

ANNUAL REPORT

York College Library

2008-2009

Prepared by
Prof. John A. Drobnicki
Chief Librarian
August 2009

Introduction

During 2008-2009, 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. John Drobnicki, Chief Librarian, and Ms. Sandra Urban, Acting Head of Reference Services)

The Library Faculty handled 25,915 questions during the 2008-2009 academic year (July 2008 to June 2009), reflecting an increase over the previous year's total of 21,692 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 2009¹

	<u>Professional</u>	<u>Computer/WWW</u>	<u>Non-Professional</u>
July 08-June 09	8,737	6,786	10,392
July 07-June 08	8,978	4,169	8,545
June 06-May 07	9,164	4,538	7,777
June 05-May 06	8,473	4,422	9,263
June 04-May 05	8,883	5,102	7,256
June 03-May 04	8,482	5,112	5,855

The Fall 2008 semester began with an opening time of 8am, but uncertainty with the budget situation led to a cut-back in hours during the Fall, with a change in opening time from 8am to 9am, and a change in closing time from 10:45pm to 10pm, Mon.-Thurs., and a change in closing time from 8:30pm to 8pm on Friday. The Library resumed normal hours during the Spring 2009 semester, but maintained a 9am opening time.

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

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 third consecutive year. The following is a breakdown of the Library's expenditures:

Table 2: Summary of Library's Material Expenditures for Academic Year 2008-2009

Total for Books	\$ 77,950.00
Total for Subscriptions	\$242,855.00
Grand Total for Books and Subscriptions	\$320,805.00

Office Supplies	\$ 6,330.00
Cataloging/ILL/METRO	\$ 7,020.00
Furniture/Facilities	\$ 16,007.00

OTPS Annual Expenditures 2008-2009	\$143,525.00
Compact Annual Expenditures 2008-2009	\$206,637.00
Total Annual Expenditures for 2008-2009	\$350,162.00

(Note: figures above are rounded to the nearest dollar)

The Chief Librarian received a Coordinated Collection Development Aid (CCDA) grant of \$8,912.00 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.

The Health Professions Department also made available \$5,000 to spend on updating and improving the reference collection to support students in the Physicians' Assistant Program. Many thanks to Dr. Robert Brugna (Chair of Health Professions) for making the funds available, and to Science Librarian Daniel Cleary for selecting appropriate materials to order.

The Prescott Fund for Children and Youth, Inc., provided \$2,000 to update the Children's/Young Adult Collection. Thanks to Michele Neuhaus, York's Early College Liaison, for facilitating this donation, and to School Media Specialist Christina Miller for selecting materials to order.

III. Cataloging & Collection Maintenance

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

From July 1, 2008 to June 30, 2009, a total of 3,299 volumes were added to the Library's collections, which included 498 volumes for the Reference Collection, and 2,801 volumes for the Circulating Collection. These titles included new books purchased from our book vendor (COUTTS), as well as some largesse obtained from neighboring libraries, and gifts/donations. Also, 40 DVDs and 1 VHS tape were added to the collection. During the past year, 118 books were withdrawn from the Library's collections. The Library received a donation of

approximately 1,600 high-quality academic books from Mr. David Levey, Chairman of the Lehman College Foundation (and father of York College Sociology Professor Tania Levey). These books will be processed and added to the collection as time permits. Thanks to Dr. Tania Levey for arranging this generous donation.

IV. Electronic Resources

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

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

- ARTstor
- Cabell's Directory of Publishing Opportunities
- The Global Road Warrior
- IEEE Computer Society Digital Library
- Journal Citation Reports

The Library would not be able to subscribe to many of our electronic resources without the financial support we receive from the Student Technology Fee. The Library received \$165,000 in funding from the Tech Fee during the 2008-2009 academic year. 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 in the Library.)

Thanks to funding from the CUNY Central Office of Library Services, four new electronic products were made available to all CUNY libraries over the past year:

- The Economist Historical Archive 1843-2003
- Eighteenth Century Collections Online
- LitFinder
- The Making of the Modern World

Through the New York State Library's NOVELny program, we were able to add the following two free databases:

- Grolier Online
- ProQuest Platinum

V. Computers/Technology

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

During 2008-2009, the Library received 20 new Macintosh computers for student use, thanks to CIO Peter Tighe and the Information Technology Department. The Library also purchased extra-wide monitors for the two reference desks as well as for some Library Faculty offices.

All public computers in the Library received upgraded software from the Information Technology Department, and the computers now require a manual log-in with either a student account or a faculty/staff account. By signing in with a username and password, users have access to secure server space to store their documents. There are eight guest workstations which do not require a York log-in, including one designated as an ADA station.

With Tech Fee funds, the Library purchased six alphanumeric Touch Terminals for the photocopy machines. These terminals allow students to now use their free OCS lab printing accounts to make photocopies in the Library.

VI. 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 3: Information Literacy Classes, 2006-2009

	<u>Number of IL Classes</u>	<u>Number of Students</u>
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, and therefore can only comfortably accommodate a maximum of about 20 students. It is hoped that a proposal to expand the IL room and improve the technology in the IL room will take place during 2009-2010. During 2008-2009, the Library began to make its Information Literacy classroom available for staff from Academic Computing/Educational Technology to teach IT workshops.

VII. 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 frequent use, as shown in the following tables:

Table 4: Periodicals Usage, July 2007-June 2009

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

Table 5: Microforms Usage, July 2007-June 2009

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

Table 6: Journals/Microforms Received, July 2008-June 2009

Current Journal Subscriptions	513
Current Annuals Received	90
Microfilm Reels Received	574

VIII. 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. Last year (2007-2008), there were 401 ILL requests from York to other libraries, while this year (2008-2009) there were 525.

Table 7: ILL Requests from York College Library to Other Libraries, July 2008-June 2009

<u>STUDENTS</u>		<u>FACULTY/STAFF</u>	
Articles	23	Articles	287
Books	31	Books	184
TOTAL	54	TOTAL	471

TOTAL Interlibrary Loan Requests = 525

Table 8: ILL Requests Supplied by York College Library to Other Libraries, July 2008-June 2008

Periodicals	3
Books	3
Microfilm	7
TOTAL	13

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

IX. 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 9: Number of CLICS transactions, July 2007-June 2009

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

X. 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 10: Number of Circulation/Reserve Transactions, July 2007-June 2009

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

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)

Christina Miller conducted 20 Information Literacy sessions for QHSSYC students and 9 sessions for YECA students. Ms. Miller also held Professional Development workshops for teachers from both QHSSYC and YECA. Sandra Urban assisted Ms. Miller with several of the YECA events. The York Library hosted QHSSYC's 7th Annual Science Poster Presentation, a 3-day event.

On behalf of QHSSYC and YECA, Ms. Miller received a Picturing America Bookshelf grant from the National Endowment for the Humanities (NEH). The grant provided 22 books and supplementary materials for each school. (The QHSSYC books are housed in the York College Library, while the YECA books are in the Catherine & Count Basie Junior High/YECA Library.)

XII. Faculty & Staff Changes

Mid-way through the 2008-2009 academic year, President Keizs appointed Prof. John A. Drobnicki as York's seventh permanent Chief Librarian. Prof. Drobnicki had served as Acting Chief Librarian for the previous 18 months. The Library also welcomed Ms. Christina Miller as a full-time Library Faculty member, after working for 6 years as an adjunct librarian.

XIII. Facilities/Exhibits

New overhead signage recommended by the Library's Environment and Signage Committee was installed during the Fall semester. In order to provide more comfort for Library users, 50 additional green "Ally" chairs were purchased. The Faculty Book Display cases, which had been housed next to the copper airplane in the Atrium, were officially moved to the Library. The 3M security gate on the G-wing was moved (and angled) so that the metal wall from the Public Safety ID Room no longer causes it to malfunction.

Aside from thematic book displays which rotate periodically, the Library also had two special displays over the past year which were curated by Christina Miller:

- *Morocco* - artifacts and books celebrating Moroccan history and culture.
- *Darwin* - commemorating the bicentennial of the birth of Charles Darwin; display included books as well as artifacts and specimens provided by the Biology Department (Dr. Cheryl Adams) and the Earth & Physical Sciences Department (Dr. Stanley Schleifer).

In February 2009, the Library hosted a visit from space consultant Jay Lucker, at the invitation of the Provost. Mr. Lucker issued a report in March with numerous suggestions to re-configure the Library's physical space; many of these will be incorporated during 2009-2010. The Library

Faculty began a thorough weeding of the Reference Collection in June.

The Library Faculty and Staff look forward to providing quality instructional support and services during 2009-2010. Classroom Faculty and Student Senators 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 2008-2009 Library Committee Chair, Dr. Linda Grasso (Professor of English), 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 2009-2010 Library Committee.