ANNUAL REPORT

York College Library

2010-2011

Prepared by
Prof. John A. Drobnicki
Chief Librarian
August 2011

Introduction

During 2010-2011, 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)

The Library Faculty handled 19,583 questions during the 2010-2011 academic year (July 2010 to June 2011), reflecting a decrease over the previous year's total of 24,815 questions. The closing of the H-wing and the consolidation of reference services into one reference desk instead of two is the likely cause for the decrease.

The types of questions that the Library Faculty are handling has also changed, with many more "non-professional" and computer-related questions being asked, especially over the past seven 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. The professional questions, though fewer, are often more in depth and much more time-consuming, as Library Faculty must navigate print resources, online databases, bibliographic tools, and hardware/software issues. The increase in the number of computers in the Library, especially MACs, has also led to more tech questions being asked.

Table 1: Reference Questions by Category, June 2003-June 2011

	Professional	Computer/Web	Non-Prof.	Total
July 10-June 11	5,548	7,690	6,345	19,583
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. Budget Expenditures
(Statistics provided by Prof. John Drobnicki, Chief Librarian)

Thanks to support from the York College Administration, the Library had a healthy budget for the fifth consecutive year. In addition to tax-levy funds (OTPS and Compact OTPS), the Library

also receives funds through the Student Technology Fee (15%), Auxiliary Enterprises (15 cents of every dollar spent by those who use cash to print or copy in the Library), and through the High School ($60 per QHSSYC student). The following is a breakdown of the Library's expenditures for Academic Year 2010-2011:

Table 2: Summary of Library's Expenditures for Academic Year 2010-2011

Electronic Resources	$181,933.76
Serials	$127,127.11
Books	$108,410.72
Office of Academic Affairs	$ 93,718.52
Computer/IT equipment	$ 12,823.02
Consortium/Cataloging/ILL fees	$ 8,144.90
Office Supplies	$ 2,796.03
Archival	$ 988.84
DVDs	$ 343.93
Electrical equipment	$ 258.02
Workshop	$ 75.00
Total Library Expenditures for 2010-2011	$536,619.85

Please note that the Tech Fee also pays for paper, toner, and maintenance contracts for student printers and photocopy machines in the Library, which are *not* reflected in Table 2.

III. Cataloging & Collection Maintenance
(Data provided by Mrs. Rose Dunne, CUNY Administrative Assistant, Cataloging)

From July 1, 2010 to June 30, 2011, a total of 2,984 volumes were added to the Library's collections, which included 328 volumes for the Reference Collection; 2,543 volumes for the Circulating Collection; 52 titles for the Reserve Textbook Collection; and 3 volumes for the Closed Stacks/Archive. Also, 9 DVDs were added to the collection. During the past year, 1,242 books were withdrawn from the Library's collections.

IV. 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 2010-2011 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 photocopy machines in the Library, as well as to purchase a sixth photocopy machine and a color printer.)

The Library added subscriptions to several important databases over the past academic year:
• Encyclopedia of Popular Music Online
• Gale Virtual Reference Library new editions
• NetLibrary E-books
• ProQuest Core Plus Package

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

• Chronicle of Higher Education Online
• Chronicle of Philanthropy Online
• Global Books-in-Print Online
• JSTOR Arts and Sciences IX Collection
• Oxford English Dictionary Online (York had paid its own online subscription to the OED for years, but now OLS pays for it)

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

With Tech Fee funds, the Library purchased an additional new Ricoh photocopy machine (for a total of six) to help alleviate the waiting time of students who want to copy Reserve materials. The Library also purchased a stand-alone color printer, which will be installed in early August.

The IT Department purchased 18 new Macs for the Library. These are "dual-boot," meaning that patrons can use them as Macs or PCs.

CLT Jahed Sarwar improved and re-designed the inventory and map of computers in the Library, to facilitate repairs and updates.

The IT Department began to station Help Desk staff inside the Library for a period of time each day, which improved response time to Library and OCS-related issues.

Mr. Sarwar worked closely with IT staff to prepare for the Summer changeover of the campus' print management system from OCS to PaperCut.

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. After taking a dip last year, the demand for IL classes went back up this year, as can be seen in the following table:

Table 3: Information Literacy Classes, 2006-2011

	Number of IL Classes	Number of Students
2010-2011	130	3,250
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 (3G09) 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 many sessions in the Classroom Building labs and in Smart Classrooms 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 classroom faculty who wanted to make use of the smartboard and student computers for particular lessons.

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 regular use, as shown in the following tables:

Table 4: Periodicals Usage, July 2007-June 2011

	07-08	08-09	09-10	10-11
Journals	1018	855	419	421
Newspapers	116	96	91	33
TOTAL USAGE	1134	951	510	454

Table 5: Microforms Usage, July 2007-June 2011

	07-08	08-09	09-10	10-11
Journals	255	238	60	8
Newspapers	410	374	249	77
TOTAL USAGE	665	612	309	85

Table 6: Journals/Microforms Received, July 2010-June 2011

Current Journal Subscriptions	484
Current Annuals Received	61
Microfilm Reels Received	446

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. Three years ago (2007-2008), there were 401 ILL requests from York to other libraries; two years ago (2008-2009) there were 525; last year (2009-2010) there were 506; and this year (2010-2011) there were 575.

Table 7: ILL Requests from York College Library to Other Libraries, July 2010-June 2011

STUDENTS		FACULTY/STAFF	
Articles	102	Articles	172
Books	60	Books	241
TOTAL	162	TOTAL	413

TOTAL Interlibrary Loan Requests = 575

Table 8: ILL Requests Supplied by York College Library to Other Libraries, July 2010-June 2011

Periodicals	0
Books	3
Microfilm	5
TOTAL	8

(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.)

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 send a direct email as a back-up, and in the case of Faculty or Staff, call the patron to let them know their item has arrived.

Table 9: Number of CLICS transactions, July 2007-June 2011

	Total Items Sent by York	Total Items Received by York
2010-2011	4,311	3,331
2009-2010	3,961	3,580
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 2011

	Total Items Borrowed
2010-2011	127,411
2009-2010	117,095
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)

During July 2010, Ms. Christina Miller conducted 3 Information Literacy sessions as part of the YECA Summer Immersion Program. During the academic year, Ms. Miller conducted 27 Information Literacy sessions for QHSSYC students, as well as 3 sessions for College Now students. As it has done every year since the 3-day event's inception, the York Library hosted QHSSYC's 9th Annual Science Poster Presentation.

XII. Facilities/Exhibits

The Circulation/Reserve area underwent renovation during January, with the installation of a wall around the area and the creation of 3 small offices. It is hoped that the wall will protect Reserve books, especially at night and/or when the Library is not open.

Public Safety relocated its ID card photo operation from the Library to the area outside the Public Safety Office on the first floor of the Academic Core building. In consultation with the IT Department, the Library agreed to make some of the vacated space available to IT to expand their Service Desk presence in the Library.

Aside from displays of new books which rotate on a continual basis, Ms. Christina Miller created several thematic book displays and prepared three exhibits during the 2010-2011 academic year. The first exhibit depicted American historical events in conjunction with books and posters received earlier through NEH Picturing America grants. The other two exhibits were co-curated with Prof. Robert Machalow and displayed items from the Library's archival collection illustrating the history of the College.

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 Faculty and Staff Changes

After completing her terminal degree, Ms. Sandra Urban was appointed as an Assistant Professor, effective Feb. 1, 2011. She had been an Instructor since 2008.

Mr. Mohammed Jahed Sarwar, a College Laboratory Technician (CLT), was transferred to the Library from the Performing & Fine Arts Department (Educational Technology Program), effective Apr. 4, 2011. He is the Library's first CLT since the early 1970s, and he functions as the Library's Systems Administrator.

The Library hosted three "guests" during the 2010-2011 academic year. Ms. Laura Mina, a School Library Media Specialist intern from the Queens College Graduate School of Library and

Information Studies (GSLIS), worked with Ms. Christina Miller during the YECA Summer Immersion program. Ms. Yan Wang, also from the Queens College GSLIS, was an intern in the York Library for 150 hours during the Spring, and was supervised by Prof. Di Su. Ms. Xiaoxia Liu, a librarian from Shanghai Normal University in China, spent six weeks at York during May-June as part of the CUNY-Shanghai Libraries Exchange Program, and she was mentored by Prof. Di Su.

XIV. Library Faculty Publications and Scholarship, 2010-2011

a) Publications:

Daniel E. Cleary (Instructor):
Cleary, Daniel E. Book review of *Green Community*, ed. Susan Piedmont-Palladino and
      Timothy Mennel. *Choice* 47 (Aug. 2010): 2344.
Cleary, Daniel E. "ILLiad." *PASSWORD* 4 (Fall 2010): 3.
Cleary, Daniel E. "New iMacs." *PASSWORD* 4 (Fall 2010): 3.
Cleary, Daniel E. "Print & Photocopy in Color." *PASSWORD* 4 (Fall 2010): 2.
Cleary, Daniel E. Review of the *PhysOrg.com* website. *Choice* 48 (Dec. 2010): 706-707.
Cleary, Daniel E. Review of the *Science News* website. *Choice* 48 (Mar. 2011): 1311.

Anamika Dasgupta (Instructor):
Dasgupta, Anamika. "Are E-books Ready for Academic Libraries?" *PASSWORD* 5 (Spring
      2011): 6.
Dasgupta, Anamika. "Bukowczyk, John J." In James S. Pula (ed.), *The Polish American*
      Encyclopedia (McFarland & Co., 2011), 43.
Dasgupta, Anamika. "Kurczaba, Alex." In James S. Pula (ed.), *The Polish American*
      Encyclopedia (McFarland & Co., 2011), 258.
Dasgupta, Anamika. Review of the *DART-Europe E-theses Portal*. *Choice* 48 (Oct. 2010): 255.

John A. Drobnicki (Professor):
Drobnicki, John A. "1967 Convocation Charter." *Academic Affairs Update* 4 (Mar. 2011): 15.
Drobnicki, John A. "Archacki, Henryk." In James S. Pula (ed.), *The Polish American*
      Encyclopedia (McFarland & Co., 2011), 16-17.
Drobnicki, John A. Book review of *Jewish Responses to Persecution*, Vol. 1: *1933-1938*, by
      Jürgen Matthäus and Mark Roseman. *Choice* 48 (Nov. 2010): 480.
Drobnicki, John A. "Holocaust-Denial Literature: A Sixth Bibliography." *Journal of Hate*
      Studies 8 (2010): 103-129.
Drobnicki, John A. "Horszowski, Mieczyslaw." In James S. Pula (ed.), *The-Polish American*
      Encyclopedia (McFarland & Co., 2011), 177-178.
Drobnicki, John A. "Janis, Byron." In James S. Pula (ed.), *The Polish American Encyclopedia*
      (McFarland & Co., 2011), 201-202.
Drobnicki, John A. "Lerski, Jerzy Jan 'George.'" In James S. Pula (ed.), *The Polish American*
      Encyclopedia (McFarland & Co., 2011), 269-270.
Drobnicki, John A. "Library's Archival Collection Tapped by Exxon-Mobil." *Academic Affairs*

Update 4 (Oct. 2010): 9.

Drobnicki, John A. "Mocha, Frank." In James S. Pula (ed.), *The Polish American Encyclopedia* (McFarland & Co., 2011), 306.

Drobnicki, John A. "Peckwas, Edward Alan." In James S. Pula (ed.), *The Polish American Encyclopedia* (McFarland & Co., 2011), 356.

Drobnicki, John A. "Pipes, Richard Edgar." In James S. Pula (ed.), *The Polish American Encyclopedia* (McFarland & Co., 2011), 362.

Drobnicki, John A. "Polish Anti-Defamation Committee." In James S. Pula (ed.), *The Polish American Encyclopedia* (McFarland & Co., 2011), 385.

Drobnicki, John A. "Prosky, Robert." In James S. Pula (ed.), *The Polish American Encyclopedia* (McFarland & Co., 2011), 430.

Drobnicki, John A. "Renkiewicz, Frank Anthony." In James S. Pula (ed.), *The Polish American Encyclopedia* (McFarland & Co., 2011), 447.

Drobnicki, John A. Review of the *Founders Early Access* website. *Choice* 48 (Nov. 2010), 478.

Drobnicki, John A. "Skrowaczewski, Stanislaw." In James S. Pula (ed.), *The Polish American Encyclopedia* (McFarland & Co., 2011), 486-487.

Drobnicki, John A. "Stram, Hank." In James S. Pula (ed.), *The Polish American Encyclopedia* (McFarland & Co., 2011), 506.

Drobnicki, John A. "What is a Library?" *PASSWORD* 5 (Spring 2011): 1.

Christina Miller (Instructor):

Miller, Christina. Book review of *Cellular*, by Ellen Schwartz. *VOYA* 33 (Dec. 2010): 460.

Miller, Christina. Book review of *Crystal Bones: The Faelin Chronicles*, by C. Aubrey Hall. VOYA 34 (June 2011): 184.

Miller, Christina. Book review of *Hot X: Algebra Exposed*, by Danica McKellar. *VOYA* 33 (Dec. 2010): 481.

Miller, Christina. Book review of *In the Shadow of the Lamp*, by Susanne Dunlap. *VOYA* 34 (Apr. 2011): 58.

Miller, Christina. Book review of *The Present Tense of Prinny Murphy*, by Jill MacLean. *VOYA* 33 (Aug. 2010): 251.

Miller, Christina. Book review of *The Ring of Solomon*, by Jonathan Stroud. *VOYA* 33 (Feb. 2011): 580.

Miller, Christina. "Burzynski, Stanislaw Rajmund." In James S. Pula (ed.), *The Polish American Encyclopedia* (McFarland & Co., 2011), 44-45.

Miller, Christina. "Cuyahoga River Fires." In Matthew Lindstrom (ed.), *Encyclopedia of the U.S. Government and the Environment: History, Policy, and Politics* (ABC-CLIO, 2011), Vol. 1, 252-254.

Miller, Christina. "School Media Corner." *PASSWORD* 5 (Spring 2011): 5.

Jahed Sarwar (College Laboratory Technician):

Sarwar, Jahed. "IT Tech Tip." *PASSWORD* 5 (Spring 2011): 5

Scott Sheidlower (Assistant Professor):

Sheidlower, Scott. "Antiquities Act 1906." In Matthew Lindstrom (ed.), *Encyclopedia of the U.S. Government and the Environment: History, Policy, and Politics* (ABC-CLIO, 2011),

Vol. 1, 79-83.

Sheidlower, Scott. Book review of *Booktalking with Teens*, by Kristine Mahood. *American Reference Books Annual* (2011).

Sheidlower, Scott. Book review of *Information Literacy Instruction: Theory and Practice*, 2nd ed., by Esther S. Grassian and Joan R. Kaplowitz. *Public Services Quarterly* 6, no. 4 (2010): 377-378.

Sheidlower, Scott. Book review of *The Many Faces of School Library Leadership*, ed. Sharon Coatney. *American Reference Books Annual* (2011).

Sheidlower, Scott. Book review of *Multicultural Programs for Tweens and Teens*, ed. Linda B. Alexander and Nahyun Kwon. *American Reference Books Annual* (2011).

Sheidlower, Scott. Book review of *Readers' Advisory for Children and 'Tweens*, by Penny Peck. *American Reference Books Annual* (2011).

Sheidlower, Scott. Book review of *Research-Based Reading Strategies in the Library for Adolescent Learners*, by Carianne Bernadowski and Patricia Liotta Kolencik. *American Reference Books Annual* (2011).

Sheidlower, Scott. Book review of *Young Adults Deserve the Best: YALSA's Competencies in Action*, by Sarah Flowers. *American Reference Books Annual* (2011).

Sheidlower, Scott. "Landis, Carole." In James S. Pula (ed.), *The Polish American Encyclopedia* (McFarland & Co., 2011), 263.

Sheidlower, Scott. "Muir, John." In Matthew Lindstrom (ed.), *Encyclopedia of the U.S. Government and the Environment: History, Policy, and Politics* (ABC-CLIO, 2011), Vol. 2, 508-510.

Sheidlower, Scott. "Olmsted, Frederick Law." In Matthew Lindstrom (ed.), *Encyclopedia of the U.S. Government and the Environment: History, Policy, and Politics* (ABC-CLIO, 2011), Vol. 2, 598-600.

Sheidlower, Scott. "Procter and Gamble." In Julie Willett (ed.), *The American Beauty Industry Encyclopedia* (Greenwood Press, 2010), 235-237.

Sheidlower, Scott. "Sendak, Maurice." In James S. Pula (ed.), *The Polish American Encyclopedia* (McFarland & Co., 2011), 477-478.

Sheidlower, Scott. "Zelazny, Roger Joseph." In James S. Pula (ed.), *The Polish American Encyclopedia* (McFarland & Co., 2011), 562-563.

Di Su (Associate Professor):

Su, Di. "The Tardy Recognition of J. S. Bach's Sonatas and Partitas." *American String Teacher* 61 (May 2011): 24-28.

Su, Di. "Welcome Xiaoxia Liu, Our Guest from Shanghai!" *PASSWORD* 5 (Spring 2011): 3.

Sandra Gall Urban (Assistant Professor):

Urban, Sandra G. "Online Library Tutorials Coming Soon." *PASSWORD* 5 (Spring 2011): 4.

Urban, Sandra G. "Safe Haven Laws – United States." In Brigitte H. Bechtold and Donna Cooper Graves (eds.), *An Encyclopedia of Infanticide* (Edwin Mellen Press, 2010), 229-230.

Urban, Sandra G. "Technology, Cognition, and the Academic Librarian: A Conference Report." *Library Hi-Tech News* 27, no. 4/5 (2010): 1-4.

Urban, Sandra G. "Technology in the Library." *PASSWORD* 4 (Fall 2010): 1.

Urban, Sandra G. "Urban Renewal." In Matthew Lindstrom (ed.), *Encyclopedia of the U.S. Government and the Environment: History, Policy, and Politics* (ABC-CLIO, 2011), Vol. 2, 744-745.

b) Presentations:

Scott Sheidlower (Assistant Professor):
Sheidlower, Scott. Keynote address, "Communicate, Communicate, Communicate: The Dyad of Librarians and Patrons" (Nassau County Library Association, Academic and Special Libraries Division, Apr. 29, 2011).
Sheidlower, Scott. Panelist, "Diversity & Disability" (York College STAR Program and Cultural Diversity Program, Apr. 27, 2011).
Sheidlower, Scott. Co-presenter, "Help Us Help You: Using Library Assistance to Design Course Assignments" (York College Center for Excellence in Teaching and Learning, Mar. 2, 2011).
Sheidlower, Scott. Co-presenter, "How the CUNY Library Departments Developed Common Learning Outcomes and Assessment Tools Through a Disciplinary Advisory Committee" (7th CUNY General Education Conference, May 13, 2011).
Sheidlower, Scott. Presenter, "Strategies for Sleepy Classes: Humor" (Bibliographic Instruction Special Interest Group, Metropolitan New York Library Council, Nov. 17, 2010).

Sandra Gall Urban (Assistant Professor):
Urban, Sandra G. Co-presenter, "Help Us Help You: Using Library Assistance to Design Course Assignments" (York College Center for Excellence in Teaching and Learning, Mar. 2, 2011).

c) Outside Funding:

Prof. John Drobnicki received a Coordinated Collection Development Aid (CCDA) grant of $8,251.00 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.

XV. Library Faculty College/University Service, 2010-2011

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' E-book Committee

- CUNY Libraries' Electronic Resources Advisory Council (ERAC)
- CUNY Libraries' SFX Committee
- Gen Ed Task Force
- Library Website Committee (Chair)
- University Ad-hoc Math Support for Undergraduates Committee

John A. Drobnicki (Professor):
- College Personnel & Budget Committee
- College Personnel & Budget Committee Subcommittee on Faculty Scholarship
- CUNY Council of Chief Librarians
- 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 Committee of the York College Senate (Chair)
- Library Department Personnel & Budget Committee
- Pluralism & Diversity Committee
- Teacher Education Advisory Council

Robert Machalow (Professor):
- CUNY Libraries' Circulation Committee
- CUNY Libraries' Library Systems Committee
- Library Department Personnel & Budget Committee

Christina Miller (Instructor):
- Campus Environment Committee
- Common Reader Committee
- CUNY/DOE High School to College Transition Committee
- LACUNY Executive Council (alternate)
- LACUNY Junior Faculty Research Roundtable
- Library Environment and Signage Committee
- Library Exhibit Coordinator
- Library Newsletter (Co-Editor)
- Take Your Sons and Daughters to Work Day (organized 2 Library tours)
- YECA Planning Committee

Scott Sheidlower (Assistant Professor):
- 504/ADA Committee
- Academic Standards Committee
- Alliance for Gender and Sexual Equality
- Auxiliary Enterprises Board

- Auxiliary Enterprises, Budget and Contracts Subcommittee
- Constitution Day Committee
- Elections Committee
- LACUNY Disability Services Roundtable (Chair)
- LACUNY Instruction 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
- College Curriculum Committee
- Faculty Development Committee
- Instruction Committee
- *Lancet* Listserv administrator
- Library Department Personnel & Budget Committee
- Library Website Committee

Sandra Gall Urban (Instructor):
- Alliance for Gender and Sexual Equality
- Constitution Day Committee
- CUNY Libraries' Cataloging Committee
- CUNY Libraries' Primary Contacts Committee
- Faculty Caucus (Secretary)
- Faculty Senator
- LACUNY Cataloging Roundtable
- LACUNY Emerging Technologies Committee
- LACUNY Junior Faculty Research Roundtable
- LACUNY Scholarly Communications Roundtable
- Library liaison for the York College Bulletin
- Library Newsletter (Co-Editor, and Graphic Designer)
- Library Website Committee
- Take Your Sons and Daughters to Work Day (organized 2 Library tours)
- 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 Department Personnel & Budget Committee
- Occupational Therapy Department Grievance Committee
- Provost's Faculty Advisory Committee

XVI. Using Data to Drive Change

<u>Did you collect and/or analyze any of the following data this past year?</u> (If your program underwent an Academic Program Review this past year, you may simply write "see APR.")

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 ___Library User Surveys_____	√
Other _____	

<u>What were the findings of your analysis?</u> (Please include the actual data with a description of the overall findings and your conclusions.)

During the 2010-2011 academic year, the Library conducted two online surveys with the assistance of the Office of Institutional Research & Assessment to solicit opinions and measure satisfaction about the Library from members of the York College community. Summaries of the results follow.

Fall 2010 Survey:

Respondents Status at the College		Student	Faculty	Staff	Other	Total
	N	278	81	25	2	386
	%	72.0%	21.0%	6.5%	0.5%	

Faculty and Student Response Comparison, Fall 2010 Survey Results

		Student			Faculty		
		Agree	Disagree	Total*	Agree	Disagree	Total*
Reference Librarians are helpful and courteous	N	229	24	253	74	3	77
	%	90.5%	9.5%		96.1%	3.9%	
Circulation/Reserve staff are helpful and courteous	N	227	34	261	72	5	77
	%	87.0%	13.0%		93.5%	6.5%	
Periodicals/Microforms staff are helpful and courteous	N	154	27	181	49	3	52
	%	85.1%	14.9%		94.2%	5.8%	
Library has sufficient print collections	N	155	88	243	24	48	72
	%	63.8%	36.2%		33.3%	66.7%	
Library website is easy to navigate	N	222	44	266	65	10	75
	%	83.5%	16.5%		86.7%	13.3%	
Library space and furniture are conducive to studying	N	159	112	271	49	14	63
	%	58.7%	41.3%		77.8%	22.2%	
I received the help I needed while at the reference desk	N	234	14	248	65	3	68
	%	94.4%	5.6%		95.6%	4.4%	
I was able to get the materials needed through CLICS	N	92	24	116	55	8	63
(books from other CUNY libraries)	%	79.3%	20.7%		87.3%	12.7%	
The CLICS materials I requested were delivered in a	N	81	23	104	51	9	60
timely manner	%	77.9%	22.1%		85.0%	15.0%	
It was easy to request a book via CLICS	N	84	25	109	55	5	60
	%	77.1%	22.9%		91.7%	8.3%	
I was able to get the materials needed through	N	71	22	93	50	5	55
Interlibrary Loan (materials from non-CUNY	%	76.3%	23.7%		90.9%	9.1%	
The ILL materials I requested were delivered in a	N	62	25	87	47	8	55
timely manner	%	71.3%	28.7%		85.5%	14.5%	
It was easy to request a book via Interlibrary Loan	N	78	18	96	49	6	55
	%	81.3%	18.8%		89.1%	10.9%	

		Student			Faculty		
The Information Literacy class helped me (or my	N	104	18	122	46	6	52
students) with my (or their) research	%	85.2%	14.8%		88.5%	11.5%	
The Library's Reserve service is easy to use	N	201	30	231	54	12	66
	%	87.0%	13.0%		81.8%	18.2%	
I was able to find helpful articles and e-books through	N	208	26	234	64	5	69
the Library's electronic databases	%	88.9%	11.1%		92.8%	7.2%	
I can always find information pertaining to my	N	191	42	233	56	13	69
research through the Library's electronic databases	%	82.0%	18.0%		81.2%	18.8%	
Overall, I am satisfied with library services	N	188	81	269	68	9	77
	%	69.9%	30.1%		88.3%	11.7%	

* Total excludes N/A

Spring 2011 Survey:

Respondents Status at the College		Student	Faculty	Staff	Total
	N	245	62	12	319
	%	76.8%	19.4%	3.8%	

Faculty and Student Response Comparison, Spring 2011 Survey Results

		Student			Faculty		
		Agree	Disagree	Total*	Agree	Disagree	Total*
Reference Librarians are helpful and courteous	N	212	22	234	55	1	56
	%	90.6%	9.4%		98.2%	1.8%	
Circulation/Reserve staff are helpful and courteous	N	218	21	239	57	1	58
	%	91.2%	8.8%		98.3%	1.7%	
Periodicals/Microforms staff are helpful and courteous	N	155	20	175	40	0	40
	%	88.6%	11.4%		100.0%	0.0%	
Library has sufficient print collections	N	144	83	227	21	34	55
	%	63.4%	36.6%		38.2%	61.8%	
Library website is easy to navigate	N	207	33	240	53	8	61

	%	86.3%	13.8%		86.9%	13.1%	
Library space and furniture are conducive to studying	N	136	106	242	28	15	43
	%	56.2%	43.8%		65.1%	34.9%	
I received the help I needed while at the reference desk	N	207	15	222	50	2	52
	%	93.2%	6.8%		96.2%	3.8%	
I was able to get the materials needed through CLICS	N	91	21	112	43	4	47
(books from other CUNY libraries)	%	81.3%	18.8%		91.5%	8.5%	
The CLICS materials I requested were delivered in a	N	83	20	103	41	6	47
timely manner	%	80.6%	19.4%		87.2%	12.8%	
It was easy to request a book via CLICS	N	87	19	106	42	5	47
	%	82.1%	17.9%		89.4%	10.6%	
I was able to get the materials needed through	N	61	14	75	43	3	46
Interlibrary Loan (materials from non-CUNY	%	81.3%	18.7%		93.5%	6.5%	
The ILL materials I requested were delivered in a	N	57	17	74	40	5	45
timely manner	%	77.0%	23.0%		88.9%	11.1%	
It was easy to request a book via Interlibrary Loan	N	58	15	73	44	3	47
	%	79.5%	20.5%		93.6%	6.4%	
The Information Literacy class helped me (or my	N	101	15	116	28	4	32
students) with my (or their) research	%	87.1%	12.9%		87.5%	12.5%	
The Library's Reserve service is easy to use	N	172	25	197	35	7	42
	%	87.3%	12.7%		83.3%	16.7%	
I was able to find helpful articles and e-books through	N	186	21	207	54	5	59
the Library's electronic databases	%	89.9%	10.1%		91.5%	8.5%	
I can always find information pertaining to my	N	170	40	210	44	14	58
research through the Library's electronic databases	%	81.0%	19.0%		75.9%	24.1%	
Overall, I am satisfied with library services	N	169	71	240	57	5	62
	%	70.4%	29.6%		91.9%	8.1%	

* Total excludes N/A

Survey Results:

In general, the Library was pleased with the results of the two surveys, as the majority of students and faculty are satisfied with Library services. However, a significant percentage of students do not think that Library space and furniture are conducive to studying. It was also found that the majority of faculty respondents do not think that the Library's print collection is sufficient.

With student enrollment up at the same time that the Library lost a significant amount of space, it is hard to argue with students who crave more room. York is also seeing more traditional freshmen who are enrolling right after high school, so these younger students spend more time on campus and in the Library, and with no Student Union building the Library is the de facto Student Union space.

Faculty dissatisfaction with the print collection is very surprising, since the Library has spent over $420,000 on print books since July 2007. The Library Faculty feel that we have not done a sufficient job publicizing our collection (and services) to the classroom faculty. If senior faculty are dissatisfied with the print collection, they may be basing their answers on their memories of the Library being neglected and underfunded, which in general is no longer the case. If junior faculty are dissatisfied, they have not yet gotten to know our print collection enough. Needless to say, the Library's subject liaisons must do a better job communicating with the teaching faculty in the academic departments that they are assigned to.

How do you plan to use the data to drive change? (Whatever you write here should be consistent with your 2011-2012 goals).

The Library's liaisons to the teaching departments will do a better job communicating with the faculty in those departments to make them aware of our print and electronic resources, and to solicit suggestions for books to purchase.

As part of the two user surveys, respondents were also given the opportunity to make comments. Aside from complaints about noise, lack of cleanliness, and the extended use (and hogging) of computers, students and faculty offered some suggestions that have since been implemented or are being further explored.

In response to the suggestion that patrons who just need to look up a book in the Library Catalog should not have to wait on line for a computer, two PCs were dedicated to only searching the Library Catalog (i.e., no access to other websites or word processing software).

In response to the suggestion that patrons who just need to print out a document before class should not have to wait on line for a computer, two PCs were dedicated as "Quick Print" work stations where users can only access their York email account (e.g., to download a file attachment) or insert a flash drive to open a file and then print.

In response to the complaint about long lines at the photocopy machines, a sixth machine was purchased.

In response to the complaint that there needs to be more than one librarian on duty at peak times (which had already begun last year), the Head of Reference began to regularly schedule two librarians at the Reference Desk at busy times of the day. Because the Library keeps statistics on the numbers of Reference questions we get by day of the week and by time of day, the Head of Reference is able to determine when to have two librarians on duty. However, with one librarian going on Travia leave as of September 1, and with a second librarian on FMLA, it will be difficult to have two librarians on duty simultaneously during much of 2011-2012.

XVII. Library Goals and Objectives for 2011-2012

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.

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.

The Library will replace its Print Management System with a new, user-friendly and more responsive company.

The Library will continue to work with the Information Technology Department to explore the feasibility of having time limits on some Library computers.

The Library will undertake an Academic Program Review during 2011-2012, with Prof. Di Su and Mr. Daniel Cleary serving as Co-Chairs. We will prepare the self-study document during Fall 2011 and will have an external reviewer visit during Spring 2012.

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 2010-2011 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 2011-2012 Library Committee.