# ANNUAL REPORT
# York College Library
# 2019-2020

Prepared by

**Professor Njoki-Wa-Kinyatti**

Chief Librarian

August 2020

# Contents

# York College Library

## Introduction

The Library strives to be the heart of York College by providing a welcoming and inclusive environment that supports the research and informational needs of our academic community. The personnel of the Library Department are dedicated to supporting the educational mission of York College by improving access, updating and expanding resources, and providing information literacy instruction. When the COVID-19 pandemic threatened the delivery of our services, retaining student engagement became our focus as we transitioned from a primarily face-to-face service model to a model where services could be safely accessed virtually. This last March, the library faculty swiftly reorganized workflows, made acquiring electronic versions of new resources a priority, and introduced new services such as real-time circulation and reference support through a chat function. Even though the physical space of the library became inaccessible during this disruption, our dynamic team maintained continuous service to the research needs of our undergraduate and graduate students, faculty and staff. In the coming 2020-2021 academic year, the Library Department will focus on expanding access to virtual services and developing resources that can be utilized safely. We are committed to being inclusive of the expectations of our students and faculty, and to equitably support the research needs of all academic programs and disciplines. This experience of physical distancing has provided a new perspective on how we connect and support each other as a community. The Library will continue to explore better ways to facilitate these connections with the goal of creating meaningful memories while achieving academic success. We are especially grateful to the support from the Provost, Dr. Panayiotis Meleties, and the former Vice President of Student Development, Dr. Vincent Banrey.  The Library appreciated the continued support from Mr. Ismael Perez, Assistant Vice President for Planning and Budget and the staff of the Budget Office for their support and for approving funds to install a new security gate at the entrance of the Library. Thanks also to Mr. Claudio Lindow (Interim CIO), for his unwavering support of the Library Department.

## I. Budget: Income and Expenditures

(Statistics Provided by Professor John Drobnicki, Head of Acquisitions & Collection Development)

Please note the budget report was written by the Chief Librarian.

The Library's primary budget source is OTPS (Other Than Personnel Services) tax-levy funds. Supplementary sources of funding include the Technology Fee (15%), and Auxiliary Enterprises

(15 cents of every dollar spent by customers who use cash to print or copy in the Library). In addition, the 2005 agreement between the New York City Department of Education (NYCDOE) and the City University of New York (CUNY) stipulates that, all CUNY libraries with an affiliated high school receive an amount per high school student based on the previous year's School-Based Expenditure Report. The Library was also allocated matching funds by CUNY's Central Office for research to support existing graduate programs, and these funds were used to purchase library resources specifically for graduate programs.

**Tables 1 and 2** show a breakdown of the Library's income receivables and expenditures for 2019-2020.

**Table 1: Summary of the Library's Income Receivables from July 2019-June 2020**

| Funding Source | Income |
|---|---:|
| OTPS 70054 | $106,240.00 |
| Tech Fee | $292,530.00 |
| High School Funds | $38,240.00 |
| Auxiliary Enterprise & Foundation | $34,650.00 |
| Matching Funds | $1,359.00 |
| **Total Income for Academic Year 2019-2020** | $473,019.00 |

The total annual expenditures for academic year 2019-2020 were $434,782 – a reduction of $2,484 when compared to 2018-2019 total expenditures of $437,266. However, when compared with 2015-2016 expenditures of $514,388, there is a significant difference of $79,606. During the 2019-2020, the Library spent $94,336 on print materials and e-books. It is important to understand that, of the $94,336 that was spent on collection development, $38,239.87 were High School funds, $1,357.51 Matching funds, and $9,999.82 Auxiliary funds. Thus, the Library's OTPS budget for collection development was only $57,859, an allocation that is barely enough to acquire resources for three graduate programs. While York College enrollment has been strong, the continuous reduction of the Library's OTPS budget has not enabled us to keep pace with the enrollment growth and creation of additional graduate programs. If this downward trend of OTPS budget persists, the Library's collection will become obsolete and thereby fail to support undergraduate, graduate students, and faculty research needs. Currently, York College is offering five masters programs (Physician Assistant, Social Work, Pharmaceutical Science and Business, Aviation, and Clinical Trials Management). It is crucial that the York College administration allocate adequate funds for collection development when planning for the expansion of programs offered, especially graduate programs that require access to research beyond general studies. In order for York College to be successful in competing with other colleges that offer similar programs, it must be fully prepared to fund access to the resources necessary for our students to demonstrate currency in these advanced fields. If programs at York continue to expand, while budgets to provide resources to study in these programs continue to contract, the Library will reach a breaking point. The Library is committed to supporting our fellow faculty by providing access to resources and instruction required of all academic programs and disciplines, however this continued downward trend of collection development

funds will have serious implications for providing effective support, which in turn could negatively impact retention rates.

**Table 2: Summary of Library's Expenditures, AY 2019-2020**

| Description of Expenditures | Amount Spent |
|---|---:|
| Electronic Resources | $292,530.39 |
| Books (Print) | $57,859.42 |
| Ebooks | $36,476.85 |
| Serials | $36,661.47 |
| Cataloging | $475.37 |
| Interlibrary Loan | $2,519.05 |
| Consortium Membership | $2,202.00 |
| Office Supplies | $1,076.71 |
| Cataloging supplies | $824.99 |
| Book Storage Bin | $4,155.92 |
| **Grand Total of Annual Expenditures** | **$ 434,782.37** |

**Table 3: Book Purchasing Summaries by Vendor and Budget Source, AY 2019-2020**

| Fund Source - Vendor | Amount Spent |
|---|---:|
| Auxiliary funds - COUTTS | $9,999.82 |
| CUNY matching funds - COUTTS | $1,357.51 |
| High School funds - COUTTS | $38,238.87 |
| OTPS funds - COUTTS | $44,739.43 |
| **Total Amount Spent** | **$94,336.26** |

**NOTE:** Expenditure figures for the Library's Office and Book Supplies, Contractual Services, & Equipment were provided by Mrs. Vickitoy Meyers, CUNY Office Assistant and the Library's Secretary.

## II. Reference Services

(Statistics Compiled by Professor Todd Simpson Head of Reference Services and York College High School of the Sciences).

The goal of the Library's reference services is to connect our patrons to the most relevant information available for them to satisfy and advance their research interests. Reference services are provided as a coordinated effort by all department faculty. Traditionally, while class is in session this service has been offered in-person at the Reference desk all hours of operation, in addition to email, phone, and by appointment. The Library's CLT & Systems Administrator, Jahed Sarwar, staffs the Reference desk in the mornings and remains on call throughout the day

in order to address the significant amount of questions regarding the use of equipment, such as scanners, copiers, and printers. Thanks to support from Student Development, the library was able to offer a fully staffed Reference desk during the extended hours of the 'Study Up Til Midnight' program for the final examination period of the fall 2019 semester. The Covid-19 pandemic not only disrupted the continuity of offering these services but required a transition in how reference support was provided, hence the comparison of statistics will not be a one-to-one comparison to previous years. As it became apparent that continuing to offer face-to-face services on campus would place the York academic community at risk, the library quickly introduced a chat function integrated throughout the library website. Ending in-person reference services and transitioning to an entirely remote model within a short window of time required significant effort by the entire library department.

During the 2019-2020 academic year, library faculty provided 60 reference interviews lasting longer than 15 minutes, met with 20 scholars in prearranged one-on-one consultations, and answered 8,074 reference transactions. Of the 7,368 reference transactions that were recorded prior to the period of pedagogical retooling for remote learning, 16% were categorized as professional, 36% were in the non-professional category, and 47% were regarding technology and equipment. This also includes 400 email reference questions and 340 chat conversations. Of the 400 emails, only 89 were sent before the closure of the campus. The number of emails from the York community from March-June alone is a significant increase from previous years, and is evidence of the need for virtual library services during distance learning. The introduction of chat reference was abrupt and not strategically advertised, and yet was utilized by students and faculty in similar numbers. As we plan the Library's strategic marketing of services for the upcoming year, we expect to see continued growth in the area of virtual reference.

**Table 4: Reference Questions by Category, July 2018-June 2020**

| Year | Professional | Non-Professional | Tech. & Equip. | Total |
|---|---|---|---|---|
| July 2019 –June 2020 | 1,212 (16%) | 2,684 (36%) | 3,472 (47%) | 7,368 |
| July 2018 - June 2019 | 1,780 (19%) | 3,627 (37%) | 4,285 (44%) | 9,916 |

**Table 5: Virtual Reference, July 2018-June 2020**

| Year | Email | Chat | Total |
|---|---|---|---|
| July 2019 - June 2020 | 400 | 340 | 740 |
| July 2018 - June 2019 | 224 | N/A | 224 |

## III. Cataloging

(Data Provided by Professor Junli Diao, Head of Cataloging and Serials)

The Cataloging Department is devoted to data cleanup to assist the CUNY Office of Library Services (OLS) with its migration from Aleph to Alma in this academic year. 551 records in temporary relocations, 1,266 suppressed records, 1,827 orphaned holdings, 857 duplicates, and 309 deletes were reviewed, verified and sent to OLS for batch maintenance. In term of records maintenance in local library, 23 titles (24 items) from the Circulation and the Reference Desk were handled. Circulation-generated records drastically dropped down to 2 records this year. 6 titles without barcodes were fixed. 857 bib records with duplicated OCLC number were merged. In addition to data cleanup projects, 1,154 titles (1,200 items) that were newly purchased were cataloged, including 973 titles (985 items) in the Stacks, 107 titles (135 items) in Reference, 61 titles (61 items) in the CMC, and 13 titles (19 items) on Reserve. 97 titles (99 items) that were donated have been cataloged, which includes 96 titles (98 items) in the Stacks and 1 title (1 item) in Reference.

**Table 6: Cataloging Statistics, AY 2019-2020**

| Collection / Location | Purchased Titles | Purchased Items | Gift Titles | Gift Items |
|---|---|---|---|---|
| General Stacks | 973 | 985 | 96 | 98 |
| Reference | 107 | 135 | 1 | 1 |
| CMC | 61 | 61 | 0 | 0 |
| Reserve | 13 | 19 | 0 | 0 |
| DVDs | 0 | 0 | 0 | 0 |
| Closed Stacks | 0 | 0 | 0 | 0 |
| Periodicals | 0 | 0 | 0 | 0 |
| **Total Cataloged** | **1,154** | **1,200** | **97** | **99** |

**Table 7: Records Maintenance, AY 2019-2020**

| Project | Category | Titles | Items |
|---|---|---|---|
| Local | Requests from Circulation & Reference | 23 | 24 |
| Local | Circulation-generated records clean-up | 2 | 2 |
| Local | Non-barcoded records | 6 | 6 |
| Local | OCLC duplicated records | 857 | 857 |
| OLS | Temporary Locations | 551 | 551 |
| OLS | Suppressed Records | 1266 | 1266 |
| OLS | Orphaned Holdings | 1827 | 1827 |
| OLS | Duplicated Holdings | 857 | 857 |
| OLS | Deleted Records | 309 | 309 |
| **Total** | | **5698** | **5699** |

## IV. Circulation and Reserve Services

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

**Table 8: Number of Circulation and Reserve Transactions, July 2015-June 2020**

| Academic Year | Total Items Borrowed |
|---|---|
| 2019-2020 | 68,444 |
| 2018-2019 | 110,321 |
| 2017-2018 | 110,266 |
| 2016-2017 | 124,812 |
| 2015-2016 | 122,531 |

As indicated in Table 8**,** the Library's Circulation and Reserve Services decreased in 2019-2020, due to the transition from face-to-face to remote services during the COVID-19 crisis. The total figure for items that were borrowed for use in and outside of the Library was 68,444, reflecting a reduction of 41,877 from the previous year's total of 110,321. In addition, the total figures for laptop borrowing in 2019-2020 was 2,972 which was a significant increase compared to the 2018-2019 total of 2,130.

**Table 9: Reserve Loans, AY 2019-2020**

| Month | Total |
|---|---|
| July | 2,002 |
| August | 3,020 |
| September | 11,201 |
| October | 10,752 |
| November | 11,179 |
| December | 8,901 |
| **Total, July-December 2019** | **47,055** |

**Table 10: Study Room Reservations, AY 2019-2020**

| Academic Year 2019-2020 | Total |
|---|---|
| July | 51 |
| August | 70 |
| September | 630 |
| October | 793 |
| November | 718 |
| December | 676 |
| January | 142 |
| February | 465 |
| March (Remote after 3/16/2020) | 167 |
| April (Remote) | 0 |
| May (Remote) | 0 |

| | |
|---|---|
| June (Remote) | 0 |
| **Total Study Room Reservations** | **3,712** |

**Table 11: Surface Pro Tablet Loan, AY 2019-2020**

| Academic Year | Total |
|---|---|
| July 2019 | 32 |
| August | 73 |
| September | 488 |
| October | 544 |
| November | 638 |
| December | 519 |
| January 2020 | 92 |
| February | 374 |
| March (Remote after 3/16/2020) | 212 |
| April (Remote) | 0 |
| May (Remote) | 0 |
| June (Remote) | 0 |
| **Total Tablet Loans** | **2,972** |

## V. CLICS (CUNY Libraries Inter-Campus Services)

(Statistics Provided by Mr. Travis Hilton, CUNY Office Assistant, Circulation and Reserve Services)

As indicated in Table 12 below, total CLICS statistics for items sent decreased by 1,028, while the items received decreased by 384 in comparison with 2018-2019. These reductions were caused by disruption from the COVID-19 pandemic. In addition, 16 bags of Interlibrary Loans were processed through the Empire Library Delivery service.

**Table 12: Number of CLICS Transactions, July 2015-June 2020**

| Academic Year | Total Items Sent by York | Total Items Received by York |
|---|---|---|
| 2019-2020 | 1,193 | 1,133 |
| 2018-2019 | 2,221 | 1,617 |
| 2017-2018 | 1,930 | 1,882 |
| 2016-2017 | 3,120 | 3,497 |
| 2015-2016 | 3,233 | 3,645 |

## VI. Electronic Resources

(Prepared by Professor Meredith Powers, Coordinator of Electronic Resources)

For the academic year 2019-2020, the Library spent $292,530.39 in Technology Fee funds on electronic resources for students. This represents about a 1% increase from last year's expenditure of $285,866.59. The overall average publisher price increases for academic libraries tends to be in the range of five to six percent per year, and York Library's lower-than-average increase from last year can be partially attributed to a careful analysis of usage data for e-journals, databases, and e-book packages. The Library cancelled subscriptions to several underutilized resources this year, and allocated the funds towards other continuing resources and new e-book collections.

Thanks to the generous allocation of Technology Fee funds, the Library was also able to maintain its commitment to STEM resources, which were negotiated by the CUNY Office of Library Services (OLS) to secure access to high-quality resources for science, technology, engineering, and mathematics. York Library's contribution to the STEM initiative totaled $102,295. This collection is one of the Library's most-used resources to date; Table 13 highlights the high level of use of STEM resources by York students and faculty. We look forward to continuing this CUNY-wide initiative in the future.

**Table 13: STEM Resources Usage and Cost Per Use, AY 2019-2020**

| Electronic Resource | Cost | Number of Full Text Downloads | Cost Per Use |
|---|---|---|---|
| Nature ejournals | $8,246.00 | 1,914 | $4.31 |
| ScienceDirect & Elsevier ejournals | $47,329.00 | 26,341 | $1.80 |
| SpringerLink ejournals & ebooks | $12,482.00 | 12,155 | $1.03 |
| Wiley ejournals | $28,076.00 | 9,688 | $2.90 |

More than ever, the Library relied heavily on electronic subscriptions and services this year in order to best support students and faculty during the transition to distance learning. We identified and subscribed to a chat reference service provider so that we could provide continuous, uninterrupted reference services. We added new video collections, including Alexander Street Academic Video Online and the Journal of Visualized Experiments (JoVE), to support students and faculty with online resources. We took advantage of numerous offers from our database vendors to expand our online offerings for free or low-cost during the distance learning period. We have also continued to grow our evidence-based e-book subscription option through Wiley

Online Library as well as purchased new e-books for our permanent collection, including titles in arts & humanities, business, health, history, literature, medicine, science, and social work.

## VII. Interlibrary Loan

(Prepared by Professor Di Su, Head of Interlibrary Loan)

**Table 14: Interlibrary Loan Requests, AY 2019-2020**

| Status | Articles | Books | Total |
|---|---|---|---|
| Submitted | 147 | 35 | 182 |
| Cancelled | 65 | 17 | 82 |
| **Filled Requests** | **82** | **18** | **100** |

**Table 15: Total Filled Requests, Historical Comparison, 2015-2020**

| Academic Year | Articles | Books | Total |
|---|---|---|---|
| 2015-2016 | 185 | 70 | 255 |
| 2016-2017 | 164 | 77 | 241 |
| 2017-2018 | 56 | 40 | 96 |
| 2018-2019 | 81 | 33 | 114 |
| 2019-2020 | 82 | 18 | 100 |

ILL management system – We had planned to switch to Tipasa (Web cloud-based) in fall 2019, but then we decide to keep ILLiad (computer client-based) since OCLC continues to provide support services.

Impact from Coronavirus pandemic – As a result of campus closure since mid-March 2020, print book requests have been suspended. Thus, the number of book requests dropped significantly. On the other hand, the number of article requests maintained the same level as last year because articles can be processed electronically. With the Information Technology Department's assistance, we were able to access the ILLiad system remotely via York's Pulse Secure/Global Protect (VPN) and Remote Desktop Connection.

New – The total number of Filled article requests is a combination of 1) ILLiad Web Report; and 2) self-record. We maintain a local record for the articles that were cancelled in ILLiad but retrieved from our own databases and sent to client via email. Among the total of 82 articles, 24 are from the second category. This is the first time we have included this source.

# VIII. Information Literacy

(Prepared by Professor Di Su, Head of Information Literacy)

## Table 16: Library Instruction Sessions, AY 2019-2020

| Month / Year / Semester | Number of Sessions | Number of Students |
|---|---|---|
| July 2019 | 3 | 79 |
| August | 3 | 95 |
| September | 13 | 283 |
| October | 13 | 337 |
| November | 29 | 637 |
| December | 2 | 51 |
| February 2020 | 11 | 261 |
| March | 13 | 298 |
| March/April (Remote) | 22 | 493 |
| June (Remote) | 2 | 39 |
| High School (Fall only) | 9 | 180 |
| **Total** | **120** | **2,753** |

## Table 17: Historical IL Session Statistics, 2015-2020

| Academic Year | Number of IL Sessions | Number of Students |
|---|---|---|
| 2015-2016 | 136 | 3,214 |
| 2016-2017 | 141 | 3,284 |
| 2017-2018 | 152 | 3,782 |
| 2018-2019 | 123 | 2,800 |
| **2019-2020** | **120** | **2,753** |

All 9 IL sessions for the Queens High School for the Sciences were done in fall 2019.

Impact from Coronavirus pandemic – We switched Information Literacy instruction form from the traditional setting to a 'new normal' environment due to the campus closure in mid-March. Among 120 sessions, 24 were delivered in online forms including 1 video recording, 1 Blackboard Collaborative Ultra and 22 PowerPoint presentations.

Information Literacy program assessment – We did pre-test of 8 classes (193 students) in early spring and had scheduled post-test in late spring. The post-test was cancelled because of the campus closure. The assessment tests have been tentatively postponed to the fall 2020 semester.

# IX. Computer Technology

(Statistics Provided by Mr. Jahed Sarwar, Library Systems Administrator)

During the academic year 2019-2020, the Library Department did not receive additional computers, however a total of 170 PCs available to patrons were refreshed, in addition to the stations within the information literacy classroom. The IT Department also fully updated computers at circulation and reference service points. Prior to the transition to remote learning, all computers were updated with Windows 10 and Office Suite 2016. This includes all of the tablets and laptops that had existed in the library's loan program.

Both IT and the Library CLT coordinated with the Center for Students with Disabilities, installing all-digital vision assistance software for patrons with low vision requirements. These included Zoom Text 2019, Fusion 2019, Jaws 2019, and Kuzweil 3000 which were made available in the library's X-cubicles and semi-circle computer zone. It was concluded that all ADA compliant desks need to be replaced by electric height adjustable double-desks as soon as possible.

**Table 18: Available Library Computers, July 2015-June 2020**

| Academic Year | Desktop PCs (Classroom Lab) | Desktop PCs (Public Space) | Laptops | Surface Tablets | Total |
|---|---|---|---|---|---|
| 2019-2020 | 31 | 219 | 18 | 20 | 288 |
| 2018-2019 | 31 | 219 | 18 | 20 | 288 |
| 2017-2018 | 31 | 139 | 18 | 20 | 208 |
| 2016-2017 | 31 | 139 | 18 | 20 | 208 |
| 2015-2016 | 21 | 139 | - | - | 170 |

All 6 Ricoh copy machines are now over nine years old, and at least two are in need of service on an almost daily basis. The Library's CLT has repeatedly informed the IT Department that the copy machines will need to be replaced as soon as possible.

**Table 19:  Public Space Technology July 2015-June 2020**

| Academic Year | Scanners | Printers | Copiers | Pay Stations | Microfilms |
|---|---|---|---|---|---|
| 2019-2020 | 5 | 7 | 7 | 2 | 1 |
| 2018-2019 | 5 | 7 | 7 | 2 | 1 |
| 2017-2018 | 5 | 7 | 7 | 2 | 1 |
| 2016-2017 | 2 | 7 | 6 | 2 | 1 |

| 2015-2016 | 2 | 7 | 6 | 3 | 1 |
|-----------|---|---|---|---|---|

As the CLT has informed the Library and IT Departments, the Pay Stations in the library are routinely out of service due to the obsolete kiosk hardware/software which need to be replaced. During the fall 2019 semester, after discussing the issue with the Library and IT Department and actively working with vendors, a replacement was chosen and submitted to the Library and IT department to approve.

The scanner workstations were upgraded to Windows 10 and were working properly prior to the closure of the physical space due to the pandemic.

## X. Print Periodicals & Microforms
(Data Provided by Professor Junli Diao, Head of Cataloging and Serials)

Although the majority of periodicals are available online in electronic format, the Library still subscribes to 38 print periodical titles in support of the research needs of faculty, graduate, and undergraduate students.

### Table 20: Print Periodicals Usage, Last Five Years

| Academic Year | Journals | Newspapers | Total Usage |
|---------------|----------|------------|-------------|
| 2019-2020 | N/A | N/A | **N/A** |
| 2018-2019 | 81 | 5 | **86** |
| 2017-2018 | 141 | 7 | **120** |
| 2016-2017 | 94 | 26 | **120** |
| 2015-2016 | 112 | 24 | **136** |

### Table 21: Microforms Usage, Last Five Years

| Academic Year | Journals | Newspapers | Total Usage |
|---------------|----------|------------|-------------|
| 2019-2020 | 0 | 0 | **0** |
| 2018-2019 | 0 | 1 | **1** |
| 2017-2018 | 0 | 0 | **0** |
| 2016-2017 | 0 | 0 | **0** |
| 2015-2016 | 1 | 0 | **1** |

### Table 22: Print Periodicals Received, Academic Year 2018- 2019

| Type of Material | Quantity Received |
|------------------|-------------------|
| Current Journal | 13 |
| Microfilm Reels | 0 |

| | |
|---|---|
| Serials/Annual | 13 |
| **Total Periodicals Received** | **26** |

**Table 23: Print Serials/Annuals Received, Last Five Years**

| Academic Year | Serials/Annuals Received |
|---|---|
| 2019-2020 | 13 |
| 2018-2019 | 13 |
| 2017-2018 | 11 |
| 2016-2017 | 13 |
| 2015-2017 | 18 |

## XI. Academic Works

(Prepared by Professor Stefka Tzanova, Science Librarian & Coordinator of Academic Works)

Academic Works is the CUNY-wide open access institutional repository created and maintained by the Office of Library Services (OLS) in accordance with CUNY's mission as a public university to provide free access to faculty scholarship in various formats (journal articles, book chapters, conference papers, presentations, and other creative works). Academic Works operates on a self-submission model and provides a permanent URL for the submitted work, ensuring stable, long–term access making the work more discoverable by major search engines and contributing to increased citation rates. The York College iteration of Academic Works includes three series; Archives, Publications and Research, and Open Educational Resources (OER). The **Archival series** is currently comprised of digitized copies of *Pandora's Box*, the award-winning official students' newspaper of York College. The **Publications and Research series** currently provides access to total of 261 submitted publications by York faculty compared to 245 publications total last year. The **OER series** includes total of 10 submissions now – 7 video recordings of lectures on atomic theory, two case studies and one lesson plan; the OER series was launched last year with one submission.

## XII. Open Educational Resources

(Prepared by Professor Stefka Tzanova, Coordinator of Open Educational Resources)

OERs (Open Educational Resources) are any resources available at little or no cost that can be used for teaching, learning, or research, including but not limited to textbooks, course readings, syllabi, quizzes, and virtually any other material that can be used for educational purposes. Thanks to a $4 million grant from the State of New York, CUNY Libraries at all campuses were able to continue converting high enrollment courses to ZTC (Zero Textbook Cost) courses through the replacement of proprietary textbooks with OERs three years in a row. York College

joined the OER initiative in the fall of 2017 converting only 8 courses. In the fall of 2019 we already had 54 ZTC courses which are about to increase with new conversions this fall. The Library proactively promotes OER resources and provides support to the OER initiative by teaching the following workshops for faculty recruited to convert OER: "OER: Nuts and Bolts" (offered in Fall'19 and in Summer'20), "OER: The Problem, the Solution, the Challenge" (offered in Fall'19), and "OER in STEM Disciplines" (offered in Summer'20). Due to the COVID-19 situation the Summer'20 workshops were taught online.

## XIII. Archives

(Prepared by Professor Scott Sheidlower, Head of Circulation & Reserve and Archives)

The architectural model of the Academic Core building that is located outside the Library's main office and is part of the Archives has become a meeting place for students and a highlight on campus tours. The act of collecting for the archives continued last year with the archives receiving the following unique items:

- Many awards and photographs were given to the Archives from departing President Keizs. They had originally been given to President Keizs and she donated them to us after she left York (see below);
- While organizing a collection of books for special collections, I found an autographed copy of the novel *Younger* by Pamela Redmond Satran and added it to the Special Collections.

A rare book, a first edition of the 1889 novel *Luke Walton, or, The Chicago newsboy* by Horatio Alger Jr., was lent to Prof. Junli Diao from the Special Collections to be used in a library exhibit.

I started reading *Organizing Archival Records* by David W. Carmichael. Unfortunately, when we closed the campus on PAUSE, I left it on my desk and have as yet to finish it. However, the more I get along in the book, I realize we need a professional full-time archivist. Nonetheless, I was able to help two people who needed archival help. In the first case, I received an email from a York graduate who was in the graduating class of 1971 (our first graduating class). They wanted a list of everyone's name who graduated with them then. Had the library been open I would have invited them in to look at the yearbook for 1971. Since they could not do that and since I do not have a copy of the yearbook at home, I forwarded their email to Prof. Robert Parmet hoping he might have a copy at home. He did not but he said he remembered them and was happy to speak with them. When we are back on campus, I will contact that alum. The second case was internal, Mrs. Meyers got an email from the Business office asking if we had the minutes historically from Auxiliary. I replied, by email as well, I knew I had the copies from when I was a member of Auxiliary (2008-2013). That satisfied them.

With the aforementioned gift from President Marcia Keizs, I set up exhibit of awards to President Keizs in cases outside the library's main office as the library's farewell to her. I also

chose items to keep in the Archives from additional awards that could not fit into the exhibit. Most of the rest we got rid of. We placed some of the nicer awards on permanent display in the library Main Office.

As we went into PAUSE, I was working with the campus professor of sculpture, Professor Carlos Sandoval De Leon, on a small exhibit of his small pieces.


## XIV. Major Challenges and Concerns
(Prepared by Professor Njoki Kinyatti)

In fall 2020, the Library Department will still have seven full-time faculty members and, as of this writing, I do not know the status of adjunct reappointments. The Library requests York College to hire an additional full-time Reference Librarian, who will also serve as the liaison for Queens High School for the Sciences at York College. This line is a replacement position that was vacated through retirement in fall 2018. While enrollment at York College has increased over the past decade (to over 8,000 students), the approval of five masters' programs, and the attendant increase of library users, the number of Library faculty has decreased. This chronic shortage of Library faculty makes it exceedingly difficult to provide research support to the full spectrum of York's academic community while also engaging in our own research. In order for the Library to meet its demands for providing research services, it is imperative that York College administration approve an additional full-time librarian position. It is my hope that the Library Department will receive higher priority for additional faculty positions.

If this lingering shortage of OTPS funds to purchase resources is not addressed, the Library's collection will become increasingly obsolete creating a growing deficit that will be harder to address the longer the problem persists. If York College Library is to succeed in fulfilling its commitment to provide quality research services and resources to students and faculty, it is essential that it is allocated reasonable funds to continuously update the collection. The Library would like to be better positioned to provide research assistance to both graduate and undergraduate students and to purchase appropriate resources which will support newly created programs.


## Funds for Lost Books

For over 40 years, the York College Bursar's Office has continued to collect funds for lost books, but the Library does not receive these funds to replace the lost books. When students, faculty, or staff lose or damage library books, they are required to pay the replacement fee for the books. However, when the funds are collected, the Library is not given the funds to replace the items for which the fee was incurred. According to the budget office these funds are returned to

the state, however this is not a practice consistent throughout CUNY. For years, York College patrons have been charged for lost books, but the books are never replaced. This is unjust to our students because even though they pay the replacement fines for lost books, the books are never made available again. In addition, the Library has been operating with an OTPS budget that continues to shrink; consequently, we must choose between replacing lost books that were in demand or purchasing new titles. One would assume that due to budgetary constraints that the Library has experienced for the past several years, the funds for lost books would have been made available to replace these materials. It is imperative that we continue to update resources; otherwise, the college will risk having an outdated and unusable collection.

Despite the many challenges that we continue to face, such as personnel shortage and budget deficiencies, the Library Department remains dedicated to supporting the York College mission of meeting the evolving research needs of the college community. We continue to explore ways to provide research guidance and an environment that enables students to learn and study, conduct research, collaborate, enhance their intellectual growth, and individual well-being. Notwithstanding the challenging times and adversity, I am convinced that library services will continue to enrich, and fulfil the learning and research needs of York College students and faculty.

## Library Security and Public Safety Coverage

I would like to emphasize the importance of having a permanent Public Safety Officer at the entrance of the Library. While the coverage by Public Safety for the Library has improved, this issue remains a major challenge. The Library Department has one of the largest physical spaces on campus that includes access to both the second and third floors, yet we are not given any consideration when it comes to safety issues. Furthermore, we have one of most frequented spaces on campus where members of the York community and the wider public share access, and yet there is no permanent Public Safety Officer. Since 2011 when I took over this leadership role, I have continuously advocated that a permanent Public Safety Officer be assigned at the Library entrance, but my requests have been overlooked. This is an important security issue and one that should be addressed. In the past several years, there were many incidents on college/university campuses around the nation that were reported in the media, and it is the right time for York College to seriously consider assigning a Public Safety Officer for the Library. The Library appreciates the continued support from Public Safety Office.

## XV. Library Faculty Scholarship & Creative Works, 2018-2019

**Junli Diao (Assistant Professor)**

Peer-reviewed journal articles

Diao, J. (2020). Are we represented as who we are? An assessment of library faculty online profiles within The City University of New York. *Journal of Academic Librarianship, 46*(2), 8 pp. doi.org/10.1016/j.acalib.2020.102128

Research guides

Diao, J. (2019). How to find editorial articles. Retrieved from http://libguides.york.cuny.edu/Editorial

Diao, J. (2019). How to find peer-reviewed articles? Retrieved from http://libguides.york.cuny.edu/Peer_Reviewed_Articles

Diao, J. (2019). How to write a literature review, Retrieved from http://libguides.york.cuny.edu/literature_review?

Diao, J. (2019). Library resource identifiers: Call number, barcode, ISBN, ISSN, DOI and persistent link. Retrieved from http://libguides.york.cuny.edu/identifiers

Diao, J. (2019). Media stances and bias. Retrieved from http://libguides.york.cuny.edu/mediastances

Diao, J. (2019). Popular resources vs. scholarly resources. Retrieved from http://libguides.york.cuny.edu/Popular_Scholarly_Resources

Library exhibit

**Diao, J.**, & Tzanova, S. (2019, December). *Dr. Vincent DiGirolamo's "Making Sense of Newsboys" and Horatio Alger Jr.'s "Luke Walton, Or, The Chicago Newsboy": with an exhibition of books on journalism and fake news* [Library exhibit]. York College Library, Jamaica, NY.

## John A. Drobnicki (Professor)

Peer-reviewed journal articles

Drobnicki, J. A. (2020). A day at the races in black and white: How an 1898 horse race led to a whipping, a lawsuit, and a 1901 arrest. *Sport in History*. Advance online publication, 27 pp. doi.org/10.1080/17460263.2020.1778074

Encyclopedia articles

Drobnicki, J. A. (2019). Latimer, Lewis Howard (1848-1928). In R. M. Lawson & B. A. Lawson (Eds.), *Race and Ethnicity in the United States: From Pre-Contact to the Present* (Vol. 2, pp. 121-122). Santa Barbara, CA: Greenwood.

Drobnicki, J. A. (2019). Mills Brothers (1924-1981). In R. M. Lawson & B. A. Lawson (Eds.), *Race and Ethnicity in the United States: From Pre-Contact to the Present* (Vol. 3, pp. 147-148). Santa Barbara, CA: Greenwood.

Library exhibit

Drobnicki, J. A. (2007- ). *Faculty book display* (Ongoing) [Library exhibit]. York College Library, Jamaica, NY.

**Njoki-Wa-Kinyatti (Professor)**

Encyclopedia articles

Kinyatti, N. (2019). Discrimination toward Hispanic (Latino) Americans. In R. M. Lawson & B. A. Lawson (Eds.), *Race and Ethnicity in the United States: From Pre-Contact to the Present* (Vol. 4, pp. 80-83). Santa Barbara, CA: Greenwood.

Other presentations

**Kinyatti, N.**, Powers, M., Simpson, T., Su, D., & Tzanova, S. (2020, January 22). *Welcome to the York College Library*. Presentation to new faculty at Professor 101. York College, Jamaica, NY.

**Joshua Peach (Adjunct Lecturer)**

Book displays

**Peach, J.**, Powers, M., & Simpson, T. (2020). *Black history month* [Book display]. York College Library, Jamaica, NY.

**Meredith Powers (Instructor)**

Other presentations

Powers, M. (2019, July 11). *Research Practice: Using Library Resources*. Presentation for York Undergraduate Summer Research Program. York College, Jamaica, NY.

Kinyatti, N., **Powers, M.**, Simpson, T., Su, D., & Tzanova, S. (2020, January 22). *Welcome to the York College Library*. Presentation to new faculty at Professor 101. York College, Jamaica, NY.

Research guides

Powers, M. (2020). Anti-racism & BlackLivesMatter resources. Retrieved from http://libguides.york.cuny.edu/anti-racism

Powers, M. (2020). Help from home library resources. Retrieved from
	https://libguides.york.cuny.edu/help

Grants submitted

**Powers, M.**, & Simpson, T. (2020). Together-apart during COVID-19: Connecting students to
	the library. Institute of Museum and Library Services: $179,798.

Book displays

Peach, J., **Powers, M.**, & Simpson, T. (2020). *Black history month* [Book display]. York College
	Library, Jamaica, NY.

**Scott Sheidlower (Professor)**

Encyclopedia articles

Sheidlower, S. (2019). Harlem renaissance. In R. M. Lawson & B. A. Lawson (Eds.), *Race and
	Ethnicity in the United States: From Pre-Contact to the Present* (Vol. 3, pp. 98-101).
	Santa Barbara, CA: Greenwood.

**Todd Simpson, (Assistant Professor)**

Peer-reviewed presentations

Simpson, T. (2020, March 26). *No library is an island: How a consortium of academic libraries
	transitioned to a remote-only service model.* Paper presented at the 12th Qualitative and
	Quantitative Methods in Libraries International Conference, Barcelona, Spain.

Other presentations

Kinyatti, N., Powers, M., **Simpson, T.**, Su, D., & Tzanova, S. (2020, January 22). *Welcome to
	the York College Library.* Presentation to new faculty at Professor 101. York College,
	Jamaica, NY.

Grants submitted

Powers, M., &**Simpson, T.** (2020). Together-apart during COVID-19: Connecting students to
	the library. Institute of Museum and Library Services: $179,798.

Peer reviewer

Simpson, T. (2020). Peer reviewed two articles for the journal *Qualitative and Quantitative
	Methods in Libraries*.

Book displays

Simpson, T. (2019). *Selections from the collection in honor of Toni Morrison* [Book display]. York College Library, Jamaica, NY.

Peach, J., Powers, M., &**Simpson, T.** (2020). *Black history month* [Book display]. York College Library, Jamaica, NY.

## Di Su (Professor)

Other articles

Su, D. (2019, August). NYSSMA manual revisited. *CUNY Academic Works*. Retrieved from https://academicworks.cuny.edu/yc_pubs/243/

Other presentations

Kinyatti, N., Powers, M., Simpson, T., **Su, D.**, & Tzanova, S. (2020, January 22). *Welcome to the York College Library*. Presentation to new faculty at Professor 101. York College, Jamaica, NY.

Peer reviewer

Su, D. (2020). Peer reviewed two articles for the *American String Teacher* journal.

## Stefka Tzanova (Assistant Professor)

Book chapters

Tzanova, Stefka. (2020). Revolution by evolution: How intelligent tutoring systems are changing education. In M. K. Habib (Ed.), *Revolutionizing Education in the Age of AI and Machine Learning*. Hershey, PA: Information Science Reference, 50-74.

Peer-reviewed journal articles

Tzanova, S. (2020). Changes in academic libraries in the era of open science. *Education for Information*. Advance online publication, 19 pp. doi.org/10.3233/EFI-190259

Encyclopedia articles

Tzanova, S. (2019). Humboldt, Alexander von, journeys in New Spain. In R. M. Lawson & B. A. Lawson (Eds.), *Race and Ethnicity in the United States: From Pre-Contact to the Present* (Vol. 2, pp. 98-100). Santa Barbara, CA: Greenwood.

Other presentations

Kinyatti, N., Powers, M., Simpson, T., Su, D., &**Tzanova, S.** (2020, January 22). *Welcome to the York College Library*. Presentation to new faculty at Professor 101. York College, Jamaica, NY.

Tzanova, S. (2020, April 24). *Changing roles of academic librarians in the era of open science*. Presentation at Towards an Open Future 2020 Symposium, Graduate Center, CUNY, New York, NY.

Tzanova, S. (2020, June 22). *OER in STEM disciplines*. Workshop for CTLET, York College, Jamaica, NY.

Tzanova, S. (2020, June 11). *OER: Nuts and bolts*. Presentation for CTLET's OER Active Learning Workshop. York College, Jamaica, NY.

Tzanova, S. (2019, November 12). *OER: Nuts and bolts*. Presentation for CTLET's OER Active Learning Workshop. York College, Jamaica, NY.

Tzanova, S. (2019, November 26). *OER: The problem, the solution, the challenge*. Presentation for CTLET's Active Learning Workshop. York College, Jamaica, NY.

Tzanova, S. (2019, August 22). *Welcome to the York College Library*. Presentation for Occupational Therapy Department, New Students' Orientation. York College, Jamaica, NY.

Research guides

Tzanova, S. (2020). COVID-19. Retrieved from http://libguides.york.cuny.edu/COVID-19

Tzanova, S. (2020). Systematic Reviews. Retrieved from http://libguides.york.cuny.edu/systematicreviews

Library exhibit

Diao, J., &**Tzanova, S.** (2019, December). *Dr. Vincent DiGirolamo's "Making Sense of Newsboys" and Horatio Alger Jr.'s "Luke Walton, Or, The Chicago Newsboy": with an exhibition of books on journalism and fake news* [Library exhibit]. York College Library, Jamaica, NY.

Award:

Tzanova, S. (2019, December 11). Occupational Therapy Department Appreciation Award, York College, Jamaica, NY.

# XVI. Library Faculty Service to the Department, College, and University,

## Junli Diao (Assistant Professor):
- Curriculum Committee, Alternate
- University Faculty Senate, Alternate

- LACUNY Dalia Leonardo Scholarship Committee
- Member at Large, LACUNY Executive Council Committee on Committees
- CUNY Libraries' Cataloging Committee
- CUNY Metadata Standards & Policies Working Group
- CUNY Data Migration Taskforce
- LACUNY Cataloging Roundtable, Co-Chair

## John A. Drobnicki (Professor):
- Library Personnel & Budget Committee
- Library Strategic Planning & Assessment Committee
- Library Website Committee
- CUNY Libraries' Acquisitions Committee

## Njoki-Wa-Kinyatti (Professor):
- Chair, Library Personnel & Budget Committee
- Library Strategic Planning & Assessment Committee
- York College Personnel & Budget Committee
- York College Strategic Planning Committee
- York College Committee on Library and Technology
- York College Council of Chairs
- CUNY Libraries' Council of Chief Librarians

## Meredith Powers (Instructor):
- Co-editor, Library Newsletter
- Library Open Educational Resources(OER) Committee
- Library Website Committee
- Technology Fee Committee
- Secretary, Library Strategic Planning& Assessment Committee
- Secretary, Committee on Library and Technology
- Office of Library Services LSP Communications Committee
- Office of Library Services LSP Eresources Management Working Group
- CUNY SFX Committee
- CUNY STEM Initiative Discussion Group
- CUNY Electronic Resources Advisory Council (ERAC)

## Scott Sheidlower (Associate Professor):
- Library Personnel & Budget Committee
- Curriculum Committee
- COACHE Committee

- York College Sexuality and Gender Acceptance Club (SAGA)
- Shop Steward's Ad Hoc Committee
- Faculty Advisor for the Anime Club
- Chapter Chair-PSC-CUNY, York College Chapter
- LACUNY Disability Services Roundtable
- LACUNY Archival Roundtable
- CUNY Circulation Committee
- Delegate Assembly-PSC

## Todd Simpson (Assistant Professor):
- Library Personnel & Budget Committee
- Co-Editor, Library Newsletter
- Library Open Education Resources Committee
- Library Environment Signage Committee
- Faculty Caucus of York College Senate
- CUNY Public Services Committee

## Di Su (Professor):
- Library Personnel & Budget Committee
- Chair, Library Strategic Planning& Assessment Committee
- Library Website Committee
- Library Open Education Resources Committee
- York College Academic Assessment Committee
- CUNY Libraries' Information Literacy Advisory Committee (LILAC)
- LACUNY Interlibrary Loan Roundtable
- Editorial Committee, American String Teacher Association

## Stefka Tzanova (Assistant Professor):
- Chair, Library Open Education Resources(OER) Committee
- LACUNY Budget Committee
- LACUNY Library Association

# XVII. Library Goals and Objectives

## Academic Year 2019-2020

Goals accomplished during the academic year (2019-2020):
- The Library purchased 321 e-books from ProQuest Ebook Central
- The Library spent $94,336on circulating and reference books through the use of OTPS,

matching, high school, and auxiliary funds.

- Library faculty taught 120 information literacy sessions and collaborated with classroom faculty through the liaison program.
- Library faculty provided reference services and research consultations and responded to email reference questions.
- A new security gate was installed at the Library main entrance.
- An access ramp was constructed on the second floor of the Library leading to the fire exit.

## Academic Year 2020-2021

The Library aims to continue to provide current and diverse resources to meet the scholarly and research interests of York's growing student body and faculty. Specific goals have been developed for 2020-2021 academic year, see below:

- We will continue to emphasize the need to update our collection in order to support both undergraduate and graduate programs (i.e. Physician Assistant, Pharmaceutical Sciences, Social Work, Aviation Management, and Clinical Trials).
- Continue to improve access to various collections available through the Library, such as e-books, databases and print materials
- Continue to support learning and research by providing classes for groups and individual instruction for students and faculty.
- Library faculty will continue to expand virtual reference services, through chat, email, and remote research consultations will be made available to students, faculty, and staff.
- The Library Department will support all academic programs through research services in order to meet standards of excellence.
- Continue to collaborate with classroom faculty through liaison programs and information literacy instruction, with the goal of supporting teaching and learning.
- The Library will continue to collaborate with the Chief Information Officer for (Mr. Claudio Lindow) to improve and increase use of technology and service delivery, including:
  - ➢ Introducing additional electronic devices such as e-readers for Reserve Service.
- The Library will continue to revitalize its circulating and reference collections and e-books through the use of OTPS and high school funds.
- We will continue and refine subscriptions to electronic resources through the use of technology fee funds.

Over the past several years, the Library has experienced an increasing shortage of faculty, however, having a devoted group of employees plays a key role in ensuring that the department achieves its primary goal of supporting students and faculty research needs. To a great team of

faculty and staff, thank you for your commitment and for going above and beyond to satisfying students' and faculty research needs especially during the disruption incurred by the COVID-19 crisis. Please know that your hard work, dedication, and the positive attitude that you demonstrate to our valued patrons is acknowledged and much appreciated. Thank you again for going above and beyond during this time of uncertainty. I wish you a restful, safe, and healthy summer.