hour session will focus on the following areas::

The Purpose of the two-hour session is to familiarize students with the York College Library and Library research in general. Various facets of the Library will be discussed and demonstrated, to be followed up by a Library related assignment provided to the students by the individual faculty member. The two-hour session will be divided into two parts: the print and nonprint portions of the Library.

#### I. The print portion of the Library: approximately 45 minutes

##### A. Tour of the Library to include:

1. The circulating collection (including the LC classification as the order of the books and probably pointed out from the third floor)
2. The printing system (including how to set up an account and how to use an account)
3. The reference desks (and the hours of operation, types of questions that can be asked) and the reference collection

4. The Circulation / Reserve desk and what is there and how to take out a circulating book and a reserve item (including how to get a Library barcode)
5. Current periodicals desk (including what is needed to take out a periodical which is to be used only in the Library)
6. Abstracts and indexes, where they are located and how to use them
7. Interlibrary Loans: who can borrow, how long it takes, charges when appropriate, etc.

B. The tour of the Library will conclude in the Information Literacy Lab

## II. In the Information Literacy Lab: the nonprint portion of the Library

- A. Discussion of the difference between print (including books and journals) and nonprint
- B. Access to nonprint materials (in Library, on campus and remote access)
- C. Introduction to the York College Library homepage which leads to the CUNY libraries homepage as well as databases
- D. Questions
- E. If time allows: work on the assignment which is to be handed out either before the class or at the beginning of the session by the class's instructor. This assignment is to be collected and graded by the class's instructor.
- F. A feedback form may be available, to be collected at the next class session and forwarded to the Librarian.

It should be noted that while information literacy classes are in session, as well as time needed for preparation for classes, one of the Library's reference desks will be unstaffed. A sign will be posted, instructing users to use the reference services available at the other reference desk, which will be staffed. Of course, this is possibly inconvenient for individual Library users, but it is felt that instructing large groups will be beneficial over time.

## 2. Reevaluating Journal Subscriptions

The second project will be to significantly trim the print journal subscriptions of the Library. In general, if a journal is available online in full text, and the Library gets old issues on microfilm, it is believed that a journal's print subscription is not as relevant as it once was. Naturally, a list of possible cancellation will be compiled and circulated to the chairmen of affected programs for input. If a journal in print rather than full text online is needed for accreditation, it will not be cancelled.

The reason for the study is that most of the Library's acquisition budget is spent on print journals, and if cancellations were made at this point, more dollars could be used effectively on other resources, such as books and other online sources.