

ANNUAL REPORT

York College Library

2007-2008

Prepared by
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Introduction

During 2007-2008, the Library continued to be very busy and active, as will be broken down in the following sections. 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 21,692 questions during the 2007-2008 academic year (July 2007 to June 2008), which was an increase over the previous year (21,479).

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 five academic years, as can be seen in Table 1:

Table 1: Reference Questions by Category, June 2003-June 2008¹

	Professional	Computer/WWW	Non-Professional
July 07-June 08	8978	4169	8545
June 06-May 07	9164	4538	7777
June 05-May 06	8473	4422	9263
June 04-May 05	8883	5102	7256
June 03-May 04	8482	112	5855

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.

Longer hours of service have been added, to meet students’ needs. Beginning in Fall 2007, the Library began to open the G-wing an hour earlier at 8am (instead of 9am) after the first month of the semester. This met with positive student feedback, and was done in the Spring as well. We also decided to open at 8:30am (instead of 9am) during the Summer, when classes were in session.

II. Acquisitions & Collection Development

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

Thanks to support from the York College Administration, the Library had a healthy budget for the second consecutive year. Although some of the Compact money was earmarked for Phase 2

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.

of the renovation (carpeting, electrical wiring), the Library Faculty were able to order a substantial amount of books from our vendor (COUTTS), with input from faculty in the various disciplines.

Here is a breakdown of the Library's expenditures:

Table 2: Summary of Library's Expenditures for Academic Year 2007-2008

Total for Books	\$ 80,000.00
Total for Subscriptions	\$183,904.59
Grand Total for Books and Subscriptions	\$263,904.59

Office Supplies	\$ 4,640.00
Conference Reimbursement	\$ 148.00
Carpeting Supplies and Materials	\$169,790.41

OTPS Annual Expenditures 2007-2008	\$154,973.00
Compact Annual Expenditures 2007-2008	\$283,510.00

Total Annual Expenditures for 2007-2008	\$438,483.00
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(Note: figures above are rounded to the nearest dollar)

III. Cataloging & Collection Maintenance

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

From July 1, 2007 to June 30, 2008, a total of 3,230 volumes were added to the Library's collections, which included 501 for the Reference Collection, and 2,729 for the Circulating Collection. These titles included new books purchased from our book vendor (COUTTS), as well as some largesse obtained from other neighboring libraries, and gifts/donations, including a substantial amount of Journalism-related titles generously sent to us by Dr. Consuella Askew, Chief Librarian at CUNY's Graduate School of Journalism. During the past year, 238 books were withdrawn/deleted from the Library's collections.

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:

- *Access Newspaper Archive*
- *African American Experience*
- *Latin American Experience*
- *Ovid Nursing and Health Professions*

- *Philosopher's Index*
- *SciFinder Scholar*

Particularly notable (and expensive) are *Ovid Nursing and Health Professions*, which was specifically added to support the generic Nursing Program, and *SciFinder Scholar*, which is the electronic version of *Chemical Abstracts*, and which is a pre-requisite for the Chemistry Program to pursue official approval from the American Chemical Society.

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 approximately \$90,000 in funding from the Tech Fee during the 2007-2008 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 some toner and paper for the students printers in the Library.)

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

- *Columbia International Affairs Online (CIAO)*
- *Earthscape*
- *The New Palgrave Dictionary of Economics Online*

During July-August 2007, as part of Phase 1 of the renovation, the Library received 40 new Dell computers for student use, thanks to CIO Peter Tighe and the Information Technology Department.

Several improvements have been made to the Library website over the past year, including an A-Z shortcut on the full-text databases page. Also, three online forms were added, where:

- faculty can request an Information Literacy class
- users can recommend a book for purchase by the Library
- users can submit an Interlibrary Loan request

During Spring 2008, the second issue of *PASSWORD*, the Library newsletter, was published. It was co-edited by Anamika Dasgupta and Sandra Urban.

V. 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. More and more classroom faculty members are taking advantage of this and bringing their classes to the Library, and the number of IL sessions offered by Library Faculty during 2007-2008 increased over 2006-2007, as can be seen in the following table:

Table 3: Information Literacy Classes, 2006-2008

	Number of IL Classes
2007-2008	162
2006-2007	140

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 the earlier proposal to expand the IL room into the H-wing alcove, thereby doubling its size, is still being considered by Campus Planning and CUNY.

VI. Periodicals & Microforms

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

As the full-text of more periodicals have 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 2008

Journals	1018
Newspapers	116
TOTAL USAGE	1134

Table 5: Microforms Usage, July 2007-June 2008

Journals	255
Newspapers	410
TOTAL USAGE	665

Table 6: Journals/Microforms Received, July 2007-June 2008

Current Journal Subscriptions	516
Current Annuals Received	74
Microfilm Reels Received	374

VII. 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 via Interlibrary Loan (not through CLICS). And since CLICS is only for books, there is still heavy use of ILL to obtain copies of journal articles.

Table 7: ILL Requests From York College Library to Other Libraries, July 2007-June 2008

<u>STUDENTS</u>		<u>FACULTY/STAFF</u>	
Articles	65	Articles	163
Books	36	Books	137
TOTAL	101	TOTAL	300

TOTAL Interlibrary Loan Requests = 401

Table 8: ILL Requests Supplied by York College Library to Other Libraries, July 2007-June 2008

Periodicals	0
Books	4
Microfilm	11
TOTAL	15

(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.)

VIII. 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; its barcode 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 2008

Total Items Sent by York	2,333
Total Items Received by York	1,957

IX. Circulation & Reserve

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

The Library continues to be very busy, with students borrowing 111,482 items, including both Reserve materials (for in-Library use) and Circulating materials (to take home).

X. Outreach to QHSSYC and Other Schools

(Data provided by Ms. Christina Miller, Adjunct High School librarian)

Mrs. Christina Miller, who received her permanent New York State certification as a School Library Media Specialist, conducted 25 Information Literacy sessions for QHSSYC classes in various subject areas, including Science, Social Studies, and Music. Mrs. Miller also hosted a visit from the Queens High School for Law Enforcement and Public Safety in April, during which she conducted a literary criticism workshop for AP English seniors. The York Library also hosted QHSSYC's 6th Annual Science Poster Presentation, a 3-day event.

On behalf of QHSSYC, Mrs. Miller and Principal Jie Zhang applied for and received a "Picturing America" grant from the National Endowment for the Humanities (NEH). In February 2008, QHSSYC received 20 double-sided laminated images of important works of American art and a teacher's guide – teachers incorporated the art into their lessons. In August, Mrs. Miller was scheduled to attend a four-day seminar at the Newark Museum, sponsored by the Museum and the NEH, to teach librarians and educators how to use "Picturing America" images and other works of art to teach history and other subjects.

XI. Faculty & Staff Changes

The Library began the 2007-2008 academic year with a new Acting Chief Librarian (Prof. John A. Drobnicki), the third Chair in seven months. However, since he has been a Library Faculty member at York since 1995, the setting was very familiar even if the job description was different – and the Library Faculty and Staff made the transition very easy for the new Chair. The Department also conducted 3 successful searches, with 2 new faculty members starting in Spring 2008, and the third will start in Fall 2008. Mr. Daniel Cleary (Instructor) was appointed to be York's first-ever Science Librarian, and Ms. Sandra Urban (Instructor) was appointed to be York's first Cataloging Librarian since 1987. The third search was for the position of School Library Media Specialist, and that line will be filled by Ms. Christina Miller effective September 1, 2008.

Mr. Edwin Rios, the only CUNY Office Assistant in Circulation & Reserve, transferred to the Office of Public Safety during Fall 2007, and he was replaced by Ms. Cindy Rodriguez. After about six months, Ms. Rodriguez resigned to accept a position as an Assistant to Higher Education Officer at the CUNY Law School. The position is presently vacant, and the current economic climate will likely delay it being filled. Mrs. Avila, the Manager of Circulation & Reserve, is relying on her staff of well-trained College Assistants to cover all of the hours and maintain service.

XII. Renovation/Physical Space/Exhibits

During Spring 2008, the Library underwent Phase 2 of the renovation which began the previous year. This included new carpeting for both the Library's H-wing and the remaining portion of the G-wing. New chairs and furniture were ordered for the H-wing, and were expected to be delivered in August. The Library is indebted to the staff of Campus Planning and Buildings & Grounds for their hard work. As with Phase 1, Daniel Cleary was the Library's coordinator for Phase 2, and he ensured that everything went smoothly and that Library users were inconvenienced as little as possible.

The Library's Environment and Signage Committee recommended new overhead and directory signage, which was ordered and received, and which will be installed in early Fall.

Aside from thematic book displays which rotate periodically, the Library also had four special displays over the past year, one of which was an outside exhibit, and three which were curated by Christina Miller:

- *Faces of Liberty* - an NYCLU traveling exhibit comprising 24 panels about important First Amendment cases.
- *Handwritten* - an exhibit created by Renee Edelman and Rosalie Hatch, inspired by Irving Edelman's stock notations, featuring handwriting as art.
- *African American History and Culture* - consisted of books and memorabilia about famous African American trailblazers, including writers, artists, politicians, and other leaders in their respective fields, as well as the artwork of Ms. Geraldine Bacon (York College Admissions Office).
- *South Asia* - artifacts and books from India, Pakistan, and other countries in South Asia.

The Library Faculty and Staff look forward to continuing to provide quality instructional support and services during 2008-2009. 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 Library Committee Chair, Dr. Linda Grasso (Professor of English), and the members who served during the past year for their helpful advice and insight.