



YORK
College

ANNUAL REPORT

York College Library

2020-2021

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Chief Librarian

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Contents

Introduction.....	2
I. Budget: Income and Expenditures.....	3
II. Reference Services	5
III. Cataloging.....	7
IV. Circulation and Reserve Services	8
V. CLICS (CUNY Libraries Inter-Campus Services)	9
VI. Electronic Resources	9
VII. Interlibrary Loan.....	10
VIII. Information Literacy	10
IX. Assessment	11
X. Computer Technology.....	12
XI. Academic Works	13
XII. Open Educational Resources.....	14
XIII. Archives	14
XIV. Major Challenges and Concerns	14
OTPS Budget for Collection Development	15
Funds for Lost Books.....	15
Library Security and Public Safety Coverage.....	15
XV. Library Faculty Scholarship & Creative Works, 2020-2021	16
XVI. Library Faculty Service to the Department, College, and the University.....	21
XVII. Library Goals and Objectives	23
Academic Year 2020-2021	23

Introduction

York College Library is a vital space for students' academic success and remains the heart of the college. It is a place where students study, borrow materials, do their research, and complete their assignments. Unfortunately, the COVID-19 pandemic impacted every aspect of our lives, including the way Library services were delivered to users. Consequently, with little time to plan the team worked diligently and swiftly transitioned to a distant learning model where all services were accessed and delivered virtually; including chat reference, research consultations, and information literacy classes. Even though the physical space was not accessible due to pandemic restrictions, the energetic team of faculty and staff remained resilient, worked diligently and maintained continuous virtual research services. The Library personnel also made sure students and faculty were well informed of various resources that were virtually available, including e-books, e-journals, and interlibrary loan articles. This experience of remote learning and physical distancing provided us with new perspectives on how we connect and support each other as an academic community. The Library department remains dedicated to supporting the educational mission of York College by providing information literacy instruction, improving access to services, and updating and expanding resources.

During the past academic year (2020-2021), we expanded the Library's access to virtual resources by purchasing 645 e-books and converting physical course reserves to e-reserves, making it possible for students to access these materials remotely. We will continue to explore new ways to facilitate these connections with the goal of creating meaningful memories while also achieving academic success. Every academic year presents me with an opportunity to analyze my goals, including how I can better advocate for faculty and students in order to provide them with the essential resources and research services they deserve. Improving the services, the library provides to our users occupies a great deal of my time. As a department, we are committed to being inclusive of the expectations of all users and equitably support the research needs of every academic program and discipline.

I am especially grateful to the support from Interim Provost, Dr. Derrick Brazill. The Library Department appreciates the continued support from Mr. Ismael Perez, Assistant Vice President for Planning and Budget, and the entire staff of the Budget Office for their support. The Library would also like to thank Mr. Claudio Lindow, Interim Chief Information Officer and his team for their continued support.

I. Budget: Income and Expenditures

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

Note: Budget report was prepared by Professor Njoki Kinyatti, Chief Librarian.

The Library's primary budget source is OTPS (Other Than Personnel Services) tax-levy funds. Supplementary sources of funding include the Technology Fee (15%), and Auxiliary Enterprises (15 cents of every dollar spent by customers who use cash to print or copy in the Library). In addition, the 2005 agreement between the New York City Department of Education (NYCDOE) and the City University of New York (CUNY) stipulates that, all CUNY libraries with an affiliated high school receive an amount per high school student based on the previous year's School-Based Expenditure Report. The Library also received a generous fund from Open Education Resources (OER) grant. Thank you to Dr. Greet Van Belle for collaborating with the Library.

Tables 1 and 2 show a breakdown of the Library's income receivables and expenditures for 2020-2021.

Table 1: Summary of the Library's Income Receivables from July 2020-June 2021

Funding Source	Income
OTPS 70054	\$58,156.00
Tech Fee	\$262,938.76
High School Funds	\$43,280.00
Social Work (MSW) Gift	\$5,500.00
Auxiliary Enterprise & Foundation	\$24,650.93
Open Education Resources Grant (OER)	\$11,000.00
Total Income for Academic Year 2020-2021	\$405,525.69

The total annual expenditures for academic year 2020-2021 were \$398,789 a reduction of \$35,993 when compared to 2019-2020 total expenditures of \$434,782. Unfortunately, when compared with 2018-2019 expenditures of \$437,266, there is a significant difference of \$38,477. During 2020-2021, the Library spent \$80,513.24 on print materials, e-books, and databases. It is imperative to point out that of the \$80,513 that was allocated for collection development and additional databases, \$43,278.67 came from High School funds, \$10,275.99 Auxiliary funds, and \$5,500 from the Social Work Department. Therefore, the Library's OTPS budget for collection development was in reality only \$24,997.05, an allocation that is hardly enough to acquire resources for two graduate programs, let alone York's six existing graduate programs.

The continuous reduction of the Library’s OTPS budget for collection development has not enabled us to keep our collection up-to-date and on par with other CUNY libraries, including the support that additional graduate programs require. If this decline of OTPS budget is not addressed immediately, York College Library’s collection will continue to become antiquated, and consequently, fail to support the academic success for both undergraduate and graduate students or meet any faculty research needs. At present, York College is offering six masters programs (Physician Assistant, Social Work, Pharmaceutical Science and Business, Aviation, Clinical Trials Management, and Occupational Therapy). Moving forward, it is critical that the York College Budget Office allocates adequate funds for collection development when planning for the expansion of programs offered, especially graduate programs that require access to research beyond general studies. In order for York College to successfully compete with other colleges that offer similar programs, the administration must be prepared to fund access to the resources necessary for our students and faculty to demonstrate currency in these advanced fields. Since York College continues to expand its graduate programs, it is necessary that the budget for resources be annually evaluated and increased before the Library reaches a breaking point. While the Library remains fully committed to supporting students and fellow faculty by providing access to the resources and services required by all academic programs and disciplines, this continued decline in the collection development budget will have serious implications for providing effective research support. This lack of adequate support in addition to an obsolete collection could in turn have a negative impact on York College’s retention rates.

Table 2: Summary of Library’s Expenditures, AY 2020-2021

Description of Expenditures	Amount Spent
Electronic Resources	\$262,938.76
Books (Print)	\$4,024.93
Ebooks	\$76,488.31
Serials	\$31,277.31
Cataloging	\$541.59
*Interlibrary Loan	\$2,554.05
Consortium Membership	\$2,202.00
Cataloging supplies	\$570.00
Contractual Services (Bibliotheca, LLC)	\$3,715.36
CCP Solution Scanner Contract	\$1,300.00
DR 111, Company Scanner Contract	\$450.00
Library Furniture	\$1,879.15
OER Expenditure	\$10,848.00
Grand Total of Annual Expenditures	\$398,789.46

*Includes \$35 invoice paid for lost ILL book. (Figures are rounded to the nearest whole number)

Table 3: Book Purchasing Summaries by Vendor and Budget Source, AY 2020-2021

Fund Source - Vendor	Amount Spent
Auxiliary funds - COUTTS	\$10,275.99
High School funds - COUTTS	\$43,278.67
OTPS funds - COUTTS	\$24,997.05
Social Work Funds -COUTTS	\$,961.53
Total Amount Spent	\$80,513.24

*Auxiliary funds consisted of CCDA grant money from the New York State Library. Social Work funds were transferred to the Library by the Social Work Department; most of the funds were spent on database subscriptions, and the remaining amount was spent on e-books.

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

Unspent Funds:

Account	Amount Unspent
Auxiliary funds	\$4.01
High School funds	\$1.33
OTPS funds	\$2.95
Serials	\$0.25
Social Work funds	\$4.47
Total Amount Unspent =	\$13.01

New books ordered and received during FY21:

Category	Number
Print books	83
Ebooks	645
Total Added to collection =	728

*Includes standing orders.

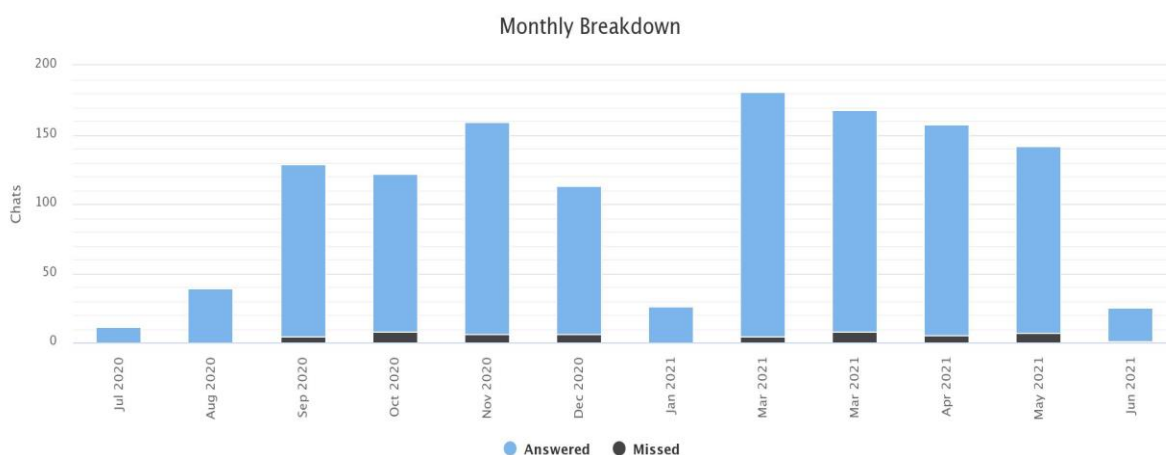
II. Reference Services

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

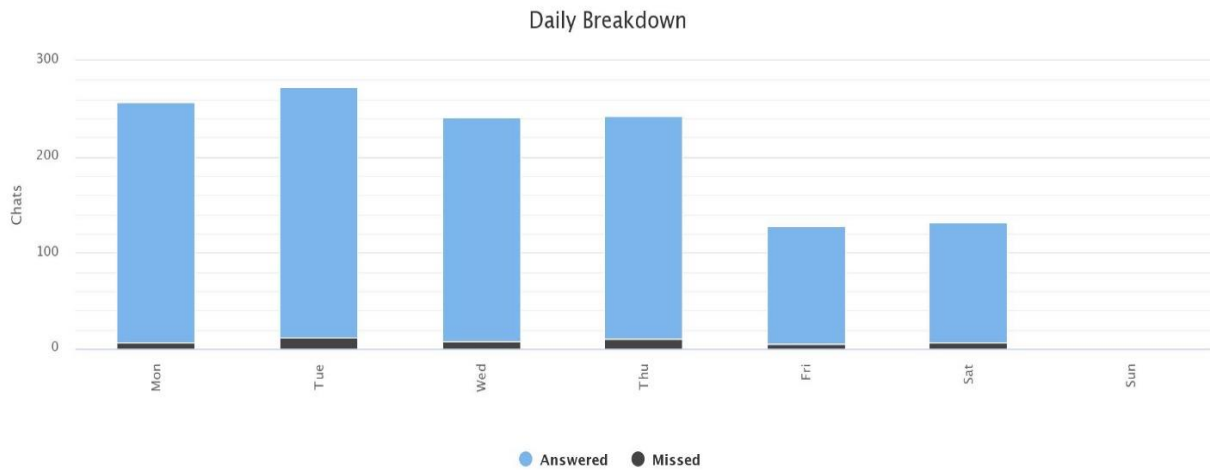
Reference services are provided as a coordinated effort by all department faculty with the goal to connect library patrons to the most relevant information available to satisfy their research interests. At York, Reference services have historically been provided by appointment, email, phone, and face-to-face at the Reference desk all hours of operation while class is in session and

on an on-call basis when class is not in session. With the onset of the pandemic in the spring semester of 2020 how these services were provided had to drastically change and the Library responded by redesigning the website and expanding an existing license for the Springshare suite of products, affording us the ability to answer questions through a live chat service. By the time the 2020-2021 academic year began we had expanded this service so that it was accessible on every page of the Library website and embedded into a significant number of databases. The functionality of the chats themselves were expanded to include screensharing capability affording librarians the ability to directly demonstrate how to navigate Library resources. How the Library collected reference statistics radically changed alongside the platform through which our services were provided. This, in addition to the fact that throughout the entire 2020-2021 academic year the York academic community was limited to remote learning modalities and will hopefully be a stand-alone experience as the pandemic subsides in the year to come, means that the statistics will not be a one-to-one comparison to prior or future years.

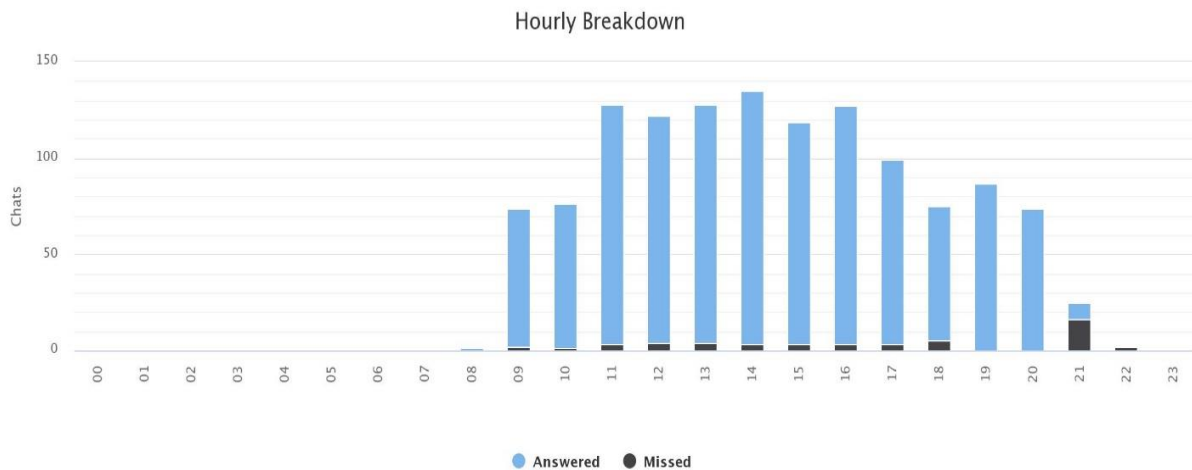
For the immediate future, Reference services will continue to be provided online and remotely until face-to-face services become safe again. That said, these new online services will not disappear as we return to on-site services in the future. In fact, the Library is currently exploring ways to expand the online chat service with the hopes that it will soon be available to patrons 24 hours a day. While students have always been able to request research consultations, the need to make this service more explicitly accessible to students who were confined to remote learning was readily apparent. The Library addressed this need by adding a request form for individual research consultations on the website. In the 2019-2020 academic year, librarians met with 20 scholars for pre-arranged research consultations. In the 2020-2021 academic year, librarians provided 64 pre-arranged individual research consultations lasting more than 15-minutes, a more than three-fold increase. Librarians responded to 301 emails sent to the reference account. Librarians completed 1,223 individual chat sessions throughout the 2020-2021 academic year with July 2020 our slowest month (11 chat sessions) and February 2021 being our busiest month (177 chat sessions):



These numbers refer specifically to reference interactions with librarians and do not include chat interactions with circulation staff. Librarians were available online via the chat service Monday through Saturday, with Mondays and Tuesdays being the busiest days:



During fall and spring semesters of the 2020-2021 academic year, librarians were available online from 9am to 9pm Monday through Thursday, 9am to 6pm on Fridays, and 9am to 5pm on Saturdays. The 11am to 4pm hours were our busiest times, however the hourly breakdown demonstrates a consistently used service and we feel demonstrates the need for expanding the hours that chat is available for patrons:



III. Cataloging

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

CUNY accomplished the system platform transition from Aleph to Alma during the time of COVID-19. All cataloging professionals worked remotely at home in the new, cloud-based cataloging environment. Physical materials were not able to be taken back home for processing and cataloging. Hence, mastering how cataloging was performed in the new platform Alma became the top priority of cataloging work. Junli Diao, Assistant Professor/Head of Cataloging & Serials, actively engaged in Alma cataloging optimization projects and Alma data review. He

also participated in the train-the-trainers project and then provided Alma cataloging training to CUNY cataloging professionals. Lesly Previl, CUNY Office Assistant, attended the required training sessions related to cataloging and serials. After migration, Diao attended monthly CUNY Cataloging Committee Meetings (six sessions) and Cataloging Monthly Drop-Ins (six sessions) for informal discussion of Alma a questions and concerns. Diao also represented York at the Alma Advisor Committee (five sessions) and worked as a member of the Alma Advisory Sub-group to review the monthly release notes (four sessions). In addition, Diao attended LSP Metadata Working Group meetings and assisted Marsha Clark in preparing Alma cataloging policies. In sum, cataloging professionals devoted to virtual professional activities during the pandemic and carried necessary, essential, value-added enhancement tasks in Alma.

IV. Circulation and Reserve Services

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

Table 6: Number of Circulation and Reserve Transactions, July 2016-June 2021

Academic Year	Total Items Borrowed
2020-2021	96
2019-2020	68,444
2018-2019	110,321
2017-2018	110,266
2016-2017	124,812

The Library’s circulation and reserve services had restructured its services due to the transition from face-to-face to remote services during the COVID-19 crisis. To engage users, the circulation and reserve collection is undergoing transition to offer digitalization services users. 628 new course records were created to reflect all courses offered in Fall 2021. 110 of the 628 course records have been updated with current reserve materials. More than 25 records have active title links to their e-book titles within the Library’s collection. College Assistants has been trained to update course reserve records and are continually participating in updating records, monitoring circulation chat traffic, and the Library staff email. The information collecting system for reserve materials has been replaced with an easy access online "[course reserve request](#)" form. No study room reservations and tablet loans statistics as the library remains physically closed to users.”

In addition, circulation now assists in Interlibrary loan duties by verifying the status of patrons who request Interlibrary loan services. During the past academic year, College Assistants were trained how to use CUNY-wide Alma circulation system. Alma uses the term fulfillment in place of circulation and among the circulation (Fulfillment) staff we now use Fulfillment with each other. However, since fulfillment is a form of Library jargon and circulation is what the general public uses and understands we will continue to use the term circulation with the public. Once, CUNY’s libraries' have reopened we will learn how to use Alma for CUNY-wide interlibrary loan and will need to come up with a system to retrieve books from the stacks for patrons on-campus. For that we will use PRIMO, Alma's online public catalog system."

V. CLICS (CUNY Libraries Inter-Campus Services)

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

NOTE: During the academic year 2020-2021, there were no statistics for CLICS. This service was suspended university-wide due to COVID-19 pandemic.

VI. Electronic Resources

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

For the academic year 2020-2021, the Library spent \$262,938.76 in Technology Fee funds on electronic resources for students. This represents a slight decrease from last year's expenditure. The Library had cancelled subscriptions to several underutilized resources over the past few years, and allocated the funds towards other continuing resources and new e-book collections. Other savings come from careful negotiations to keep database renewal increases low.

Thanks to the generous allocation of Technology Fee funds, the Library was again able to maintain its commitment to STEM resources, which were negotiated by the CUNY Office of Library Services (OLS) to secure access to high-quality resources for science, technology, engineering, and mathematics. York Library's contribution to the STEM initiative totaled \$98,053.44. While we do expect this number to increase in future years, this year remained low because publishers and database vendors kept their usual increase rates flat for the most part, due to the ongoing pandemic. This collection is one of the Library's most-used resources to date, and we look forward to continuing this CUNY-wide initiative in the future.

More than ever, the Library relied heavily on electronic subscriptions and services this year in order to best support students and faculty engaged in distance learning. We worked with the CUNY Office of Library Services (OLS) and other CUNY libraries to streamline, upgrade, and consolidate our chat reference services. At York, we maintained continuous, uninterrupted reference services and expanded our online capabilities. Students and faculty benefited from our early jump into virtual library services, and over the past year we were able to advocate for the chat service with CUNY OLS, such that chat reference will cost us even less moving forward.

Similarly, we were able to expand our recent video collection, Alexander Street Academic Video Online, by advocating for a CUNY-wide subscription. As a result, York will pay less for the same content in the next year. We have also continued to grow our evidence-based e-book subscription option through Wiley Online Library, as well as purchased new e-books for our permanent collection, including titles in arts & humanities, business, health, history, literature, medicine, science, and social work.

Finally, thanks to a generous donation of funds from the Social Work department, we were able to expand our support for the MSW program by acquiring e-books, textbooks and two new focused databases, Social Work Reference Center and Social Work Online.

VII. Interlibrary Loan

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

Table 7: Interlibrary Loan Requests, AY 2020-2021

Status	Articles	Books	Total
Submitted	260	33	293
Filled Requests	186	0	186

Table 8: Total Filled Requests, Historical Comparison, 2016-2021

Academic Year	Articles	Books	Total
2020-2021	186	0	186
2019-2020	82	18	100
2017-2019	81	33	114
2017-2018	56	40	96
2016-2017	164	77	241

Note: Interlibrary Loan print book service was suspended in March 2020 due to COVID-19 pandemic. On the other hand, compared with last year, the number of article requests jumped more than 100% because articles were processed and delivered electronically.

During the academic year 2020-21, we had 97 registered users.

The top three departments that had the most requests were; Chemistry, English, and Library.

VIII. Information Literacy

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

Table 9: Library Instruction Sessions, AY 2020-2021

Month / Year / Semester	Number of Sessions	Number of Students
July 2020	2	94
August	0	0
September	8	159
October	16	336
November	12	261
December	0	0

January 2021	0	0
February	3	85
March	5	114
April	11	250
May	0	0
June	0	0
Total	59	1,338

Table 10: Historical IL Session Statistics, 2016-2021

Academic Year	Number of IL Sessions	Number of Students
2020-2021	59	1,338
2019-2020	120	2,753
2018-2019	123	2,800
2017-2018	152	3,782
2016-2017	141	3,284

Note: Since March 2020 the physical campus was closed because of the COVID-19 pandemic. For the first time, all Information Literacy classes were taught online for the entire academic year. However, not all course instructors were ready for the change. As a result, the number of classes dropped more than 50%. We used three online communication platforms depending on the course instructor's classroom setting: WebEx, Blackboard Collaborative Ultra, and Zoom.

IX. Assessment

(Prepared by Professor Di Su, Library's Assessment Coordinator)

In collaboration with Biology Department we completed Information Literacy tests for the library program assessment in fall 2020.

Sample Size

Course: Bio 201, n=168 pre-tests, n=124 post-tests. There were ten Bio 201 classes in fall 2020 and we tested all of them.

Findings and Progress

The full score is 20. Our goal, stated in 2020 Assessment Plan, was to achieve 70% of correct answers in the post tests. 70% of 20 is 14. The pre-tests (before the IL session) had 168 students, the mean score was 12.123. The post-tests (after the IL session) had 124 students, the mean score was 14.248. The result is over 14, thus, the 70% goal was achieved.

X. Computer Technology

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

The York College Library's IT project was halted due to the global pandemic. Library CLT and IT Staff reviewed system requirements with vendors in the spring of 2020, including the replacement of old copiers with new ones equipped with advanced technology copiers and the installation of the new Pay Station with Payment Gateway Connector. Simultaneously, Library CLT also worked with the IT department to refresh 18 Lenovo ThinkPad T430 laptops, so that they are available for students' loan in fall 2021.

In comparison to the previous academic year, the "**Available Library Computers**" and "**Public Space Technology**" tables are unchanged since the campus is closed due to the Pandemic. The library expects all ongoing technology projects to be completed next academic year.

For the academic year 2020-2021, York College & Library is offering the following resources for distance learning and remote working.

- **Remote Access Services**—from home or abroad is available to campus resources via VPN and remote desktop.
- **VPN Access**—A Virtual Private Network (VPN) provides an encrypted connection between your off-campus computer and the YC campus network; Access to Library databases and network share files.
- **CUNY Virtual Desktop**— you can access your course software remotely from any location.
- **Cisco Webex**— faculty and staff to help with online learning and meetings.
- **Zoom Meetings**— allow faculty and staff to host or participate in online Zoom meetings by telephone, mobile device, or computer.
- **Microsoft Teams**— is unified communication and collaboration platform that offers chat, video conferencing, file storage, and app integration.
- **GlobalProtect**—is the system used to connect to the Virtual Private Network (VPN) at York College. A VPN provides an encrypted connection between your off-campus computer and the campus network.
- **HR Assist (Employee Management System)** — Timesheets are now online. Faculty and staff can use VPN connectivity to log in and out of the HR Assist program, request AL personal leave, etc.
- **B&G Work Order System**— CUNY-Wide's B&G Work Order System is an internet-based system to coordinate work orders and space management.

Table 11: Available Library Computers, July 2016-June 2021

Academic Year	Desktop PCs (Classroom Lab)	Desktop PCs (Public Space)	Laptops	Surface Tablets	Total
2020-2021	31	219	18	20	288

2019-2020	31	219	18	20	288
2018-2019	31	219	18	20	288
2017-2018	31	139	18	20	208
2016-2017	31	139	18	20	208

Before the pandemic, Microfilm's workstations ran Windows 10 and were completed by the vendor's service in spring 2020. Once again, the scanner in use was fully functional. Two copiers and 20 computers were borrowed by the Library's IT department, which will return them when the Library service resumes.

Table 12: Public Space Technology July 2016-June 2021

Academic Year	Scanners	Printers		Copiers	Pay Stations	Microfilms
2020-2021	5	7		7	2	1
2019-2020	5	7		7	2	1
2018-2019	5	7		7	2	1
2017-2018	5	7		7	2	1
2016-2017	2	7		6	2	1

Last but not least, library faculty and staff are requesting the installation of webcams and microphones at their office's workstations in order to facilitate online teaching and meetings. The project is also expected to be completed in the fall of 2021.

XI. Academic Works

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

Academic Works is the CUNY open access institutional repository created and maintained by the Office of Library Services (OLS) in accordance with CUNY's mission as a public university to provide free access to faculty scholarship in various formats (journal articles, book chapters, conference papers, presentations, and other creative works). Academic Works operates on a self-submission model and provides a permanent URL for the submitted work, ensuring stable, long-term access making the work more discoverable by major search engines and contributing to increased citation rates. The York College section of Academic Works includes three series; Archives, Publications and Research, and Open Educational Resources (OER). The Archival series is currently comprised of digitized copies of the award-winning official students' newspaper Pandora's Box. The Publications and Research series includes total of 293 publications by York faculty compared to 261 publications last year. The OER series, launched

in 2019 with one submission, nowadays includes total of 26 submissions (lesson plans, syllabi, active learning assignments, and video lectures) by York faculty.

XII. Open Educational Resources

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

OERs (Open Educational Resources) are any resources available at little or no cost that can be used for teaching, learning, or research, including but not limited to textbooks, course readings, syllabi, quizzes, and virtually any other material that can be used for educational purposes. While training York faculty to convert OER courses last year we faced challenges, including skepticism towards OER; because not all disciplines and courses are equally suited to OER conversion. In order to provide high quality teaching materials and to keep up with the OER initiative, the Library took the next step - complementing the free educational materials with copyrighted content (books and e-books, book chapters, and journal articles) hosted on authenticated-based platform - e-Reserves module based on Springshare software. The OER grant allowed us to launch the eReserves project in Spring 2021 by funding two additional lines of adjunct librarians (NTAs) working on the project. We expect to make the eReserves an ongoing project updating the existing Alma (catalog) records each semester and adding digitized print materials to eReserves by faculty demand on a regular basis. The materials are discoverable by course number and instructor's name. We are hopeful that the new e-Reserves project, will be fully operational in Fall 2021 and will contribute to further OER/ZTC course conversions.

XIII. Archives

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

Since we have been working remotely during 2020-2021 academic year, very few archives questions were answered and archival material has been inaccessible.

XIV. Major Challenges and Concerns

(Prepared by Professor Njoki Kinyatti)

During the past academic year, the Library Department had seven full-time faculty and four adjuncts. The Library requests York College to hire an additional full-time Assessment Outreach Reference Librarian. This line is a replacement position that was vacated through retirement in fall 2018. During the past several years, the college approved six masters' programs which also increased the number of Library users, but the number of Library faculty has not kept pace with the number of users. In order for the Library to meet its demands for providing research services to both graduate and undergraduate students, it is imperative that York College administration approves an additional full-time librarian position. It is my hope that the Library Department will receive the same priority for additional faculty positions as other academic departments.

OTPS Budget for Collection Development

The OTPS budget chronic shortage continues to be serious concern. If this lingering decline of OTPS funds to purchase library resources is not addressed, the Library's collection will not be able to support graduate programs students' research that require specialized resources.

If York College Library is to succeed in fulfilling its mission of providing quality research services and resources to students and faculty, it is imperative that it is allocated adequate funds to continuously update the collection. The Library would like to be better positioned to provide research assistance to both graduate and undergraduate students and to purchase appropriate resources which will support newly created graduate programs.

Funds for Lost Books

I have brought up this issue of lost books for the last four years. For years, the York College Bursar's Office has continued to collect funds for lost books, but these funds are not given to the Library to replace lost books. Since borrowers are required to pay for lost or damaged materials, it is critical that when funds are collected they should be given to the library to actually replace these lost books. It is unfair to students and faculty when they pay for lost materials, that they will not then have access to replaced resources. The budget office continuously informed us that these funds are returned to the state, but this is not the case in other CUNY libraries. For over 30 years, York College patrons have been charged for lost or damaged books, but the books were never replaced. This practice is unfair to our users because even though they pay the replacement fines for lost materials, these materials are never made available again. Even more importantly, the Library has been operating with an OTPS collection development budget that continues to shrink; subsequently, we are forced to choose which programs we should support when purchasing new resources. One would assume that due to budgetary constraints that the Library has experienced for many years, the funds for lost books would have been made available to replace these materials. Unless we continue to update resources by adding new titles, the Library will risk having an outdated and unusable collection that will not support students' retention and academic success.

Notwithstanding the many challenges that we continue to confront, such as personnel shortage, budget deficiencies, and COVID-19 pandemic, the Library Department remains committed to supporting the York College mission of meeting the evolving research needs of the college community and supporting students' academic success. For example, during the past 2020-2021 year, due to the unprecedented times of the COVID-19 pandemic, we dedicated more time in exploring various ways to provide research guidance to our users through distance learning---- and created an environment that enabled students to learn and study, conduct research, collaborate, enhance their intellectual growth, and individual well-being. In spite of the challenging times and adversity, I am confident that Library services will continue to enrich and fulfill the learning and research needs of York College students and faculty. Delivering research services and providing quality resources to students, faculty and the college community are our highest priorities.

Library Security and Public Safety Coverage

I would like to emphasize the importance of having a permanent Public Safety Officer at the entrance of the Library. While the coverage by Public Safety for the Library has improved, this issue remains a major challenge. The Library Department has one of the largest physical spaces on campus, but we are not given any consideration when it comes to safety issues. Additionally,

the library is one of the most frequented spaces on campus where members of the York College community and the wider public share access, and yet there is no permanent Public Safety Officer. Since I became in charge of the Library in 2011, I have continued to request for a Public Safety Officer to be assigned at the entrance of the Library. but my requests have never been addressed. This is an important security issue and one that should be addressed. In the past several years, there were many incidents on college/university campuses around the nation that were reported in the media, and it is the right time for York College to seriously consider assigning a Public Safety Officer for the Library. The Library appreciates the continued support from Public Safety Office.

XV. Library Faculty Scholarship & Creative Works, 2020-2021

(Prepared by Professor Drobnicki)

Junli Diao (Assistant Professor)

Peer-reviewed journal articles

Diao, J. (2020). The conception, implementation, and assessment of case-based learning in an information literacy class. *International Journal of Librarianship*, 5(1): 108-127. doi.org/10.23974/ijol.2020.vol5.1.156

Diao, J. (2021). Instructional design with the ICE approach in academic libraries: A framework that integrates assessing, learning, and teaching. *Journal of Academic Librarianship*. Advance online publication, 5 pp. doi.org/10.1016/j.acalib.2021.102402

Diao, J. (2021). A lexical and syntactic study of research article titles in library science and scientometrics. *Scientometrics*, 126(7): 6041-6058. doi.org/10.1007/s11192-021-04018-6

Diao, J., Tzanova, S., & Bishop, A. (2021). Wikipedia and Scholarpedia: A comparative case study and its implications for information literacy. *Codex*, 6(1): 5-31.

Other articles

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Grants submitted

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Award:

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John A. Drobnicki (Professor)

Other articles

Drobnicki, J. A. (2020, Fall). Researching and writing during a pandemic. *LibWire*, 14. Retrieved from <https://libguides.york.cuny.edu/newsletter/fall2020>

Drobnicki, J. A. (2021, February 9.) Richard P. Harmond. *Wikipedia*. Retrieved from https://en.wikipedia.org/wiki/Richard_P._Harmond

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Drobnicki, J. A. (2020). Goodbye catalog, hello OneSearch. Retrieved from <https://libguides.york.cuny.edu/catalogs>

Njoki-Wa-Kinyatti (Professor)

Other articles

Kinyatti, N. (2020, Fall). Greetings from the Chief Librarian: York College Library in 2020-2021. *LibWire*, 14. Retrieved from <https://libguides.york.cuny.edu/newsletter/fall2020>

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Meredith Powers (Instructor)

Other articles

Powers, M. (2020, Fall). Online connections. *LibWire*, 14. Retrieved from <https://libguides.york.cuny.edu/newsletter/fall2020>

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Powers, M. (2020, July 11). *Research practice: Using library resources*. Presented for the York College Undergraduate Summer Research Program [virtual].

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Scott Sheidlower (Professor)

Book

Brown, R., & **Sheidlower, S.** (2021). *Seeking to understand: A journey into disability studies and libraries*. Sacramento, CA: Library Juice Press.

Other articles

Sheidlower, S. (2020, December). CUNY chutzpah [Letter to the editor]. *Clarion*, 2. Retrieved from <https://psc-cuny.org/clarion/december-2020/letters-editor>

Sheidlower, S. (2020, Fall). What to do when you're on pause for several months: Imagination. *LibWire*, 14. Retrieved from <https://libguides.york.cuny.edu/newsletter/fall2020>

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Todd Simpson, (Assistant Professor)

Peer-reviewed journal articles

Simpson, T. (2020). No library is an island: How a consortium of academic libraries transitioned to a remote-only service model. *Qualitative & Quantitative Methods in Libraries*, 9(3): 511-520.

Encyclopedia articles

Simpson, T. (2021). Burton, LeVar (1957-). In D. J. Leonard & S. Troutman (Eds.), *Race in American Television: Voices and Visions that Shaped a Nation* (Vol. 1, 86-88). Santa Barbara, CA: Greenwood.

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Research guides

Simpson, T. (2020). OneSearch: Where to begin. Retrieved from <https://libguides.york.cuny.edu/onesearch>

Peer reviewer

Simpson, T. (2020). Peer reviewed 2 articles for the *Qualitative and Quantitative Methods in Libraries* journal.

Grants Submitted

Simpson, T. (2021). Circulation and access policies for NYCDOE high schools embedded on CUNY campuses. PSC-CUNY Research Award: \$4,858.00 [funded].

Di Su (Professor)

Presentations

Su, D. (2021, May 11). *Instruction coordinator at York*. Presented at the CUNY Library Information Literacy Advisory Committee (LILAC) meeting [virtual].

Su, D. (2021, April 13). *Using quiz for the library program assessment: Planning and procedures*. Presented at the Information and Technology Literacy Assessment Workshop, General Education Assessment Committee (GEAC), York College [virtual].

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Peer reviewer

Su, D. (2020). Peer reviewed 1 article for the *American String Teacher* journal.

Stefka Tzanova (Assistant Professor)

Book chapter

Tzanova, S. (2021). Citizen science in the United States. In B. J. McNicol (Ed.), *Sustainable Planet: Issues and Solutions for Our Environment's Future* (Vol. 2, 567-575). Santa Barbara, CA: ABC-CLIO.

Peer-reviewed journal articles

Diao, J., **Tzanova, S.**, & Bishop, A. (2021). Wikipedia and Scholarpedia: A comparative case study and its implications for information literacy. *Codex*, 6(1): 5-31.

Encyclopedia articles

Tzanova, S. (2021). Computational neuroscience. In P. L. Frana & M. J. Klein (Eds.), *Encyclopedia of Artificial Intelligence: The Past, Present, and Future of AI* (pp. 95-98). Santa Barbara, CA: ABC-CLIO.

Tzanova, S. (2021). Knowledge engineering. In P. L. Frana & M. J. Klein (Eds.), *Encyclopedia of Artificial Intelligence: The Past, Present, and Future of AI* (pp. 200-204). Santa Barbara, CA: ABC-CLIO.

Peer-reviewed conference proceedings

Tzanova, S. (2021, March 18). *Application of cloud technologies in science education*. Proceedings of the New Perspectives in Science Education International Conference.

Other articles

Tzanova, S. (2020, Fall). Open science in times of COVID-19. *LibWire*, 14. Retrieved from <https://libguides.york.cuny.edu/newsletter/fall2020>

Book reviews

Tzanova, S. (2020, September 25). [Review of the book *The era of Internet of things: Towards a smart world*, by K. S. Mohamed]. *Computing Reviews*.

Tzanova, S. (2021, February 10). [Review of the book *eDemocracy & eGovernment: Stages of a democratic knowledge society*, by A. Meier and L. Terán]. *Computing Reviews*.

Presentations

Tzanova, S. (2021, March 18). *Application of cloud technologies in science education*. Presented at the New Perspectives in Science Education Conference [virtual].

Tzanova, S. (2021, April 16). *Bulgarian libraries after the fall of communism*. Presented at the Midwest Slavic Conference [virtual].

Tzanova, S. (2021, May 6). *New roles of academic librarians in the era of open science*. Presented at the LACUNY Institute [virtual].

Tzanova, S. (2020, July 22). *Welcome to the York College Library*. Presentation for a New Students' Orientation, Nursing Department, York College [virtual].

Diao, J., Drobnicki, J., Kinyatti, N., Powers, M., Sheidlower, S., Simpson, T., Su, D., & **Tzanova, S.** (Co-presenters). (2021, March 25). *Welcome to the York College Library*. Presented at a York College Professor 101 session [virtual].

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

Junli Diao (Assistant Professor):

- Instruction and Professional Development Committee, 2020-
- Ereserve Librarian Search Committee, 2021.
- LACUNY Cataloging Roundtable, co-chair, 2017-2020.
- CUNY Metadata Standards & Policies Working Group, 2019-2020.

- CUNY Data Migration Taskforce, 2018-2020.
- CUNY Alma Functional Team, 2020.
- CUNY Alma Training Group, 2020.
- CUNY Alma Advisory Committee, 2020-
- CUNY Analytics Interest Group, 2020-
- Cataloging Committee, member, 2015-

John A. Drobnicki (Professor):

- Library Personnel & Budget Committee
- Library Strategic Planning & Assessment Committee
- Library Website Committee
- CUNY Libraries' Acquisitions Committee

Njoki-Wa-Kinyatti (Professor):

- Library Personnel & Budget Committee, Chair
- Library Strategic Planning & Assessment Committee
- York College Personnel & Budget Committee
- York College Strategic Planning Committee
- York College Council of Chairs
- CUNY Libraries' Council of Chief Librarians

Meredith Powers (Instructor):

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

Scott Sheidlower (Associate Professor):

- Library Personnel & Budget Committee
- Curriculum Committee, Alternate
- COACHE Committee
- York College Sexuality and Gender Acceptance Club (SAGA)
- Shop Steward's Ad Hoc Committee

- Faculty Advisor for the Anime Club
- Chapter Chair-PSC-CUNY, York College Chapter-6/1/2021
- LACUNY Disability Services Roundtable
- LACUNY Archival Roundtable
- CUNY Circulation Committee
- Delegate Assembly-PSC-6/1/2021

Todd Simpson (Assistant Professor):

- Library Personnel & Budget Committee
- Co-Editor, Library Newsletter
- Library Open Education Resources Committee
- Library Environment Signage Committee
- Faculty Caucus of York College Senate
- CUNY Public Services Committee

Di Su (Professor):

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

Stefka Tzanova (Assistant Professor):

- Library Open Education Resources(OER) Committee, Chair
- Curriculum Committee-2020-
- Eeserve Librarian Search Committee-2021, Chair
- Library and Technology Committee, Chair
- LACUNY Budget Committee
- LACUNY Executive Council

XVII. Library Goals and Objectives

Academic Year 2020-2021

Goals accomplished during the academic year (2020-2021):

- The Library purchased 645 e-books from **ProQuest Ebook Central**

- The Library spent \$80,513 on circulating and reference and e-books the use of OTPS, high school, Social Work, and auxiliary funds.
- Library faculty taught 59 information literacy sessions and collaborated with classroom faculty through the liaison program.
- Library faculty provided chat reference services, research consultations and responded to email reference questions.

The Library aims to continue to provide current and diverse resources to meet the scholarly and research interests of York's growing student body and faculty. Specific goals have been developed for 2021-2022 academic year, see below:

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

Although the Library has experienced shortage of faculty for the past several years, having a dedicated team continues to play a vital role in making sure the Library Department fulfills its primary goal of delivering and supporting students' and faculty research needs. My gratitude to a great team of faculty and staff- thank you for all the hard work you put in everyday and for stepping up to deliver quality services to students and faculty. Thank you for your dedication and for being there for students and faculty during these critical times of pandemic. Please know that your hard work and your positive attitude towards our valued users inspires me to work harder and to be a better advocate for the department. My gratitude to you for going above and beyond the call of duty during these unprecedented times. Enjoy the rest of your summer and stay safe and healthy.

