

York College Library

Annual Report

1993-94

Robert Machalow

Chief Librarian



Introduction

In the budget year 1993-94, the York College Library has strove to maintain services to the public while coping with an unfavorable professional staffing situation. The Librarians have continued their emphasis on public service at the sacrifice of other professional Library tasks, including collection development.

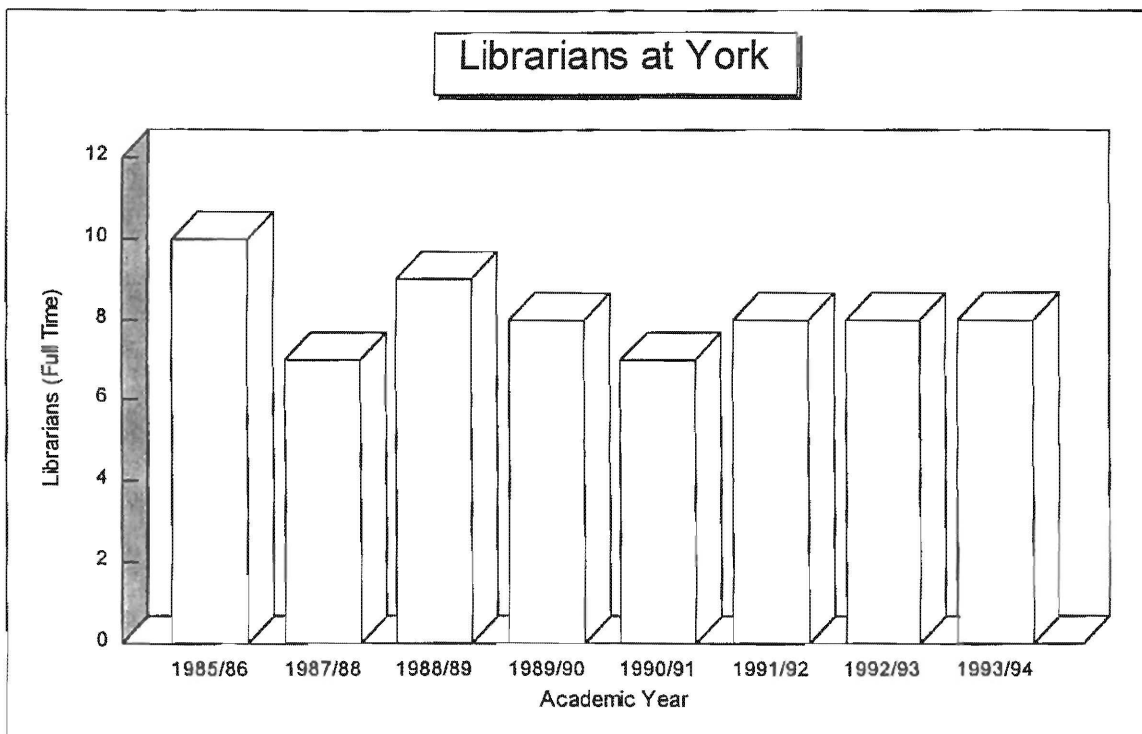
In addition to maintaining Library services, the Library has accomplished three major reports:

- Academic Program Planning (copy attached)
- Periodicals Usage at the York College Library
- Analysis of the book ordering plan

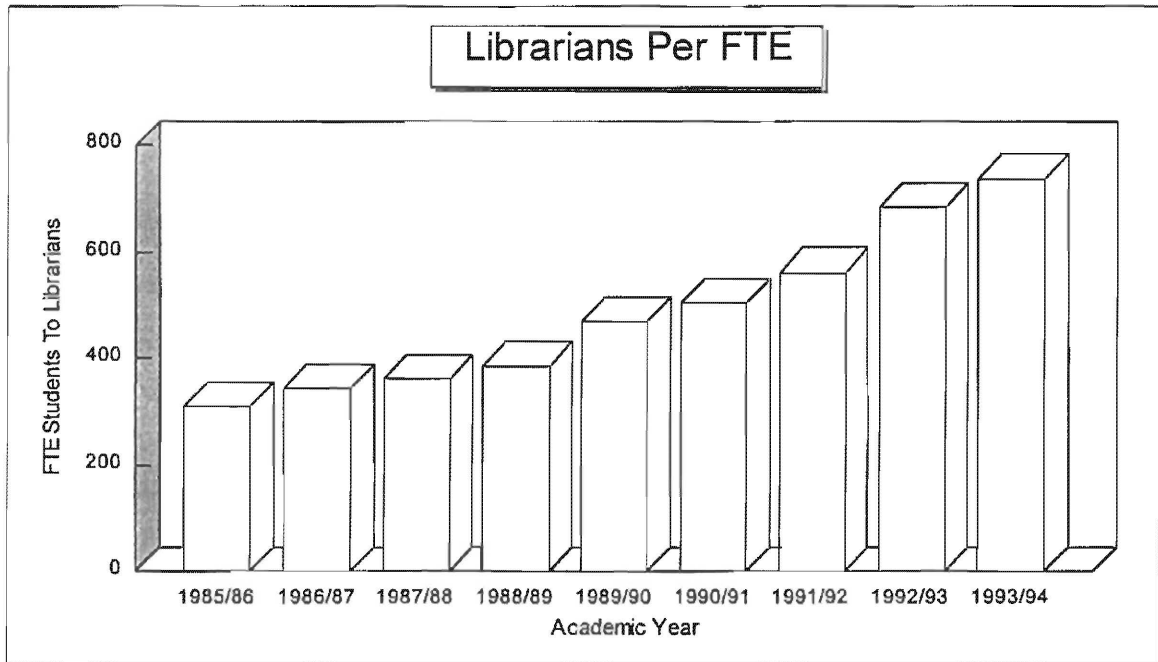
Furthermore, the Library was assured of the probability of hiring an additional professional, which would help to ensure quality Library services to the Evening and Weekend students of the college. This possibility necessitated a long and arduous review of submitted curriculum vitae. Unfortunately, at this moment, the professional line is not to be available for the Fall 1994 semester.

I. Professional Library Personnel

An examination of the professional staffing patterns at the York College Library reveals that though the number of professional staff has remained constant over the past few years, the number has radically decreased over the past nine years. This decrease has serious implications not only for the professional staff but for the entire college community.



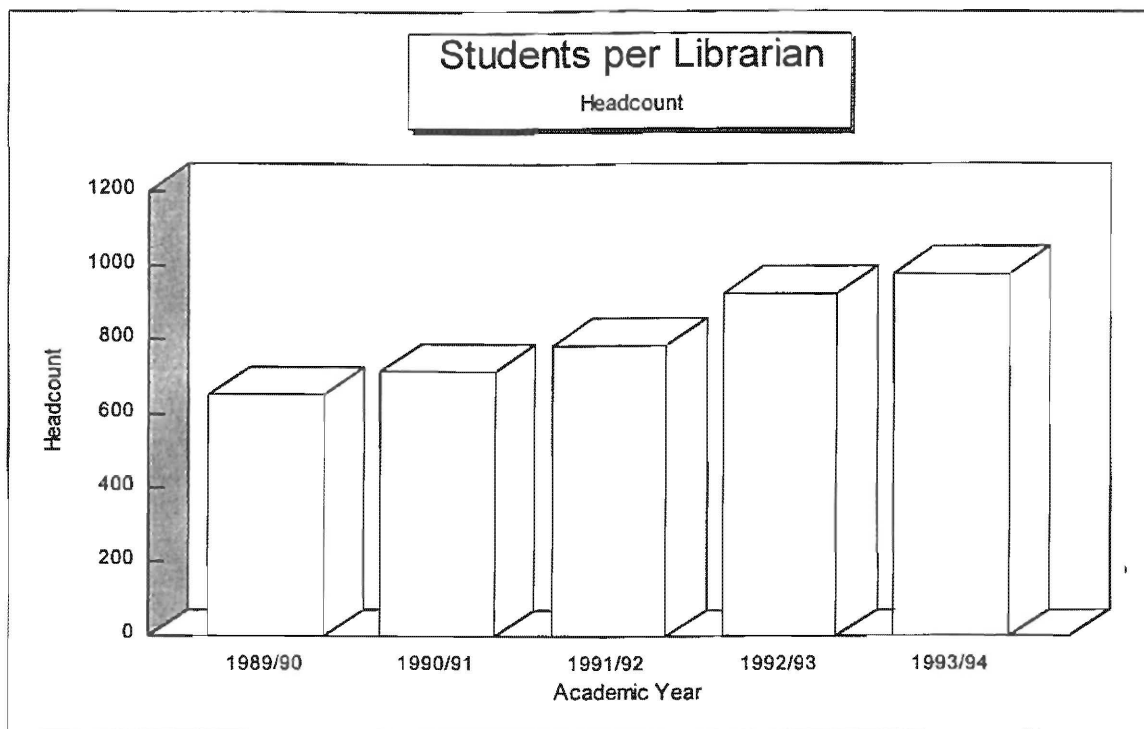
The above graph illustrates that the professional staff has decreased during the past nine years. At the same time, the ratio of full time equivalent students to Library faculty has increased, as can be seen on the following chart:



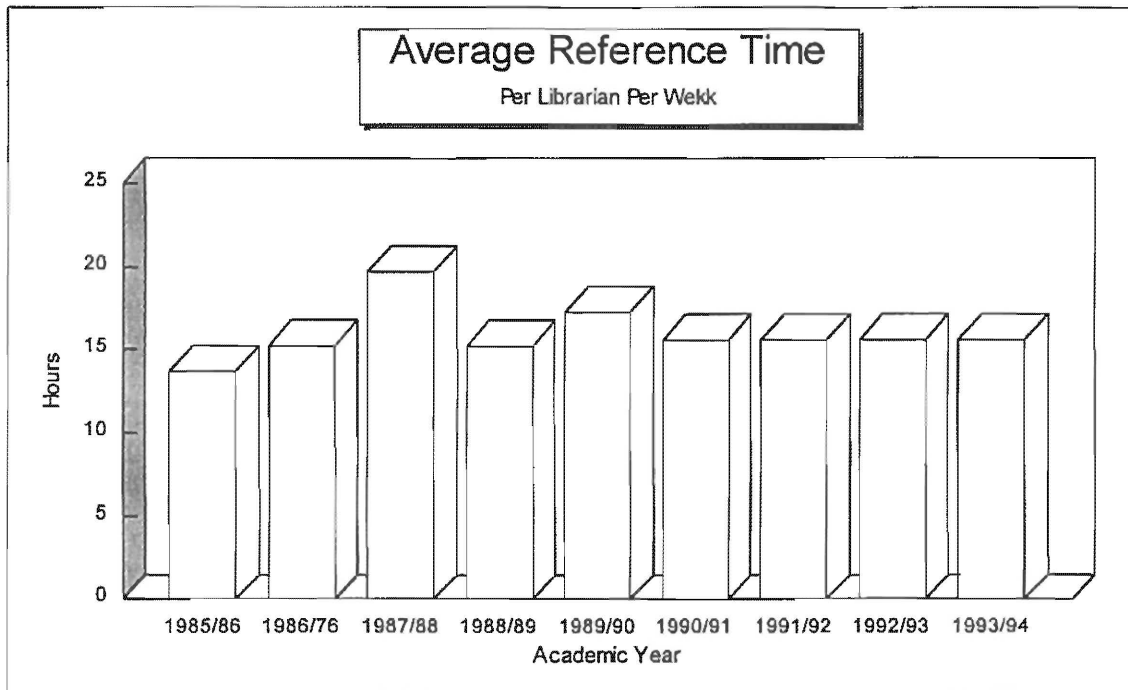
The Association of College and Research Libraries has detailed standards that academic Libraries should attempt to meet. According to the standards, by the size of the student body, faculty, and collection, York College should have approximately double the number of full time faculty positions as it presently does. The formula is used to calculate the optimum number of professionals to deliver quality service to the user community.

At York, it is significant to examine not only the ratio of FTE's per Librarian, but also the ratio of students per Librarian. This is significant in the Library since a Librarian must be prepared to perform individual bibliographic instruction with each student who uses the Library. To accomplish this, the headcount at York can be used:

Year	Headcount	Librarians
1989/90	5229	8
1990/91	5729	8
1991/92	5505	7
1992/93	6480	7
1993/94	6869	7

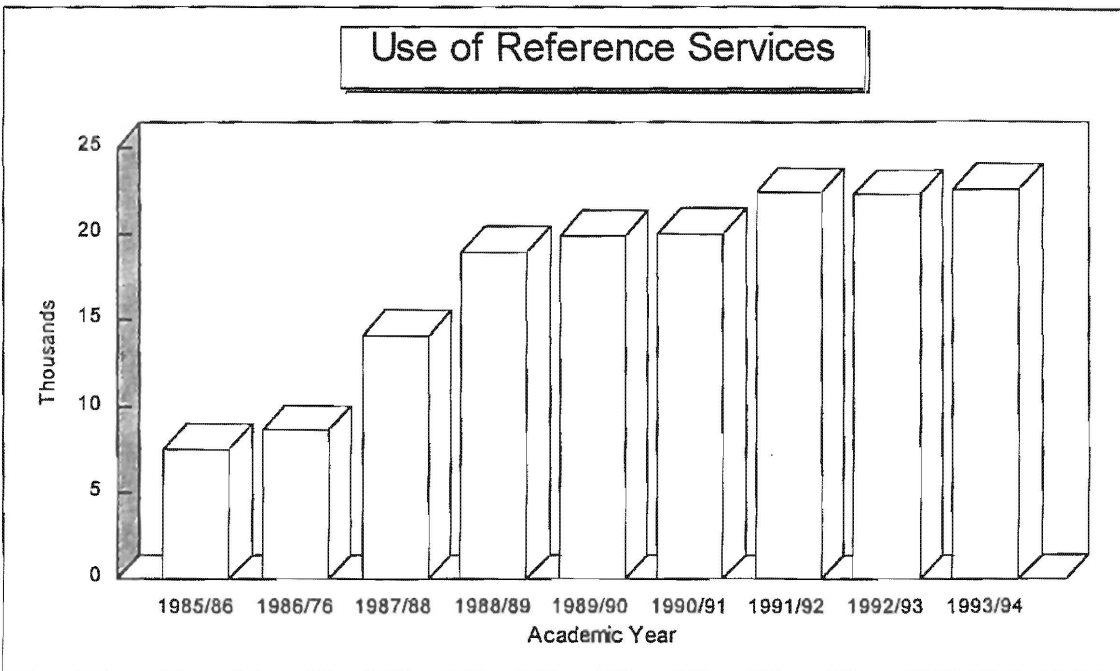


The Library continues to emphasize public service even though the professional staff is limited. Thus, each professional Librarian spends a great deal of his or her time staffing one of the two Reference desks. Other professional responsibilities, such as collection development and budgeting are accomplished as much as possible when the individuals are not scheduled at a Reference desk. The average amount of time that each professional Librarian spends in public service at one of the Reference desks can be seen in the following chart:

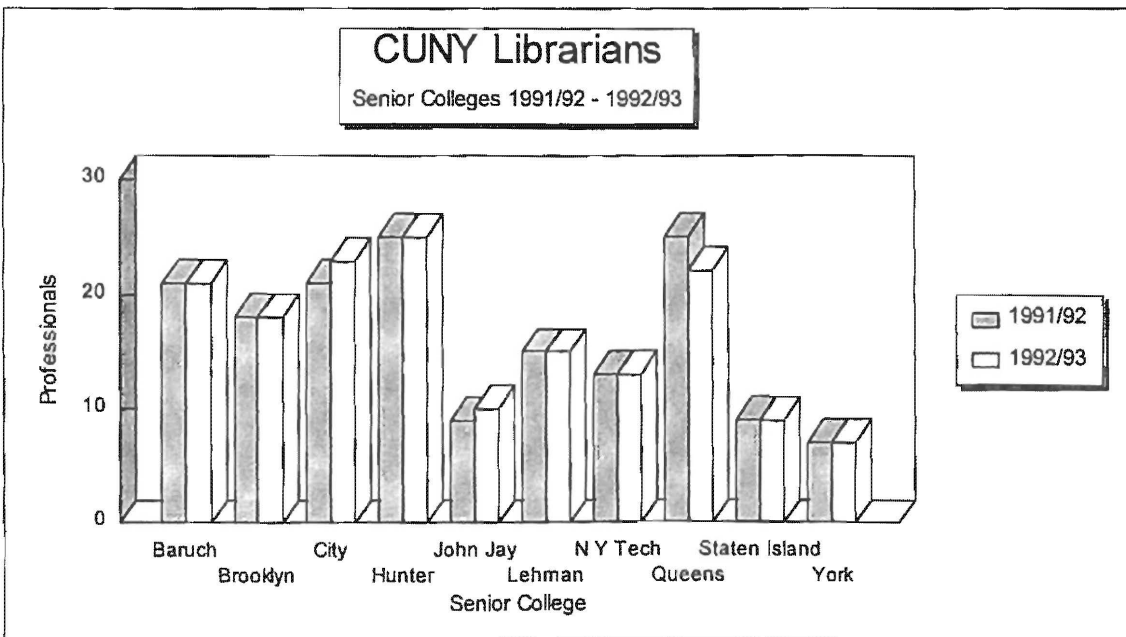


Though the Reference desk hours have been maintained during the past four years because of the Library's emphasis on public service, the hours that the Reference desks have been staffed have been decreased due to the lack of professional staff.

The hours that the Reference desks are not staffed have been selected after a study of usage patterns for several years. As the following chart shows, the shortened Reference hours has not impacted on the use of Reference service. In fact, the use of Reference services has increased as can be seen on the following chart:



In comparison with other CUNY senior colleges, York's Library is understaffed. As can be seen on the following chart, the staffing of the York College Library is smaller than for any other senior college in CUNY. The chart relies on the staffing for the academic years 1991-92 and 1992-93.



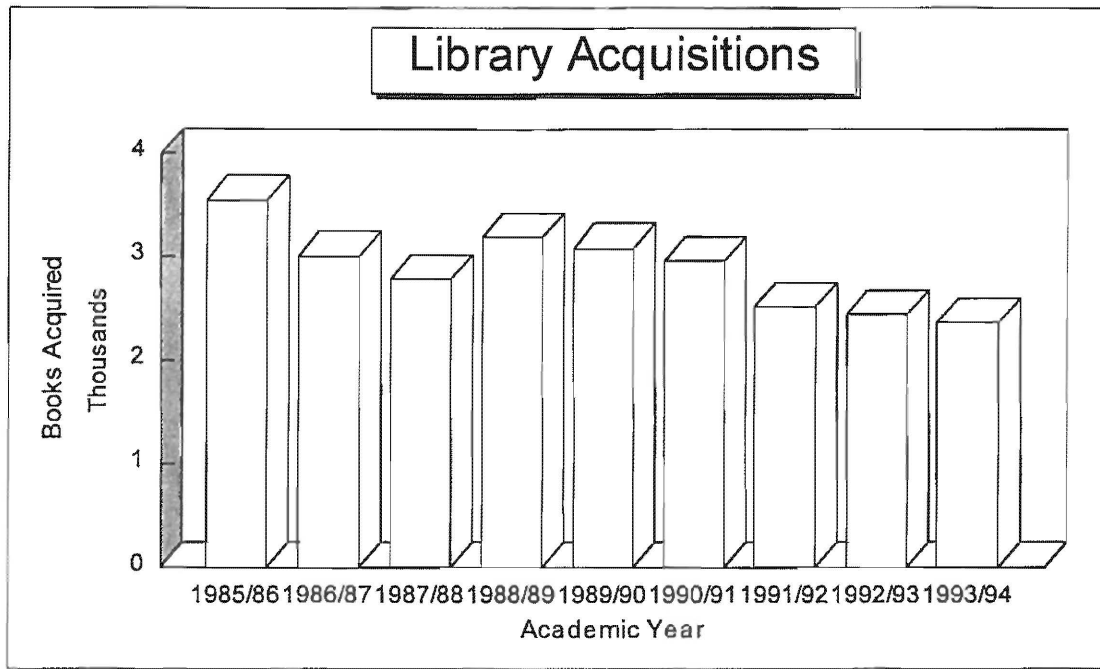
As the chart shows, some college Library have lost staff, but some have gained. More important is that York's Library staff has remained consistently at the bottom of the staffing for Libraries within the CUNY senior colleges.

II. Library Budget

The Library other than personnel budget can be examined from two related points of view: books and periodicals. They are related because if the total budget remains constant, which it has done for the past few years, as the cost of one increases there is less money left to purchase the other. Thus, as the cost of periodicals has increased by approximately ten percent a year, the Library is able to acquire fewer books with the remaining dollars. In addition to inflation of the cost of periodicals, of course, there is an increase in the cost of books.

To be added to this equation is that as the college redefines its curriculum, the Library must redefine its acquisitions. In most cases, the newer fields that have been emphasized, such as biotechnology, have been ones with more costly materials than those which have been de-emphasized, such as Italian.

A. Books

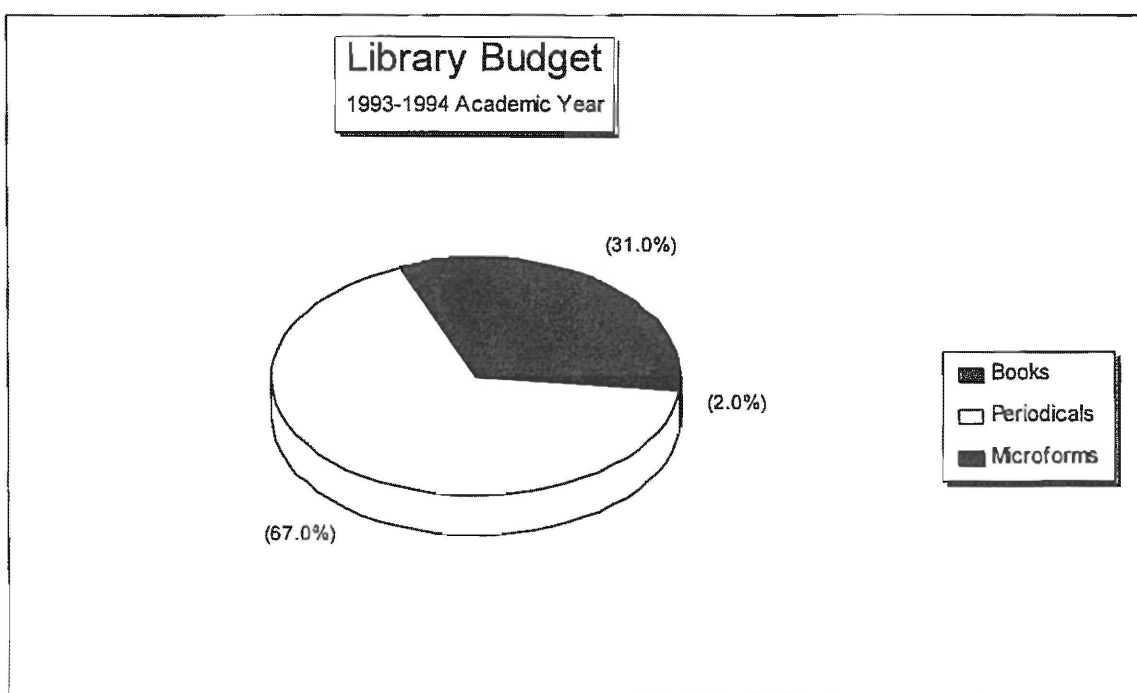


As the above chart illustrates, the book buying ability of the Library has shown a general trend downward during the past nine years. This can be accounted for by a number of factors, including:

- a relatively constant budget in terms of total dollars, eroded in recent years by the necessity of paying for equipment, supplies, and to some extent personnel services from the budget formerly reserved for books and serials;
- the rising cost of journal subscriptions;
- the inflation of book prices in general;
- the necessity to support new, expensive technology to increase the learning for the entire Library community. These technologies include CD-ROM and database services.

According to the standards of the Association of College and Research Libraries, the York College Library should have a total of approximately 208,000 volumes, based on the number of faculty and students at the college as well as the number of majors. At the present time, the Library has a collection estimated to be at approximately 160,000 volumes, though this estimate is an extremely high one, as it was based on a guess over fifteen years ago. As the complete York College Library catalog gets put into CUNY+, a more realistic number will be available, but it is likely that the collection is no more than 120,000 volumes.

The York College Library, like most academic libraries and due to a shortage of staff, relies on an ordering plan to acquire a portion of the books for the Library. Using the ordering plan, a profile is filled out and constantly modified to represent the academic programs offered by the college. A study was done on the acquisitions of the past year in conjunction with the actual number of students enrolled in courses in the major fields and the graduates, and the ordering plan was seen as an effective tool in acquiring quality books to support the academic program at the college.

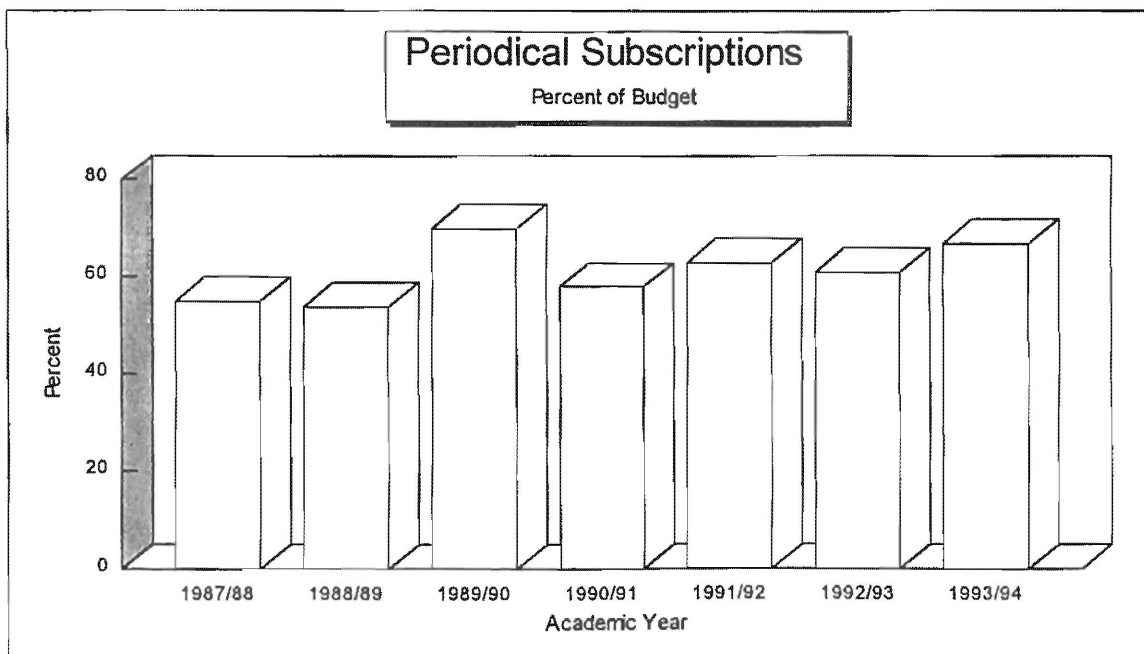
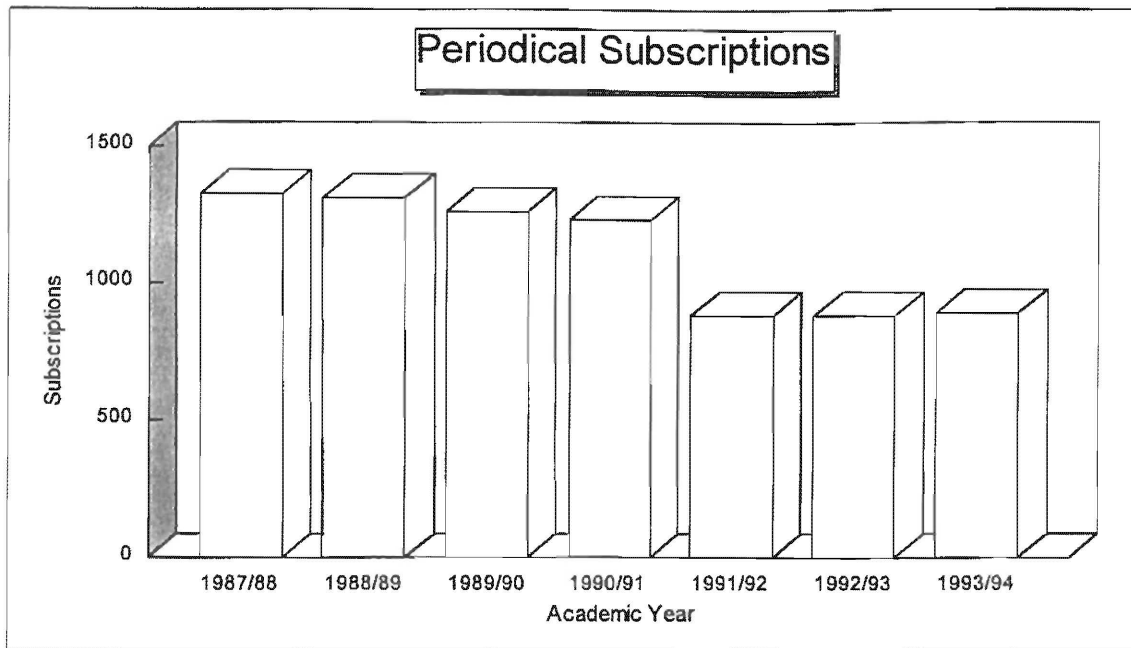


The percentage of the Library budget allocated to the purchase of books has remained at approximately the same level. Due to inflation, the actual number of volumes acquired each year has decreased.

Summary of Acquisitions Statistics

Year	Percent of Budget	Books Acquired
1986/87	33%	3994
1987/88	37%	2785
1988/89	33%	3189
1989/90	35%	3085
1990/91	31%	2951
1991/92	36%	2519
1992/93	35%	2437
1993/94	31 %	2356

B. Journals



Summary of Statistics

Year	Periodicals	Percent
1987/88	1327	55 %
1988/89	1316	54 %
1989/90	1264	70 %
1990/91	1234	58 %
1991/92	889	63 %
1992/93	889	61 %
1993/94	893	67 %

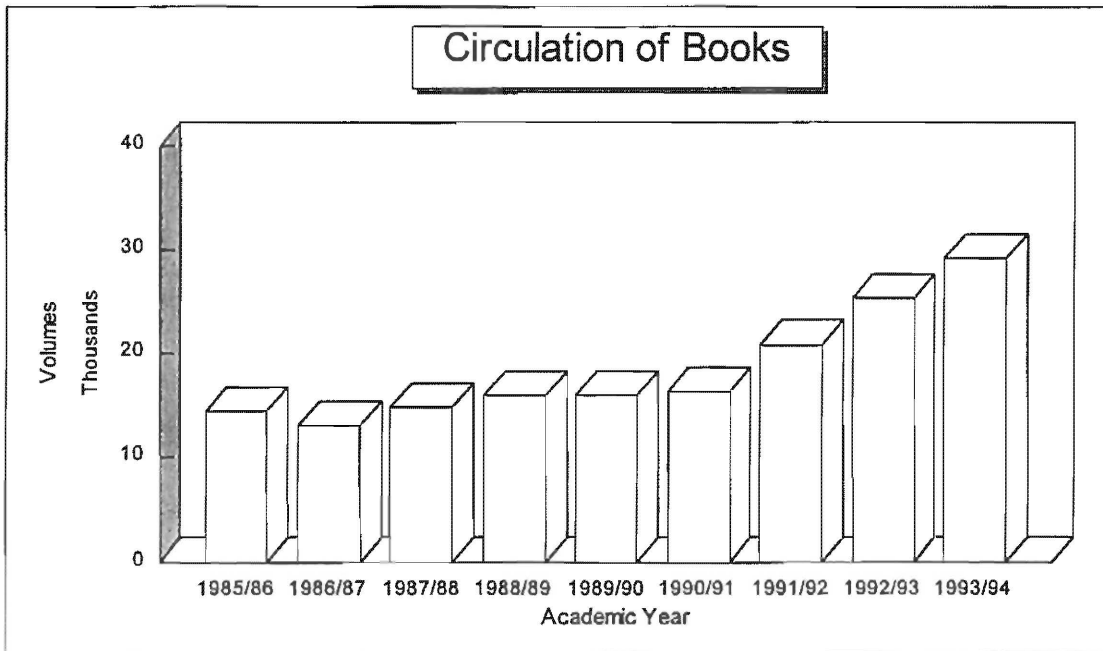
The number of periodicals does not include those journals included in the Business Collection or in Ethnic NewsWatch. IN addition, the number of journals cited above does not includes those that are received on microfilm only, which this past year numbered 77.

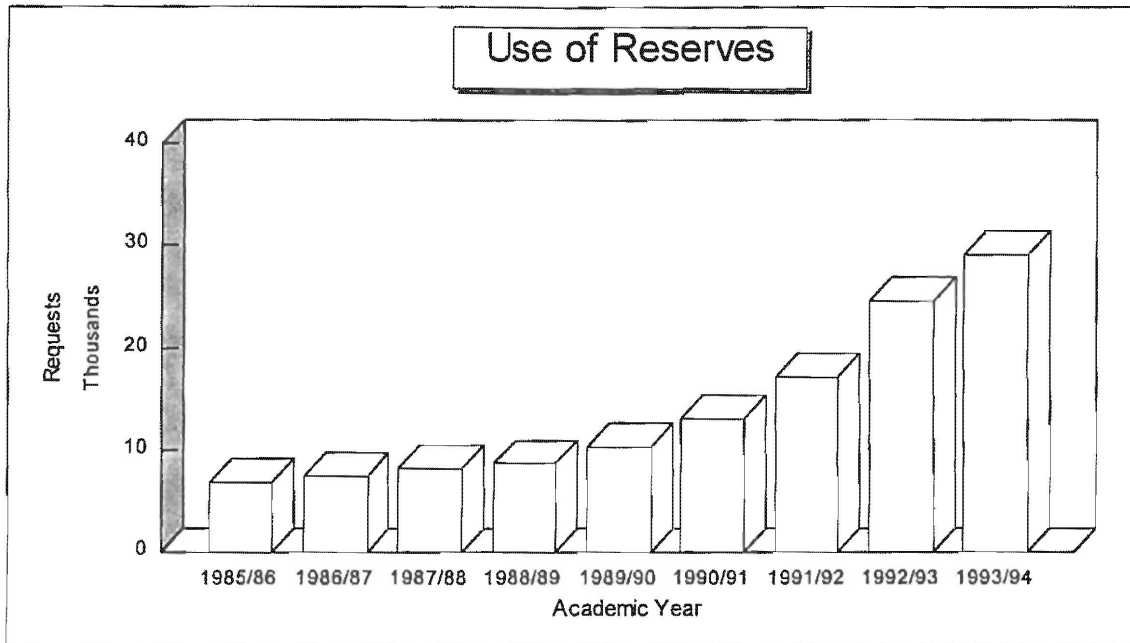
This year, the Library did a major study of the usage of journals by the Library community. After much discussion with the Chairpersons of the academic departments, the Librarians recommended the cancellation of subscriptions to several journals based on their lack of use as well as their insufficiency in terms of accreditation for a program. In the process, the cancellation of subscriptions to 21 journals was initiated.

III. Use of the Library

A. Books

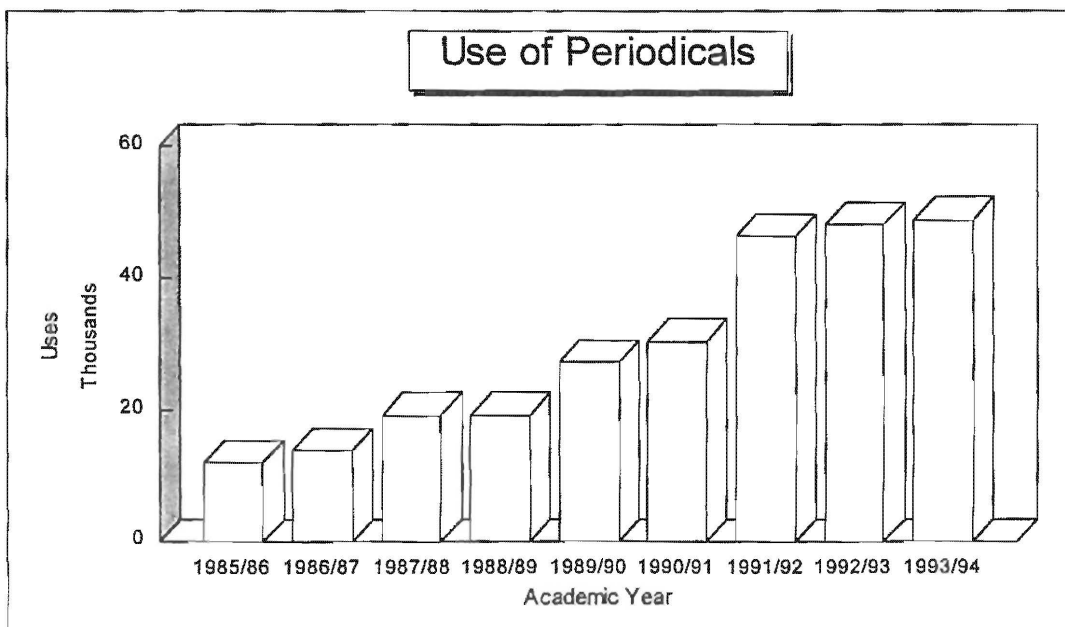
The use of books has grown substantially in terms of both circulation and reserve, as can be seen on the following charts:





B. Periodicals

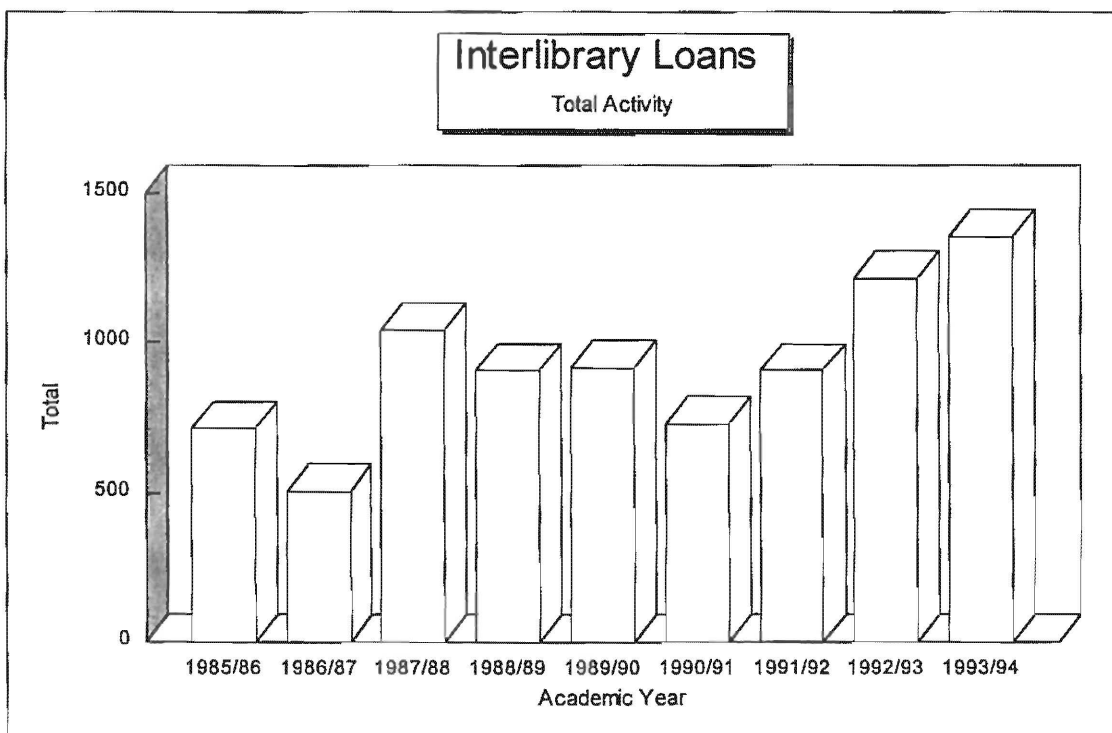
While the number of journal subscriptions has decreased over the past nine years and stabilized in the past three years, the use of the collection of both current periodicals and microforms has increased substantially, as can be seen on the following chart.



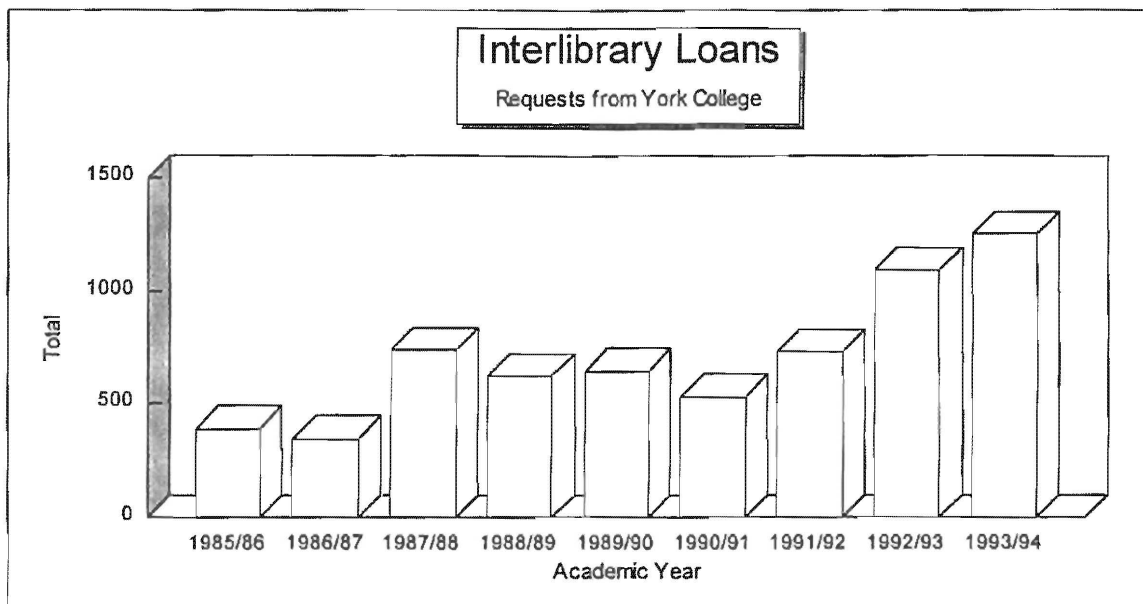
C. Other Library Services

Some Library services are available primarily to faculty and staff of the college. These services include interlibrary loans and database services. It should be noted that interlibrary loan services are currently being offered to faculty, staff and students, though the student use is limited by the time interlibrary loan usually takes and students' desire for instant retrieval.

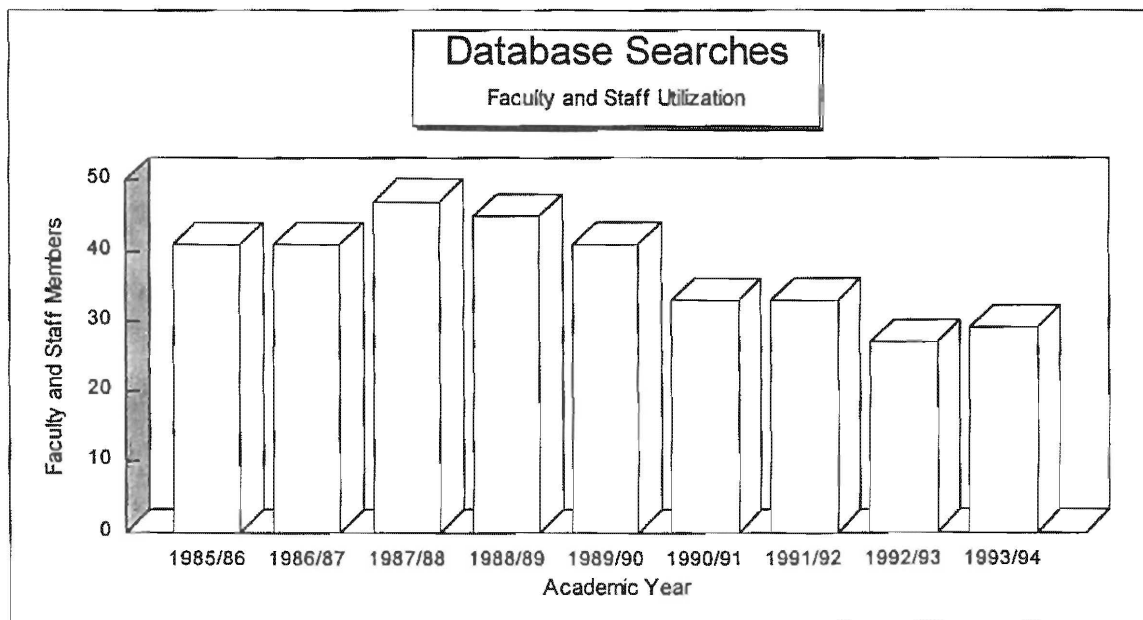
As the following chart reveals, interlibrary loan services have increased dramatically in the past several years.



Not only has the total activity of the Library Interlibrary Loan Department increased, but the requests made by York College faculty, staff and students has increased. This can be seen in the following chart:



Database searches were used by many faculty and staff at the college, as can be seen on the following chart. The slight and continuing decrease from the high in 1987/88 can be attributed to increased patron use of CD-ROM products and a decrease in the number of full time faculty.



Appendix A: Academic Program Planning Report

York College Library

Academic Program Planning Report

Spring 1994

R. Machalow
Chief Librarian

Introduction:

As part of the Academic Program Planning mandate, each academic department conducts a periodic department review. One objective method for such a review is to utilize the standards set by accrediting bodies or professional organizations. For a College Library, one such recognized and respected professional organization is the Association of College and Research Libraries, or ACRL. The ACRL has published for Libraries a set of standards for such quantifiable items as staffing, and such qualifiable items as type of service. This report represents an application of the York College Library based on the "Standards for College Libraries, 1995 edition" published in College and Research Library News, May 1994.

Standard I. Objectives of the Library

1.1. The college Library shall develop an explicit statement of its objectives in accord with the goals and purposes of the college.

York College Library Mission

York College Library is distinguished by its historical commitment to academic excellence and service to a diverse college community. Because the college offers baccalaureate degrees in the liberal arts and in a broad range of career programs in the fields of accounting, business, computer studies, education, health, and social work, the Library will develop its collection primarily in these areas. Welcoming users from the widest range of backgrounds, the Library offers opportunities that maximize each individual's intellectual, professional, and personal growth.

The Library is the center of a student-centered institution whose primary mission is to prepare students who:

- a. are competent in using information resources;
- b. are able to define and complete research assignments;
- c. are able to use the knowledge of libraries and information resources in a variety of settings.

Further the Library supports the professional growth of faculty and staff, as well as the broader York College community. The Library demonstrates its commitment to excellence and diversity in the way it allocates its resources and conducts its business.

1.1. The development of Library objectives shall be the responsibility of the Library staff, in consultation with students, members of the teaching faculty, and administrative officers.

The above stated mission statement was discussed by the entire Library faculty, and approved June 1992. The mission statement was presented to the Library Committee and accepted.

1.2 The statement of Library objectives shall be reviewed periodically and revised as needed.

The mission statement of the Library is under constant review by the faculty of the Library, both for possible modifications and for the validity of statements made in the Library's annual report.

Standard II: The Collection

2. The Library's collection shall comprise all corpuses of recorded information owned by the college for educational, inspirational, and recreational purposes, including multi-dimensional, aural, pictorial, and print materials.

2.1 The Library shall provide quickly a high percentage of such materials needed by its patrons.

The York College Library's major focus is on the educational needs of its student body. Materials are purchased in direct support of the York College curriculum.

Budgetary support for York College Library materials has dropped slightly in the past decade in terms of dollars. General inflation, the skyrocketing costs of such materials as journals, and the need to expand the type of material acquired beyond books and journals to include such items as CD-ROMs and videotapes has resulted in a significant erosion in the buying power of the budgeted Library dollar. The development of the book collection continues to suffer, as money is taken from this section of the budget to cover new technology, videos, and the increased cost of journals.

While the Library continues to support a journal collection, in the most recent budget year, the Library undertook a major study of the use of specific journals owned by the Library. Academic departments were notified of possible subscription cancellations due to the non-use of specific titles. As a result of this study, a number of journals subscriptions were canceled.

2.2. The amount of print materials to be thus provided shall be determined by a formula (See Formula A) which takes into account the nature and extent of the academic program of the institution, its enrollment, and size its teaching faculty.

The formula to calculate the minimum acceptable number of volumes in a collection used by the Association for College and Research Libraries has the following components:

1. Basic collection:	85,000
2. Allowance per FTE faculty member:	100/
3. Allowance per FTE student:	15/
4. <u>Allowance per undergraduate major or minor:</u>	<u>350/</u>

Total

At York, this formula translates to:

1. Basic collection:	85,000
2. Allowance for faculty (268 FTE):	26,800
3. Allowance for students (5,173 for Fall 1993):	77,595
4. Allowance for major and minors (53 majors):	<u>18,550</u>
Total required per ACRL standards:	207,945

The total number of volumes held in the York College Library has been estimated at approximately 160,000. This number is undoubtedly exaggerated, as it is based on a historic overestimate. A realistic number will be provided when the Library's collection is completely loaded onto CUNY+, the CUNY wide database, and is likely to be closer to 120,000 volumes. In either case, the number of volumes is inadequate according to the ACRL standards.

3. Library collections shall be organized by nationally approved conventions and arranged for efficient retrieval at time of need.

The Library's circulating collection is organized in the Library of Congress Classification System, a nationally recognized system used for a majority of Library collections of the City University of New York. Special collections are arranged using alternative systems. These collections of the York College Library include the Curriculum Materials Center, designed for individuals in the Education Department, and the Asian Room.

The C.M.C. utilizes a subject system designed specifically to meet the needs of the Education Department faculty and students. This system is supplemented by items in the Dewey Decimal Classification system, another nationally recognized system of classification.

The items included in the collection in the Asian Room are classified simply by accession number.

The items comprising the main circulating collection, as well as the two special collections, are to be placed on the CUNY+ terminal to permit easy access to the entire holdings of the Library.

Standard III: Organization of Materials

3.1 There shall be a union catalog of the Library's holdings that permits identification of items, regardless of format, by author, title, and subject.

CUNY+, the on-line catalog of the entire City University of New York, permits the identification of items in various formats held at any of the colleges of the City University of New York. Items can be searched by author, title, subject, call number, and key word. At the present time, more localized catalogs are being developed by the main office of CUNY Libraries.

In addition, the users of the York College Library have assisted-access to the Online Computer Library Catalog (OCLC), which includes the holdings of thousands of Libraries throughout the United States and several in other countries.

3.1.1 The catalog may be developed either by a single Library or jointly among several libraries.

CUNY+ has been developed by the central office of CUNY. It permits our students the opportunity to identify items owned by other branches of the City University of New York. With a valid York College identification card, it is possible for individuals to use the Libraries of other CUNY schools and borrow circulating materials.

3.1.2 The catalog shall be in a format that can be consulted by a number of people concurrently and at time of need.

The Library of York College has 16 public access terminals connected to the CUNY+ catalog. In addition, any terminal or computer connected to the campus VAX network can easily use CUNY+. There are presently four computers in the Library connected to the VAX network available to Library users. Furthermore, dial access is available through both the CUNYVM (at 57th Street) and the VAX (at York).

In addition, at the present time, the card catalog is available and can be consulted by a number of users simultaneously. The card catalog can be searched by author, title, and subject.

3.1.3 In addition to the catalog there shall also be requisite subordinate files, such as serial records, shelf lists, authority files, and indexes to non monographic materials.

These subordinate files include a printed York College Periodicals List, which is revised annually, shelf list, which is available for consultation by the Library faculty and staff, and authority files. Indexes to non monographic materials exist in both print and non-print formats. Among the non-print formats are CD-ROM indexes.

3.2 Except for certain categories of materials which are for convenience best segregated by form, Library materials shall be arranged on the shelves by subject.

The Library of Congress Classification System arranges items in the main circulating collection by subject. In the special collections, the items in the Curriculum Materials Center are arranged primarily by subject, using the system devised for the convenience of the Education Department as well as the Dewey Decimal Classification System.

It should be noted that all items in the collection can be searched by subject using the CUNY+ system or the card catalog.

3.2.1 Patrons shall have direct access to Library materials on the shelves.

The Library of York College permits individuals to have direct access to the shelves of circulating monographic materials. Library users can gain access to the circulating monographic collection is by utilizing the stairway within the Library to the second floor. Physically challenged Library users are permitted access to the elevator for this purpose. Open stacks for monographic materials has been a policy at York.

Standard IV: Staff

4. The Library staff shall be of adequate size and quality to meet agreed-upon objectives.

The ACRL standard for the professional staffing of a Library is as follows:

a. For each 500, or fraction thereof,

FTE students up to 10,000	1 Librarian
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b. For each 1,000, or fraction thereof,

FTE students above 10,000	1 Librarian
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c. For each 100,000 volumes, or

fraction thereof, in collection	1 Librarian
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d. For each 5,000 volumes, or fraction

<u>thereof, added and/or withdrawn per year</u>	<u>1 Librarian</u>
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Total

According to ACRL, if Archives are administered in the Library, additional professional personnel is required. At the present time, the Archives of the College are being stored in the Library, though not organized by the Library staff. With this in mind, no additional Library staff is required for this function.

Using these standards, the York College Library should have

a.	11 Librarians
b.	0
c.	2 Librarians
d.	<u>1 Librarian</u>
Total:	14 Librarians

Using the standards of the ACRL, York's Library is short 7 full time professional Librarians. The ACRL has noted that a Library that provides 50 to 59% of the standard (which York is currently providing) merits a ranking of D.

It must be added that if the book collection of the Library of York College lived up to the standard of the ACRL an additional Librarian would be required, for a total of 15.

4.2 The marks of a librarian shall include a graduate Library degree from on ALA-accredited program, responsibility for duties of a professional nature, and participation in professional Library affairs beyond the local campus.

The professional Librarians of the College all possess a minimum of a graduate degree from an accredited school of Library and Information Science. Each Librarian has responsibility for professional tasks in the Library. Each Librarian is expected to participate in professional Library affairs within the College, the University and the broader community. In addition, it is expected that all Librarians participate in the non-Library affairs of the College.

4.2.1 The librarians of a college shall be organized as an academic department-or, in the case of a university, as a school-and shall administer themselves in accord with ACRL "Standards for Faculty Status for College and University Librarians."

The Librarians of the College are organized as an academic department, and the department is administered as all academic departments are administered at the College in accordance with the College Charter.

4.3.1 There shall be an appropriate balance of effort among librarians, supportive personnel, and part-time assistants, so that every staff member is employed as nearly as possible commensurate with the Library training, experience, and capability.

Though an effort has been made to ensure a balance of effort among Librarians, support personnel, and part-time assistants, due to a shortage of staff, there are some Librarians who are disproportionately burdened with professional as well as non-professional duties. In some cases, part-time workers are functioning at the Reference Desks as Reference Librarians.

4.4 Library policies and procedures concerning staff shall be in accord with sound personnel management practice.

Library policies and procedures concerning staff are in accord with union contracts made with the City University of New York.

Standard V: Delivery of Service

5. The college Library shall establish and maintain a range and quality of services that will promote the academic program of the institution and encourage optimal Library use.

5.1 Proper service shall include: the provision of continuing instruction to patrons in the effective exploration of libraries; the guidance of patrons to the Library materials they need; and the provision of information to patrons as appropriate.

Bibliographic Instruction is provided to individuals and small groups as needed.

Librarians are available at two Reference Desks most times the Library is open.

In addition, students in the Freshman Year Experience program have been provided with an introductory tour of the Library facilities.

Faculty members in all departments are encouraged to bring their classes to the Library for Library tours, however because of the lack of staff in the Library, at times faculty members from the departments are asked to conduct the tours themselves. The Library faculty at the Reference Desks at the time of the tours, when not helping individuals in the Library, do offer to help the tours at the on-line catalog (CUNY+) and the CD-ROM indexes (Infotrac, Ethnic NewsWatch, and Compact Disclosure).

An interactive video has been produced by members of the York College faculty and staff to acquaint Library users with the research process. The video is entitled "Getting Started...In the Library." There are currently four videodisk stations in the Library.

5.2 Library materials shall be circulated to qualified patrons under equitable policies and for as long periods as possible without jeopardizing their availability to others.

Circulating books are charged out to individuals for a period of 28 days without the possibility of renewal. Faculty and staff of the college can keep a book for a full semester.

5.2.1 The availability of reading materials shall be extended wherever possible by the provision of inexpensive means of photocopying.

Photocopying is available to the Library community at four photocopy machines for copies from paper. In addition, two reader-printers are available for copies from microfilm and microfiche. The cost of copies is reasonable: 10 cents per copy from paper; 25 cents per copy from microfilm and microfiche.

As a courtesy, the Library does not charge faculty and staff for photocopies on the microfilm and microfiche reader-printers. Copies from paper for faculty and staff can be made at the faculty and staff's home department machine.

5.2.2 The quality of the collections available locally to patrons shall be enhanced through the use of "National InterLibrary Loan Code 1968" and other cooperative agreements which provide reciprocal access to multi-Library resources.

All registered York College faculty, staff, and students can use all the Libraries of the colleges of the City University of New York.

In addition, Interlibrary loan is available from Libraries across the country. All possible efforts are made to ensure timely receipt of requested materials.

5.3 The hours of public access to the materials on the shelves, to the study facilities of the Library, and to the Library staff, shall be consistent with reasonable demand, both during the normal study week and during weekends and vacation periods.

When classes are in session, the Library of the College is open from 9 A.M. to 8:30 P.M. from Monday through Thursday, Friday from 9 A.M. to 5 P.M., and Saturday from 10 A.M. to 4 P.M. The Library is also usually open the last few Sundays in each semester from 10 A.M. to 4 P.M. From usage studies, it has been determined that these hours are adequate for student needs at the present time.

In addition, to satisfy the student need for a quiet place to study, one portion of the Library is open for late study from 8:30 P.M. to 11 P.M. Monday through Thursday most of the semester.

When classes are not in session, the Library is open from 9 A.M. to 5 P.M. from Monday through Friday. The building itself closes shortly after the Library closes on non-class days.

5.4 Where academic programs are offered away from a campus, Library services shall be provided in accord with ACRL's "Guidelines for Library Services to Extension Students".

Not applicable.

Standard VI: Facilities

6. The college shall provide a Library building containing secure facilities for housing its resources, adequate space for administration of those resources by staff, and comfortable quarters and furnishings for their utilization by patrons.

The Library is housed in somewhat secure facilities with adequate space. It should be noted that improved security could be provided by stationing a security guard in the Library. It should also be noted that as the Library's collection grows, and the user population increases, space will become increasingly less adequate.

6.1 The size of the Library building shall be determined by a formula which takes into account the enrollment of the college, the extent and nature of its collections, and the size of its staff.

The ACRL bases the size of the Library on the following formula:

a. Space for Readers:

One seat for every five FTE students in a non-residential college. Each seat requires 25 square feet of floor space in the Library.

b. Space for Books:

First 150,000 volumes require .10 square feet per volume

Next 150,000 volumes require .09 square feet per volume

c. Space for Administration:

For acquisitions, cataloging, staff offices, catalogs, files, etc. at least one fourth as much space as required for parts a) and b) above.

According to the formula, the York College Library should have

- a. In terms of space for readers, FTE students require at least 1,034 seats occupying at least 25,850 square feet of floor space. In addition, students from the York College Adult and Continuing Education Department are entitled to use the Library for reading. At the present time, there are approximately 4,000 students in the Adult and Continuing Education department, which can be translated into approximately 1,000 FTE students. These students will require an additional 200 seats occupying an additional 5,000 square feet. Thus, the total number of seats in the Library for readers should be 1,234 occupying 30,850 square feet. At the present time, the Library has seating for 598 Library users.
- b. In terms of space for books, the Library should have an additional 20,400 square feet if the collection met standard 2.2 (above);
- c. In terms of space for administration, the Library should have at least 11,563 square feet of floor space.

Using the formula of ACRL, the Library should occupy 62,813 square feet. At the present time, the Library occupies 72,908 square feet, including the Faculty Resource Room, the Asian Studies Center, the Presidential Scholars' Reading Room, and other areas which are not directly taken into account by the above formula. With this in mind, the space requirements of the Library have been adequately met for the current number of students, though the seating requirements for Library users have not been met.

6.2 The shape of the Library building and the internal distribution of its facilities and services shall be determined by function.

As much as possible, this is the case at York College.

6.3 Except in unusual circumstances, the college Library's collection and services shall be administered within a single structure.

This is the case at York College.

Standard VII: Administration

7. The college Library shall be administered in a manner which permits and encourages the fullest and most effective use of available Library resources.

This is the case at York College.

7.1 The statutory or legal foundation for the Library's activities shall be recognized in writing.

This is the case at York College.

7.2 The college Librarian shall be a member of the Library faculty and shall report to the president or the chief academic officer of the institution.

This is the case at York College.

7.2.1 The responsibilities and authority of the college Librarian and procedures for his (sic) appointment shall be defined in writing.

This is the case at York College.

7.3 There shall be a standing advisory committee comprising students and members of the teaching faculty which shall serve as the main channel of formal communication between the Library and its user community.

There is a Library Committee at the College which functions in this way. In addition to students, there is one member of the faculty from each department in the College who serves on this committee.

7.4 The Library shall maintain written policies and procedure manuals covering internal Library governance and operational activities.

A procedure manual has been prepared for most functions/areas of the Library. These procedure manuals are reviewed periodically.

7.4.1 The Library shall maintain a systematic and continuous program for evaluating its performance and for identifying needed improvements.

The Library's annual report (report enclosed) serves as one of the methods of systematically evaluating the Library's performance and identifying areas for improvement.

In addition, this Academic Program Planning Report serves as a tool for evaluating the performance of the Library and for identifying areas where improvement is needed.

Furthermore, the Library Personnel and Budget committee meets to discuss the performance of specific Library functions, identify areas for improvement, and recommend methods to make such recommended improvements.

It should be noted that a Library suggestion box has been placed at the circulation desk. Students are encouraged to make suggestions and comments which help us to evaluate

the Library. Responses will be printed in forthcoming issues of the Library newsletter, INFO.*.

7.4.2 The Library shall develop statistics not only for purposes of planning and control but also to aid in the preparation of reports designed to inform its public of its accomplishments.

The Library's annual report contains statistics which are used to aid in the planning for the Library. The policies and accomplishments of the Library are publicized in the Library newsletter, Info.*.

7.5 The Library shall develop, seek out, and utilize cooperative programs for purposes of either reducing its operation costs or enhancing its services, so long as such programs create no unreimbursed or unreciprocated costs for other libraries or organizations.

York College's Library participates in both CUNY and METRO Library cooperative programs to enhance services and to reduce costs. Cooperative programs include such services as interlibrary loan.

7.6 The Library shall be administered in accord with the spirit of the ALA "Library Bill of Rights."

This is the case at York College.

Standard VIII: Budget

8. The college Librarian shall have the responsibility for preparing, defending, and administering the Library budget in accord with agreed-upon objectives.

As much as possible within the City University, this is the case at York College.

8.1 The amount of the Library appropriation shall express a relationship to the total institutional budget for educational and general purposes.

As much as possible within the City University, this is the case at York College.

8.2 The Librarian shall have sole authority to apportion funds and initiate expenditures within the Library approved budget, in accord with institutional policy.

As much as possible within the City University, this is the case at York College.

8.3 The Library shall maintain such internal accounts as are necessary for approving its invoices for payment, monitoring its encumbrances, and evaluating the flow of its expenditures.

This is the case at York College.

Appendix B: Comments About the Library

During the 1993-94 academic year, one of the professors in the English Department (Dr. Feldstein) shared written comments about the Library and the class's Library experience with the faculty and staff of the Library. The comments included the following:

- My experience in writing this paper was a good one. I found the computer program "In the Library" to be very helpful. InfoTrac was also of great assistance. The Librarians I came in contact with were very helpful. They were willing to explain how to use the system, and to answer any questions I had. I guess I was very lucky.
- My experience in the Library was all pleasant. Whatever I needed help with the Librarians were very helpful. When I asked the Librarian to help with the microfilm, she showed me how to do it with no problems.
- Looking up the information {was} easier when I got to see the computer search guide...After watching the video I knew what to look for and where to go. I also got to learn how to use the microforms lab. I felt that workers in the microforms lab were very helpful. Having other students looking up the same topic was also very helpful. I think that the research process went rather well.
- The process of gathering information for the paper was a new experience for me. I found the Library to be a funny and interesting experience. Working with classmates helped me a lot. Teamwork helped me better familiarize myself with the Library, because people I worked with used the Library before. So I was learning the ropes.
- Using the library for my research exposed me to the microforms room. It was showed how to use the machines and what to do when I needed information. My

only set back was InfoTrac with only 3 terminals operational and hundreds of people needing to use them. It took a long time.

- My problem was narrowing down the topic and finding resources that fit what I wanted to write about. I found that the attendants in the microfilm room were very helpful and very patient...

As can be seen from the above comments, most of the students in the class were satisfied with the extent and level of service provided by the Library faculty and staff.

In addition to the comments made by individuals in this specific class, the Library has received comments and suggestions in the Library Suggestion Box, located on the circulation desk. In its first semester, the box received various comments and suggestions, which are detailed in the Fall 1994 issue of Info.*, the Library newsletter.