

ANNUAL REPORT

York College Library

2009-2010

Prepared by
Prof. John A. Drobnicki
Chief Librarian
August 2010

Introduction

During 2009-2010, the Library continued to be very busy and active, providing a multitude of services as outlined below. The transformation and revitalization of the Library continued, with improvements to its physical appearance, as well as an infusion of new books to its collections, and several new electronic databases.

I. Reference Services

(Statistics compiled by Prof. Di Su, Head of Reference Services, and Prof. John Drobnicki, Chief Librarian)

The Library Faculty handled 24,815 questions during the 2009-2010 academic year (July 2009 to June 2010), reflecting a slight decrease over the previous year's total of 25,915 questions.

The types of questions that the Library Faculty are handling has also changed, with many more "non-professional" questions being asked, especially over the past six academic years. This is likely a direct result of the OCS copying/printing system, which places a high customer service burden on the librarians on duty at the reference desks, whom students must turn to when they have problems with the system and/or forget their username/PIN.

Table 1: Reference Questions by Category, June 2003-June 2010¹

	<u>Professional</u>	<u>Computer/Web</u>	<u>Non-Prof.</u>	<u>Total</u>
July 09-June 10	7,762	6,680	10,373	24,815
July 08-June 09	8,737	6,786	10,392	25,915
July 07-June 08	8,978	4,169	8,545	21,692
June 06-May 07	9,164	4,538	7,777	21,479
June 05-May 06	8,473	4,422	9,263	22,158
June 04-May 05	8,883	5,102	7,256	21,241
June 03-May 04	8,482	5,112	5,855	19,449

II. Acquisitions & Collection Development

(Statistics provided by Prof. Njoki-Wa-Kinyatti, Coordinator of Collection Development)

Thanks to support from the York College Administration, the Library had a healthy budget for the fourth consecutive year. The budget was also supplemented with \$66,500.00 from CUNY Central as part of the Chancellor's Student Textbook Initiative, to be spent on Reserve textbooks – these textbooks were purchased from both our book vendor (COUTTS) and from the campus Barnes & Noble bookstore.

¹For several years, the Office of Academic Affairs required Annual Reports to be submitted in May or June, which explains the different time periods in this Table.

The following is a breakdown of the Library's tax-levy expenditures:

Table 2: Summary of Library's Tax-Levy Expenditures for Academic Year 2009-2010

Total for Books	\$153,829.36
Total for Subscriptions	\$146,025.94
Grand Total for Books and Subscriptions	\$299,855.30
Computer/IT equipment	\$ 19,125.94
Office Supplies	\$ 4,354.00
Cataloging/ILL/Organizations	\$ 9,748.19
Furniture/Facilities	\$ 10,354.91
Office of Academic Affairs	\$ 21,495.95
OTPS Annual Expenditures 2009-2010	\$131,268.47
Compact OTPS Expenditures 2009-2010	\$233,665.82
Total Annual Expenditures for 2009-2010	\$365,333.29

The 2005 Agreement between CUNY and the New York City Department of Education provides \$60 per high school student to the Library on a CUNY campus with an affiliated high school. Since the York Library serves the students of an affiliated DOE high school (the Queens High School for the Sciences at York College), the York Library received \$24,900.00 in High School funds during 2009-2010. These funds were spent solely on books. Since the High School funds are not New York State tax-levy funds, they have not been included in Table 2 – nor have the funds the Library received from the Student Technology Fee (see Section V below).

III. Cataloging & Collection Maintenance

(Data provided by Mrs. Rose Dunne, CUNY Administrative Assistant, Cataloging)

From July 1, 2009 to June 30, 2010, a total of 3,428 volumes were added to the Library's collections, which included 474 volumes for the Reference Collection; 2,551 volumes for the Circulating Collection; and 403 titles for the Reserve Textbook Collection. Also, 2 DVDs were added to the collection. During the past year, 2,294 books were withdrawn from the Library's collections.

IV. Circulation & Reserve

(Statistics provided by Mrs. Grace Avila, Manager of Circulation & Reserve)

The Library continues to be very busy, with students borrowing both Reserve materials (for in-Library use) and Circulating materials (to take home).

Table 3: Number of Circulation/Reserve Transactions, July 2007-June 2010

	<u>Total Items Borrowed</u>
2009-2010	117,095
2008-2009	113,839
2007-2008	111,482

V. Electronic Resources

(Data provided by Ms. Anamika Dasgupta, Coordinator of Electronic Resources & Library Webmaster)

The Library received \$181,800 in funding from the Student Technology Fee during the 2009-2010 academic year. The Library would not be able to subscribe to many of our electronic resources without the financial support we receive from the Tech Fee. If the Library had to pay for reference databases from OTPS funds, the consequence would be that we would not be able to order any books. (Tech Fee funds were also used to buy toner and paper for the student printers and photocopier machines in the Library, as well as to upgrade the photocopier machines.)

The Library added subscriptions to several important databases over the past academic year:

- ACM Digital Library
- ebrary
- Garland Encyclopedia of World Music Online
- Health Reference Center Academic
- Nursing & Allied Health Collection
- Wall Street Journal, 1984-Present

Through the initiative of Professor Glenn Lewis (Director of the Journalism Program) and the generosity of SAGE Publications, the Library received permanent online access to the electronic version of the *Encyclopedia of Journalism*.

Thanks to the CUNY Central Office of Library Services, five new electronic products were also made available to all CUNY libraries over the past year, at no cost to the individual libraries:

- Academic Search Complete
- Business Source Complete
- Communication & Mass Media Complete
- Education Research Complete
- JSTOR Arts and Sciences VIII Collection

VI. Computers/Technology

(Data provided by Mr. Daniel Cleary, Science Librarian and Liaison to IT Department)

With Tech Fee funds, the Library purchased five new Ricoh photocopier machines, one of which

is currently being used as a scanner, and two of which will allow color copying/printing. Staff from the IT Department are working with both OCS (our print management system) and Ricoh to fix an issue that will enable us to charge differential pricing (i.e., charge more for color copies). With the scanner, students are able to scan documents and send them to their York email accounts. The IT Department is pursuing the ability to scan to network storage accounts, as well as to give faculty the ability to log into the Ricoh copiers and scanner.

All of the computers from the H-wing have been moved to the G-wing, and new network ports have been installed to accommodate 20 new Macs that will be purchased for the Library by IT. The Library paid for new Cisco network switches to be installed to handle the additional computers on the G-wing.

VII. Information Literacy

(Statistics compiled by Prof. Scott Sheidlower, Coordinator of Information Literacy)

The Library continued to have a very active Information Literacy program, which is frequently publicized on Yorktalk by Prof. Sheidlower. All of the Library Faculty taught IL sessions over the past year. Surprisingly, the demand for IL classes went down this year, as can be seen in the following table:

Table 4: Information Literacy Classes, 2006-2010

	<u>Number of IL Classes</u>	<u>Number of Students</u>
2009-2010	100	2,405
2008-2009	113	2,037
2007-2008	162	2,898
2006-2007	140	2,512

Unfortunately, the size of the Information Literacy classroom (3H-09) often limits the number of classes that Library Faculty can teach. The IL room has 18 computers (with usually a couple “out-of-order”), and therefore can only comfortably accommodate a maximum of about 20 students. Thus, Library Faculty taught a lot of sessions in the Classroom Building labs over the past year. It is hoped that a proposal to expand the IL room and improve the technology in the IL room will take place over the next year or two. The Library’s IL room also continued to be used regularly by staff from Academic Computing/Educational Technology for their workshops, as well as by classroom faculty who wanted to make use of the smartboard and student computers for particular lessons.

VIII. Periodicals & Microforms

(Statistics provided by Prof. Hope Young, Head of Serials, Microforms, and Interlibrary Loan)

As the full-text of more periodicals has become available in the Library’s electronic databases, the usage of printed periodicals and microforms has dropped off over the past few years. But

there are still numerous important journals, particularly in Occupational Therapy and Social Work, which are *not* available online and which must be accessed in either print or microfilm. Thus, the Periodicals & Microforms Collections still get regular use, as shown in the following tables:

Table 5: Periodicals Usage, July 2007-June 2010

	<u>07-08</u>	<u>08-09</u>	<u>09-10</u>
Journals	1018	855	419
Newspapers	116	96	91
TOTAL USAGE	1134	951	510

Table 6: Microforms Usage, July 2007-June 2010

	<u>07-08</u>	<u>08-09</u>	<u>09-10</u>
Journals	255	238	60
Newspapers	410	374	249
TOTAL USAGE	665	612	309

Table 7: Journals/Microforms Received, July 2009-June 2010

Current Journal Subscriptions	417
Current Annuals Received	62
Microfilm Reels Received	419

IX. Interlibrary Loan

(Statistics provided by Prof. Hope Young, Head of Serials, Microforms, and Interlibrary Loan)

With the advent of the CLICS service, users can now easily and quickly request books from other CUNY libraries by simply clicking on a link within the CUNY+ Online Catalog. This has led to a decline in the number of books that students request through Interlibrary Loan (ILL), since most books that students need are found within the CUNY library system. Faculty, however, are engaged in deeper research, and continue to request books that must be borrowed from outside the CUNY library system. Since CLICS is only for books, there is still heavy use of ILL to obtain copies of journal articles. Two years ago (2007-2008), there were 401 ILL requests from York to other libraries; last year (2008-2009) there were 525; while this year (2009-2010) there were 506.

The Library has recently begun to use ILLiad, a patron-initiated online ILL system, generously paid for by the CUNY Central Office of Library Services. It is being piloted with faculty from three academic departments.

Table 8: ILL Requests from York College Library to Other Libraries, July 2009-June 2010

<u>STUDENTS</u>		<u>FACULTY/STAFF</u>	
Articles	40	Articles	247
Books	42	Books	177
TOTAL	82	TOTAL	424

TOTAL Interlibrary Loan Requests = 506

Table 9: ILL Requests Supplied by York College Library to Other Libraries, July 2009-June 2010

Periodicals	3
Books	4
Microfilm	3
TOTAL	10

(York College Library is not a supplier in the OCLC Interlibrary Loan system, but honors/fills requests that are faxed or mailed to us on ALA forms.)

X. CLICS

(Statistics provided by Mrs. Grace Avila, Manager of Circulation & Reserve)

CLICS (CUNY Libraries Inter-Campus Services) is a book delivery service that lets users request books from any CUNY library to be delivered to any other CUNY library. Of course, York Library patrons almost always request their books to be sent to the York Library. Although the patron initiates the request by clicking on a link in the CUNY+ Online Catalog, there is still much staff time involved, on both ends of the transaction. The lending library has to send someone to find the book on the shelf; it must be scanned in the Aleph system; it must be packed in a blue LAND bag; it is then picked up by a courier and delivered to the borrowing library, where it must be opened, scanned, and held for pick up. Although the Aleph system is supposed to send an automated email message to the borrower, the York Library Circulation staff sends a direct email as a back-up, and in the case of Faculty or Staff, calls the patron to let them know their item has arrived.

Table 10: Number of CLICS transactions, July 2007-June 2010

	<u>Total Items Sent by York</u>	<u>Total Items Received by York</u>
2009-2010	3,961	3,580
2008-2009	3,336	2,816
2007-2008	2,333	1,957

XI. Outreach to Queens High School for the Sciences at York College (QHSSYC) and York Early College Academy (YECA)

(Data provided by Ms. Christina Miller, School Library Media Specialist)

During July 2009, Christina Miller conducted 18 Information Literacy sessions as part of the YECA Summer Immersion Program. During the academic year, Ms. Miller conducted 30 Information Literacy sessions for QHSSYC students. With assistance from Sandra Urban, Ms. Miller also arranged and taught a two-hour Literary Criticism Workshop for the AP English class from the Queens High School for Law Enforcement and Public Safety (Mar. 2010). As it has done every year since the 3-day event's inception, the York Library hosted QHSSYC's 8th Annual Science Poster Presentation.

XII. Facilities/Exhibits

As a result of a Spring 2009 report from space consultant Jay Lucker, as well as the College's pressing space shortage, the Library has been moving out of the 3rd floor H-wing over the past year. This involved extensive weeding of the Reference Collection and the print Periodicals Collection, and the physical moving of reference books, bound periodicals, microfilm, and offices. The project could not have been accomplished without the leadership, cooperation, and hard work of Mr. Daniel Cleary, Professor Hope Young, Ms. Jennefer Clarke, Ms. Toni McMillan, and several College Assistants (Julia Myers, Samantha Rossi, and Ria Hutson). We are similarly indebted to Mr. George Fellows and the staff of Buildings & Grounds, who devoted much time and manpower to the Library's physical reorganization.

UV-protective film was installed on the interiors of the Library's 2nd and 3rd floor windows by an outside vendor, Sunshield Energy Control Systems. Aside from the environmental benefits of filtering out heat and UV rays, it also enabled us to discard the circa-1986 curtains, resulting in a more open appearance.

In addition to displays of new books which rotate regularly, Christina Miller also maintained a year-long book display to highlight the NEH *We the People* "Picturing America" bookshelf collection. The Library also hosted two exhibits over the past year which were curated by Ms. Miller: the Fall exhibit consisted of artworks in ink, marker, and wax rubbing on paper and wood by Mary Hatch; and the Spring exhibit contained artworks rendered on paper in graphite, colored pencil, and silverpoint by Rosalie Orlando Hatch. The Library continues to display books written (or edited) by York faculty members, both current and historical, as part of the Faculty Book Display.

XIII. Library Staff

During the Summer of 2009, the Library welcomed Mr. Travis Hilton as a full-time CUNY Office Assistant, after several years of working as a College Assistant. We also hosted an intern, Mr. Yen-Huang (Joe) Lee, from the Queens College Graduate School of Library and Information

Studies. Joe was our first GSLIS intern in more than a decade.

XIV. Library Faculty Publications and Scholarship, 2009-2010

a) Publications:

Daniel E. Cleary (Instructor):

- Cleary, Daniel E. Book review of *Greening Cities, Growing Communities: Learning from Seattle's Urban Community Gardens*, by Jeffrey Hou, Julie M. Johnson, and Laura J. Lawson. *Choice* 47 (Feb. 2010): 1096.
- Cleary, Daniel E. Book review of *Parks, Plants, and People: Beautifying the Urban Landscape*, by Lynden B. Miller. *Choice* 47 (Feb. 2010): 1097.
- Cleary, Daniel E. Review of the *Nature Milestones* website. *Choice* 47 (May 2010): 1708.
- Cleary, Daniel E. Review of the *Science Friday* website. *Choice* 47 (Nov. 2009): 520.
- Cleary, Daniel E. "The Shrinking Library." *PASSWORD* 4 (Spring 2010): 6.

Anamika Dasgupta (Instructor):

- Dasgupta, Anamika. "Blog Search Engine and Directory: A Study on User Relevance Criteria." Paper presented at the *Connections 2010* Conference (University of Western Ontario, May 2010).
- Dasgupta, Anamika. Book review of *Encyclopedia of Artificial Intelligence*, ed. Juan Ramon Rubunal Dopico, Julian Dorado de la Calle, and Alejandro Pazos Sierra. *American Reference Books Annual* (2010).
- Dasgupta, Anamika. Book review of *Information Industry Directory: An International Guide to Organizations, Systems, and Services Involved in the Production and Distribution of Information in Electronic Form*. *American Reference Books Annual* (2010).
- Dasgupta, Anamika. "E-Resources: An Update." *PASSWORD* 4 (Spring 2010): 5.
- Dasgupta, Anamika. Review of the *Critical Mention* iTV database. *Choice* 47 (Dec. 2009).
- Dasgupta, Anamika. "Teaching and Learning in Second Life." Poster Presentation at the 2nd Annual CETL SoTL Poster Session (York College, Sept. 2009).
- Dasgupta, Anamika. "Teaching and Learning in Second Life: A Pilot Study." *DisCover: The Journal of the York College Center for Excellence in Teaching and Learning* 2 (2009): 97-106.

John A. Drobnicki (Professor):

- Drobnicki, John A. Book review of *The Great Patriotic War of the Soviet Union, 1941-45: A Documentary Reader*, by Alexander Hill. *Choice* 46 (Aug. 2009): 2300.
- Drobnicki, John A. "Election & Selection." [Letter to the Editor.] *Clarion* (Summer 2009): 2.
- Drobnicki, John A. "Hunt, Lamar." In Arnold Markoe (ed.), *Scribner Encyclopedia of American Lives*, Vol. 8: 2006-2008 (Scribner's, 2010), 228-230.
- Drobnicki, John A. "We're Moving, But We're Still Here." *PASSWORD* 4 (Spring 2010).
- Drobnicki, John A. "York Alumna as Special Librarian." *Academic Affairs Update* 3 (Nov. 2009): 6.

Njoki-Wa-Kinyatti (Associate Professor):

Kinyatti, Njoki-Wa-. "Acquisitions Report." *PASSWORD* 4 (Spring 2010): 5.

Kinyatti, Njoki-Wa-. "Houston, Charles Hamilton." In Leslie M. Alexander and Walter C. Rucker (eds.), *Encyclopedia of African American History* (ABC-CLIO, 2010), Vol. 3, 810-813.

Robert Machalow (Professor):

Machalow, Robert. "Textbooks in the Library." *PASSWORD* 4 (Spring 2010): 5.

Christina Miller (Instructor):

Miller, Christina. "School Media Corner." *PASSWORD* 4 (Spring 2010): 6.

Scott Sheidlower (Assistant Professor):

Sheidlower, Scott. Book review of *Virtual Reference Best Practices: Tailoring Services to Your Library*, by Kathleen M. Kern. *Public Services Quarterly* 5 (2009): 132-133.

Sheidlower, Scott. "Epilepsy Foundation." In Susan Burch (ed.), *Encyclopedia of American Disability History* (Facts on File, 2009), Vol. 1, 330-331.

Sheidlower, Scott. "Gittings, Barbara." In Arnold Markoe (ed.), *Scribner Encyclopedia of American Lives*, Vol. 8: 2006-2008 (Scribner's, 2010), 178-179.

Sheidlower, Scott. "Library Services for Students with Disabilities." *PASSWORD* 4 (Spring 2010): 3.

Sheidlower, Scott. "Pintauro, Joe." In Emmanuel S. Nelson (ed.), *Encyclopedia of Contemporary LGBTQ Literature of the United States* (Greenwood Press, 2009), Vol. 2, 489-490.

Sheidlower, Scott. "Reich, Alan Anderson." In Susan Burch (ed.), *Encyclopedia of American Disability History* (Facts on File, 2009), Vol. 3, 768-769.

Sheidlower, Scott. "Wolfe, George C." In Emmanuel S. Nelson (ed.), *Encyclopedia of Contemporary LGBTQ Literature of the United States* (Greenwood Press, 2009), Vol. 2, 656-658.

Sheidlower, Scott. Several book reviews in *American Reference Books Annual* (2010).

Di Su (Associate Professor):

Su, Di. "Caldwell, Sarah." In Arnold Markoe (ed.), *Scribner Encyclopedia of American Lives*, Vol. 8: 2006-2008 (Scribner's, 2010), 69-71.

Su, Di. "Sabbatical Report." *PASSWORD* 4 (Spring 2010): 2.

Su, Di. "Standardization of Keyword Search Mode." *Journal of Electronic Resources Librarianship* 22 (2010): 28-39.

Sandra Gall Urban (Instructor):

Urban, Sandra G. "Inventory and Maintenance Projects." Presentation at the LACUNY Cataloging Roundtable, Apr. 2010.

Urban, Sandra G. "Take Advantage of Library Services." *PASSWORD* 4 (Spring 2010): 3.

Hope Young (Associate Professor):

Young, Hope E. "Morris, Henry M(adison)." In Arnold Markoe (ed.), *Scribner Encyclopedia of*

American Lives, Vol. 8: 2006-2008 (Scribner's, 2010), 346-348.

Young, Hope E. "Turkish Scholar Visits York College Library." *Academic Affairs Update* 3 (Dec. 2009) 19; reprinted (with minor stylistic changes) on the CUNY Office of Library Services' "Library News" website.

b) Outside Funding:

The Library received \$500 worth of foreign language books from CUNY's LOTE (Languages Other Than English) Project. The books were selected by Prof. Scott Sheidlower, who is the Library's liaison to the Department of Foreign Languages, ESL & Humanities. Thanks to Monica Casco, LOTE's Consortium Director for Queens.

Anamika Dasgupta received a \$500 Long Island University Conference Grant to present her research paper at the *Connections 2010* Conference (May 2010) at the University of Western Ontario. Ms. Dasgupta was also awarded the 2009 Elizabeth O'Reilly Scholarship (\$1,000) for academic achievement from Long Island University, and received a LACUNY Professional Development Grant of \$500 to attend the upcoming ASIST 2010 Annual Conference, which will be held in Pittsburgh in Oct. 2010.

John Drobnicki received a Coordinated Collection Development Aid (CCDA) grant of \$8,324.00 from the New York State Library to be spent on Library materials. The Library also received \$1,500 in matching funds from CUNY Central for research-level collection development to support an existing graduate program.

Christina Miller received a \$1,050 stipend from the National Endowment for the Humanities to participate in a six-day NEH Landmarks of American History and Culture program, "Passages to Cleveland: Community Memory and the Landmarks of Immigration," at Western Reserve Historical Society (Cleveland, OH), July 19-24, 2009.

XV. Library Faculty College/University Service, 2009-2010

Daniel E. Cleary (Instructor):

- CUNY Libraries' Public Services Committee
- LACUNY (the Library Association of the City University of New York) Executive Council
- Library's Liaison to York's I.T. Department
- Outcomes Assessment Committee

Anamika Dasgupta (Instructor):

- CETL Advisory Board
- CUNY Libraries' Electronic Resources Advisory Council (ERAC)
- CUNY Libraries' SFX Committee
- Curriculum Committee (Secretary)
- Gen Ed Task Force
- Library Newsletter (Co-editor)

- Library Website Committee (Chair)
- Logic and Explanation FIG
- PSC-CUNY grant reviewer
- University Ad-hoc Math Support for Undergraduates Committee

John A. Drobnicki (Professor):

- College Personnel & Budget Committee
- CUNY Council of Chief Librarians
- CUNY Council of Chief Librarians' Personnel Committee
- CUNY Council of Chief Librarians' Space Planning Task Force
- Library Department Personnel & Budget Committee (Chair)
- Library Website Committee
- Technology Fee Committee

Njoki-Wa-Kinyatti (Associate Professor):

- CUNY Libraries' Acquisitions Committee
- LACUNY Acquisitions Roundtable
- LACUNY Collection Development Roundtable
- Library Personnel & Budget Committee
- Library Committee of the York College Senate (Chair)
- Pluralism & Diversity Committee
- Teacher Education Advisory Council

Robert Machalow (Professor):

- CUNY Libraries' Circulation Committee
- CUNY Libraries' Library Systems Committee
- Library Personnel & Budget Committee

Christina Miller (Instructor):

- Campus Environment Committee
- Common Reader Committee
- Human Behavior Keystone Seminar FIG
- LACUNY Executive Council (alternate)
- Library Environment and Signage Committee
- Library Exhibit Coordinator
- Library Newsletter (Co-Editor)
- YECA Planning Committee

Scott Sheidlower (Assistant Professor):

- 504/ADA Committee
- Admissions Committee
- Arts of Expression FIG
- Auxiliary Enterprises Board
- Auxiliary Enterprises, Budget and Contracts Subcommittee
- Constitution Day Committee (Chair)

- CPE Committee
- Elections Committee
- Honors Selection Subcommittee
- Honors Steering Committee
- Honors Thesis Review Committee
- LACUNY Disability Services Roundtable
- LACUNY Instruction Committee
- Library Personnel & Budget Committee
- LILAC (Library Information Literacy Advisory Committee)
- LILAC Subcommittee on Articulation (Primary Co-Chair)
- PSC Delegate Assembly (Alternate Delegate)
- PSC York College Chapter Executive Committee
- Student Disciplinary Committee

Di Su (Associate Professor):

- *Chronicle of Higher Education* Listserv administrator
- Faculty Development Committee
- Library Website Committee

Sandra Gall Urban (Instructor):

- Constitution Day Committee
- CUNY Libraries' Cataloging Committee
- CUNY Libraries' Primary Contacts Committee
- Faculty Senator
- Gay-Straight Alliance
- LACUNY Cataloging Roundtable (Co-Chair)
- Library liaison for "Study Till Midnight"
- Library liaison for the York College Bulletin
- Library Newsletter (Co-Editor, and Graphic Designer)
- Library Website Committee
- York College Science & Math Exposition (Panel Judge)

Hope Young (Associate Professor):

- Academic Integrity Committee
- CUNY Libraries' Interlibrary Loan Committee
- CUNY Libraries' Serials Committee
- Library Environment & Signage Committee
- Library Personnel & Budget Committee
- Occupational Therapy Department Grievance Committee
- Provost's Faculty Advisory Committee

XVI. Library Goals and Objectives for 2010-2011

Needless to say, the Library plans to continue providing high quality instruction and support to

students and faculty to meet their research needs. In addition, there are several specific goals for the coming year.

As mentioned above (Section XII), the Library Faculty and Staff worked very hard over the past year moving H-wing services onto the G-wing. During the 2010-2011 academic year, we will work to fully integrate the former H-wing services and personnel into G-wing operations. We will also update and/or create signage to reflect the changes in the floor plan.

The Library will continue to participate in the Records Retention Project, disposing of duplicate records and materials that have been accumulated over the past 40 years.

The renovation of Circulation/Reserve is scheduled to take place during 2010-2011, according to the Office of Campus Planning. Under the leadership of Mrs. Grace Avila, the Library will work hard to make sure that any construction (and/or de-construction) causes minimal disruption to Circulation and Reserve operations, and therefore hopefully minimal negative impact on Library users.

The Library will improve its outreach to the Faculty through our Liaison program, with the goal of making Faculty more aware of Library resources and services.

Young Adult materials that are classified and shelved in the Library's main collection will be re-classified and moved to the Curriculum Materials/Young Adult Collection.

The Library will undertake an Academic Program Review during 2011-2012, and will begin to lay the groundwork during 2010-2011. Library Faculty had a preliminary meeting with Dr. Aghajan Mohammadi (Director of Institutional Research and Assessment) and Ms. Shao-Wei Wu (Coordinator of Assessment) during Spring 2010, and we anticipate working closely with them and their staff during 2010-2011 to design appropriate assessment instruments for Library services.

Classroom Faculty and students are encouraged to serve on the Senate's Library Committee, which provides input to the Administration and to the Library Chairperson on Library services. Thanks to the 2009-2010 Library Committee Chair, Prof. Njoki-Wa-Kinyatti (Associate Professor of Library Services), and the members who served during the past year, for their helpful advice and insight. We look forward to working with the members of the 2010-2011 Library Committee.

Addendum

Using Data to Drive Change

Did you collect and/or analyze any of the following data this past year?

Data	Check if Yes
Admissions/Enrollment data	
Retention data	
Graduation data	
NSSE/FSSE results	
CUNY Student Experience Survey	
CPE data	
Other student learning indicators _____	
Certification exams	
Alumni data	
Faculty productivity	
Teaching evaluations	
Other _____	
Other ___Library usage statistics___	√

What were the findings of your analysis?

The Library has collected data for decades on Reference questions, including by time-of-day and by day-of-the-week. During 2009-2010, the Library moved out of its H-wing space, consolidating Reference services on the G-wing. With only one Reference Desk on the G-wing starting in 2010-2011, the Head of Reference needed to decide which times of day necessitated the presence of two librarians on duty, and which times could have one. The Head of Reference examined the data for the past decade, which is included below:

Reference Questions by Time of Day, July 2009-June 2010

	G-Wing	H-Wing
10-12	3414	2009
12-2	3570	2365
2-4:30	3528	2149
4:30-6:30	2957	955
6:30-8:30	1756	289
8:30-9:30	1187	n/a
9:30-10:45	636	n/a
Totals	17,048	7,767

Reference Questions by Time of Day, July 2008-June 2009

	G-Wing	H-Wing
10-12	3458	2748
12-2	3744	2681
2-4:30	3255	2535
4:30-6:30	2455	1413
6:30-8:30	1805	374
8:30-9:30	1004	n/a
9:30-10:45	443	n/a
Totals	16,164	9,751

Reference Questions by Time of Day, Sept. 2007-July 2008

	G-Wing	H-Wing
10-12	3091	2114
12-2	2793	2281
2-4:30	2331	2061
4:30-6:30	2360	1061
6:30-8:30	1586	496
8:30-9:30	940	n/a
9:30-10:45	578	n/a
Totals	13679	8013

Reference Questions by Time of Day, June 2006- May 2007

	G-Wing	H-Wing
10-12	2685	2421
12-2	2364	2289
2-4:30	2062	2206
4:30-6:30	2382	1410
6:30-8:30	1542	674
8:30-9:30	929	n/a
9:30-10:45	515	n/a
Totals	12479	9000

Reference Questions by Time of Day, June 2005- May 2006

	G-Wing	H-Wing
10-12	3098	2820
12-2	2550	2477
2-4:30	2275	2390
4:30-6:30	1918	1311
6:30-8:30	1160	795
8:30-9:30	916	n/a

9:30-10:45	448	n/a
Totals	12365	9793

Reference Questions by Time of Day, June 2004- May 2005

	G-Wing	H-Wing
10-12	2476	2919
12-2	1808	2784
2-4:30	1801	2804
4:30-6:30	1540	1690
6:30-8:30	950	1229
8:30-9:30	937	n/a
9:30-10:45	303	n/a
Totals	9815	11426

Reference Questions by Time of Day, June 2003- May 2004

	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	n/a
9:30-10:45	179	n/a
Totals	8525	10924

Reference Questions by Time of Day, July 2002- June 2003

	G-Wing	H-Wing
10-12	2218	2962
12-2	1785	2718
2-4:30	1614	2619
4:30-6:30	1542	1740
6:30-8:30	835	701
8:30-9:30	691	n/a
9:30-10:45	19	n/a
Totals	8704	10740

Reference Questions by Time of Day, July 2001- June 2002

	G-Wing	H-Wing
10-12	2208	2937
12-2	1851	2911
2-4:30	1813	3013
4:30-6:30	1748	1800

6:30-8:30	1068	896
8:30-9:30	329	n/a
9:30-10:45	35	n/a
Totals	9052	11557

Reference Questions by Time of Day, July 2000-June 2001

	G-Wing	H-Wing
10-12	2041	2201
12-2	1643	2235
2-4:30	1499	2586
4:30-6:30	1550	1504
6:30-8:30	948	760
Totals	7681	9286

The data show the busiest times of the day at the two Reference Desks.

How do you plan to use the data to drive change?

In order to provide high quality services to students, the Head of Reference was able to determine that certain times of the day would have two librarians on duty at the Reference Desk, and other times would have one. By continuing to collect and analyze Reference statistics, the staffing of the Reference Desk will be adjusted accordingly.

John A. Drobnicki
 Chief Librarian
 Oct. 2010