ANNUAL REPORT
York College Library
2022-2023

Prepared by
Professor Njoki-Wa-Kinyatti
Chief Librarian
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York College Library

Introduction:

York College Library occupies a central place on campus as a center of students' experience and a vital organ of the college. We will continue to provide a welcoming study space for all our patrons, including connecting them with services, resources, and teaching them how to locate and evaluate information sources. The Library Department is committed to supporting the educational mission of York College by fostering an inclusive learning environment that facilitates the research and scholarship needs of students, faculty, and the college community. Our highest obligation is to stay focused on playing a central role in the college's academic success by collaborating with classroom faculty in teaching, research, learning, and connecting with the college's curriculum. The Library personnel will continue to ensure students and faculty are aware of the many resources and services that are available remotely, including e-books, e-journals, and Interlibrary Loan services.

Moving forward, fostering critical thinking and assisting students, faculty, and the York College community with research remains our priority. One of our primary goals is to continue acquiring resources that support the college's curriculum, research, and scholarship needs of our users, including e-books, print materials, and e-resources. During the past academic year (2022-2023), for example, we expanded the Library's access to virtual resources by purchasing 403 e-books for our permanent collection and 194 print materials, as compared to 584 e-books and 198 print materials for the previous academic year (2021-2022). Furthermore, we continued to convert physical course print reserves to e-reserves, making it easier for students to access these materials online. The COVID-19 pandemic threatened the ways we delivered services and provided resources, which resulted in an inevitable surge in the use of electronic resources. Currently, most of our patrons continue to rely more heavily on electronic resources for their research. Consequently, the department is focusing on purchasing more resources that users can access remotely. We will continue to explore new ways to provide students with the skills necessary for academic success while also creating meaningful memories for life-long learning.

Every academic year presents me with an opportunity to analyze the department's goals, including how I can better advocate for faculty and students in order to provide them with the necessary resources and research services they deserve. The past academic year (2022-2023), however, was more challenging due to the collection development budgetary crisis. Notwithstanding the challenge, improving Library services for our users and advocating for the department continue to occupy a great deal of my time. Library personnel remain committed to being inclusive of the expectations of all our users and equitably support the research needs of every academic program and discipline. Improving access to Library services, and updating and expanding resources, remain my primary focus.

I. Budget Income Receivables.

 Budget: Income Receivables: (Budget report prepared by Mr. Travis Hilton, CUNY Office Assistant, Circulation and Reserve Services)

The Library's primary budget source is OTPS (Other Than Personnel Services) tax-levy funds. Other 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 make copies in the Library). Furthermore, 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 generous funding from the Open Education Resources (OER) grant. Thank you to Dr. Greet Van Belle for collaborating with the Library. (Statistics for Income Receivables provided by Mr. Travis Hilton, CUNY Office Assistant, Circulation and Reserve Services).

Table 1. Summary of the Library's Income Receivables from July 2022-June 2023:

Summary of the Library's Income Receivables from July 2022-June 2023:	
Funding Source Income	**Funding Source Income**
OTPS 70054	$48,916.00
Tech Fee	$300,583.00
High School Funds	$43,680.00
Auxiliary Enterprise & Foundation	$12,765.00
Open Education Resources Grant (OER)	$11,000.00
Total Income for Academic Year 2022-2023	**$416,944.00**

 NOTE: *Auxiliary Enterprise funds consisted of Coordinated Collection Development Aid (CCDA) grant from the New York State Library.

II: Budget Expenditures.

(Budget report prepared by Professor John Drobnicki, Head of Acquisitions & Collection Development)

Table 2. Budget Summaries by Category

Category	Amount Spent FY23	Amount Spent FY22
Print books	$12,231.54	$10,051.93
Ebooks	$50,522.22	$63,739.53
Serials	$29,364.62	$27,962.45
Interlibrary Loan	$2,646.51	$2,569.43
Consortium Membership	$2,202.00	$2,202.00
Cataloging	$1,050.60	$1,020.00

Total Amount Spent =	$98,017.49	$107,545.34

Table 3: Book and Ebook Purchasing Summaries by Vendor and Budget Source:

Category - Vendor	Amount Spent FY23	Amount Spent FY22
Auxiliary funds* – COUTTS	$11,360.07	$10,555.39
High School funds – COUTTS	$43,663.05	$42,239.89
OTPS funds – COUTTS	$5,238.58	$20,996.18
Social Work funds[#] – COUTTS	$2,492.06	N/A
Total Amount Spent =	$62,753.76	$73,791.46

*Auxiliary funds consisted of CCDA grant money from the New York State Library. Total includes one invoice from FY22 which was not paid by Accounts Payable last year.
[#]Social Work funds were transferred to the Library by the Social Work Department during FY23; most of the funds were spent on ebooks.

Table 4: Unspent Funds:

Account	Amount Unspent FY23	Amount Unspent FY22
Auxiliary funds	$10.40	$6.55
Cataloging	$0.00	$1.00
High School funds	$16.95	$0.11
OTPS funds	$11.42	$6.32
Serials	$3.67	$26.79
Social Work funds	$7.94	N/A
Total Amount Unspent =	$50.38	$40.77

Table 5: New books ordered and received during FY23:

Category	Number for FY 23	Number for FY 22
Print books	194	198
Ebooks	403	584
Total Added to collection =	597	782

During the 2022-2023 academic year, the Library spent $62,754 on collection development, including both print books and e-books. It is important to note, however, that the total book budget consisted of High School funds ($43,663), Auxiliary funds that come from a Coordinated Collection Development Aid grant ($11,360), OTPS funds ($5,239), and funds made available to the Library by the Social Work Department ($2,492). Thus, the High School funds accounted for 70% of the Library's FY23 total book budget, while the OTPS funds accounted for only 8% of the book budget.

As can be seen below in Table 6, both the Library annual budget *and* the Library total book budget have been mostly decreasing over the past five years. The Library's annual budget only showed an increase for FY23 because of an increase in Tech Fee Funds ($27,291) over FY22 to

support e-resource subscriptions – while the book budget declined by 33% over the past five years ($31,066). Overall, annual spending on book purchases averaged 19% of the Library's total budget during the past five years, which went down significantly from the previous five-year period, where it was 26%, as can be seen in Table 7.

Table 6: Total Book Budget in the Library Budget (2019-2023)

	Library Budget	Total Book Budget	Percentage
2022-23	$416,944	$62,754	15%
2021-22	$398,262	$73,791	18%
2020-21	$405,526	$80,513	20%
2019-20	$434,780	$94,336	22%
2018-19	$459,258	$93,820	20%
Five-Year Total	**$2,114,770**	**$405,214**	**19%**

Table 7: Total Book Budget in the Library Budget (2014-2018)

	Library Budget	Total Book Budget	Percentage
2017-18	$443,574	$68,161	15%
2016-17	$510,839	$119,586	23%
2015-16	$514,388	$118,360	23%
2014-15	$587,609	$205,666	35%
2013-14	$473,182	$153,847	33%
Five-Year Total	**$2,529,592**	**$665,620**	**26%**

The total book budget, while far from healthy, is actually worse than it appears because it is being propped up by High School funds. Under the agreement between CUNY and the New York City Department of Education, CUNY campuses receive funds for providing services to the affiliated high school(s) on their campuses. The York College Library is the official Library for the Queens High School for the Sciences at York College, and provides full services to its students – and thus receives funding per student according to the School Based Expenditure Report.

If one looks at the book budget *without* the High School funds and just at the funds allocated by the College – the OTPS funds – there has been a steady decline over the years (Tables 8 and 9). In fact, the OTPS book budget declined by a staggering 88% ($39,665) over the past five years. Overall, the OTPS book budget averaged 6% of the Library's total budget during the past five years, which went down from the previous five-year period, where it averaged 8%, as can be seen in Table 9.

Table 8: OTPS Book Budget in the Library Budget (2019-2023)

	Library Budget	OTPS Book Budget	Percentage
2022-23	$416,944	$5,239	1%
2021-22	$398,262	$20,996	5%
2020-21	$405,526	$24,997	6%
2019-20	$434,780	$44,739	10%
2018-19	$459,258	$44,904	9%

	Library Budget	OTPS Book Budget	Percentage
Five-Year Total	**$2,114,770**	**$140,875**	**6%**

Table 9: OTPS Book Budget in the Library Budget (2014-2018)

	Library Budget	**OTPS Book Budget**	**Percentage**
2017-18	$443,574	$30,000	7%
2016-17	$510,839	$82,249	16%
2015-16	$514,388	$24,999	5%
2014-15	$587,609	$10,624	2%
2013-14	$473,182	$52,170	11%
Five-Year Total	**$2,529,592**	**$200,042**	**8%**

III. Reference Services:

(Statistics compiled by Professor Todd Simpson, Head of Reference Services, Coordinator of Academic Works, and Liaison to the Queens High School for the Sciences).

For the academic year 2022-2023, the Library continued to gradually and safely restore our in-person reference services while maintaining the online platforms that afforded our users access to librarians while engaged in distance learning. Spring semester 2023 marked the restoration of in-person staffing of the reference desk Monday through Thursday 6pm to 9pm, and Saturdays 9am-5pm, whereas in Fall semester 2022 reference services concluded by 6pm and were available on an on-call basis, by email, phone, by appointment, and through the Library's chat service. During the limited restoration of these services solely on evenings and weekends we recorded 988 in-person reference interactions, 158 of which were reference queries, 541 were classified as computer or technology queries, and 289 of which were directional.

Table 10: In-person reference interactions:

	Reference	Computer	Directional	Totals
Monday	32	74	56	162
Tuesday	33	81	37	151
Wednesday	24	87	74	185
Thursday	44	150	60	254
Friday	18	56	32	106
Saturday	7	90	30	127
Sunday		3		3
Total	158	541	289	988

Monday through Thursday remain our busiest times with Thursday being the busiest day of the week, however, it is important to point out that there remains consistent and considerable activity on Fridays and Saturdays (the lone Sunday was during expanded hours for finals).

The chat service introduced in March of 2020, continues to prove necessary to our users. In the past year, we engaged in 497 research conversations via chat, with October of 2022 and March of 2023 being the busiest months. Spring semester 2023 saw a slight increase in chat activity over Fall semester 2022.

Monthly Breakdown
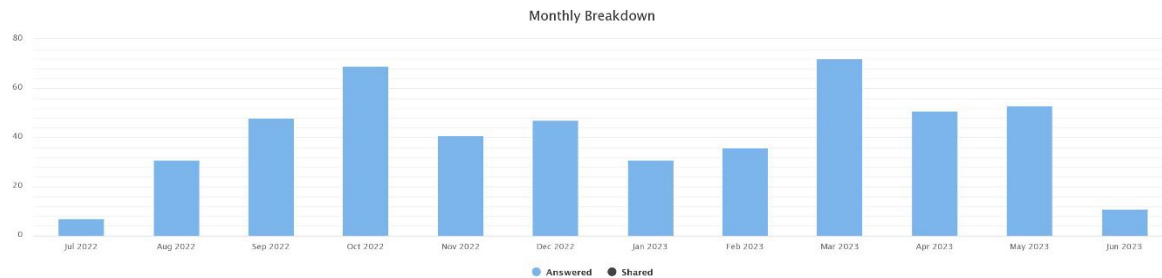
Mondays were consistently the busiest day for users to engage our chat service which indicates a need for access to a librarian before the school week begins. Consequently, in Fall of 2023 we are going to staff the chat service on Sunday afternoons for a limited number of hours so that users are not waiting until Monday morning to get their queries answered. There were 76 reference interactions initiated by email and 51 research consultations requested through the research consultation form.

In preparation for Fall of 2023, we are planning on expanding the hours when the reference desk will be staffed with a librarian for in-person reference services during day and evening hours in addition to providing access to a librarian through chat and email on Sunday afternoons, thus ensuring that our users have access to a librarian Monday through Sunday.

IV. Cataloging & Serials:

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

Cataloging Annual Report

Table 11: Cataloging Statistics, AY 2022-2023

Collection/Location	Purchased Titles	Purchased Items	Gift Title	Gift Items
Stack	442	444	232	235
Reference	20	27	19	23
Curriculum Material Collection	15	15	0	0
Reserve	1	1	13	13
Reserve (IPad)	NA	NA	16	16
Reserve (Dell Laptop)	NA	NA	20	20
Closed Stacks	0	0	1	1
Total	**478**	**487**	**265**	**272**

Table 12: Records Maintenance, AY 2022-2023

Category	Titles	Items
Change holding locations	41	49
Technical migration records	64	64
Withdraw	162	173
Brief records	3	3
Requests from the Circulation	17	17
Total	**287**	**306**

During the academic year of 2022-2023, the Cataloging Unit processed a total number of 478 titles (487 items) purchased by the Library, including 442 titles (444 items) in the Stack, 20 titles (27 items) in the Reference, 1 title (1 item) in the Reserve, and 15 titles (15 items) in the Curriculum Material Collection. In terms of donations, the Cataloging Unit cataloged a total number of 265 titles (272 items), which include 232 titles (235 items) in the Stack, 19 titles (23 items) in the Reference, 1 title (1 item) in the Closed Stacks, and 20 IPads and 20 Dell laptops given by the IT department.

As for records maintenance, the Cataloging Unit handled 17 requests (17 titles and 17 items) from the Circulation, upgraded 3 brief records, and withdrew 162 titles (173 items) and changed the holding locations of 41 titles (49 items) at the request of library faculty. More importantly, the inactive status of 64 out of 166 technical migration records in Alma have been updated for use. Overall, a total number of 287 titles (306 items) have been addressed based on various needs.

Periodicals & Microforms

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

The Library receives nine print periodical titles in support of the research needs of faculty, graduate, and undergraduate students. Dislocated retrospective journals on the shelves are counted as usages. In 2022-2023, journals and newspapers had 55 usages. Microfilms were requested twice for use by English professors at York College.

Table 13: Periodicals Usage, Last Five Years

Academic Year	Journals	Newspapers	Total Usage
2022-2023	46	9	**55**
2021-2022	N/A	N/A	**N/A**
2020-2021	N/A	N/A	**N/A**
2019-2020	N/A	N/A	**N/A**
2018-2019	81	5	**86**

Table 14: Microforms Usage, Last Five Years

Academic Year	Journals	Newspapers	Total Usage
2022-2023	2	0	**2**
2021-2022	N/A	N/A	**N/A**
2020-2021	N/A	N/A	**N/A**
2019-2020	N/A	N/A	**N/A**
2018-2019	0	1	**1**

Table 15: Periodicals Received, Academic Year 2022- 2023

Type of Material	Quantity Received
Current Print Journals	9
Microfilm Reels	0
Serials/Annual	9
Total Periodicals Received	**18**

Table 16: Serials/Annuals Received, Last Five Years

Academic Year	Serials/Annuals Received
2022-2023	9
2021-2022	N/A
2020-2021	N/A
2019-2020	N/A
2018-2019	13

V. Circulation and Reserve Services:

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

Table 17: Total Circulation and Reserve Transactions July 2022- June 2023

July	230
August	370
September	500
October	427
November	928
December	555
Total for July 2022 - December 2022	**3,010**
January	198
February	431
March	698
April	1,095

May	492
June	185
Total for January 2023 to June 2023	**3,099**
Total Statistics for Academic Year 2022 - 2023	**6,109**
Number of Lost Books	**235**

Table 18: Study Rooms; 2022 –2023

July	130
August	159
September	425
October	535
November	645
December	442
Total for July 2022 - December 2022	**2,336**
January	129
February	400
March	505
April	635
May	335
June	185
Total for January 2023 to June 2023	**2,189**
Total Statistics for Academic Year 2022 - 2023	**4,515**

Table 19: Laptops; July 2022 – June 2023

Academic year July 2022 - June 2023	
July	11
August	22
September	26
October	38
November	49

December	18
Total for July 2022 - December 2023	**164**
January	9
February	25
March	32
April	50
May	75
June	18
Total for January 2023 to June 2023	**209**
Total Statistics for Academic Year 2022 - 2023	**373**

Circulation policy changes occurred in February 2023. Prior to February 1, 2023, patrons were able to borrow generally circulating materials for 8 weeks and renew them 1 time. As of today, all patrons (students, staff, and faculty) can borrow materials for 8 weeks and renew them up to 4 times. This means that, potentially, the material can remain with its borrower for 40 weeks. The number of loans has decreased this year. Loans have continued to decrease. This is due to a lack of funding for new books and textbooks. Study room reservations have been the most requested service at the circulation and reserve area.

VI. CLICS (CUNY Libraries Intra-Campus Service):

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

Table 20: Number of CLICS Transactions from January 1st 2022 - June 31 2023

Sent	January	February	March	April	May	June	Total
Clics	40	36	41	29	39	15	200
Bags	38	33	38	28	28	16	181
Received	**January**	**February**	**March**	**April**	**May**	**June**	**Total**
Clics	29	34	34	33	40	27	197
Bags	27	31	31	28	35	23	175

VII. Electronic Resources:

(Data Provided by Professor Meredith Powers, Coordinator of Electronic Resources).

Electronic Resources

For the academic year 2022-23, the Library spent $300,583 in Technology Fee funds on electronic resources for students. This represents a 9% increase from last year's expenditure based on rising costs and the addition of a few specialized resources.

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 $106,556. While yearly increases are expected to continue in the future, our annual percentage increase for renewals remained low (around 2% overall for STEM resources) because of careful negotiation from OLS and the central Procurement office. The STEM collection remains 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 various learning modalities. Thanks to generous support from the Social Work department, we were able to maintain support for specialized social work databases without sacrificing multidisciplinary resources. We also worked with the CUNY Office of Library Services (OLS) and other CUNY libraries to streamline, upgrade, and consolidate our continuing resources collection development strategy. Since the chat reference service has now been picked up by CUNY OLS, York Library was able to allocate more towards research resources for students and faculty.

Similarly, we were able to expand our streaming video offerings, via Alexander Street Academic Video Online and Kanopy. 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.

VIII. Interlibrary Loan:

Statistics compiled for York College Library Annual Report 2022-23

Interlibrary Loan

Table 21: Annual Statistics (7/1/2022 – 6/30/2023)

Status	Articles	Books	Total
Submitted	263	95	358
Filled	181 (68.82%)	30 (31.58%)	211 (58.94%)

Table 22: Historical Statistics - Filled Requests (5-year)

Year	Articles	Books	Total
2022-23	**181**	**30**	**211**
2021-22	222	14	236
2020-21	186	0	186
2019-20	82	18	100
2018-19	81	33	114

Notes:

Total number of registered users (7/1/2022- 6/30/2023): 104

Top three departments that requested the most: Behavioral Sciences, English, Library

Reasons for the unfilled: incomplete/incorrect citations, no free lenders, textbooks, dissertations

IX: Information Literacy

Table 23: Annual Statistics (July 2022 - May 2023)

Month / Year	Number of Sessions	Number of Students
July 2022	2	47
August	0	0
September	5	103
October	8	165
November	14	323
December	0	0
January 2023	0	0
February	3	56
March	9	196
April	8	162
May	2	30
Total	**51**	**1,082**

Table 24: Historical Statistics (5-year)

Academic Year	Number of Sessions	Number of Students
2022-23	**51**	**1,082**
2021-22	44	1,023
2020-21	59	1,338
2019-20	120	2,753
2018-19	123	2,800

Notes:

We had seven more sessions with 59 more students this year than last year. Most classes were in-person. Five out of fifty-one sessions were conducted online (three on Zoom, one on Blackboard Collaborative Ultra, and one PowerPoint file via Blackboard.)

We taught the classes of the following courses: BIO 140, BIO 201, CLDV 100, ENG 125, ENG 126, CLS 351, HIST 374, HIST 375, HPPA 500, NUR 407, PSY 330, SOC 201, WRIT 301, WRIT 302, and WRIT 304.

X. Assessment:

(Data provided by Professor Di Su, Assessment Coordinator).

Assessment - User Education

In order to get direct measures for student learning outcomes (SLO) and in lieu of a credit-bearing course for the Library program assessment, the Library used Information Literacy pre-tests and post-tests in academic year 2022-2023. The tests were in the form of quizzes on Library research skills.

The quiz was created by the Library faculty in fall semester of 2018 and has been revised for several times since then. Based on the results from and analysis of last year's testing, we trimmed the quiz from twenty questions to ten to allow students to have more testing time.

The pre-tests were conducted in fall semester of 2022 (September 13, October 26 and 31). We picked five ENG 125 classes under two conditions: (1) The students were new to the college and thus, never had Information Literacy instruction at York College Library before; (2) Library workshop is required by the course. The sample size was 67. The highest score was 80% correct, the lowest score was 10% correct, and the mean score was 50.73% correct. [Table 25: Pre-tests 2022]

The post-tests were arranged in spring semester of 2023 (March 7 and 16). We picked two courses, CLVD 100 and SOC 201, under two conditions: (1) ENG 125 is a prerequisite course for both CLVD 100 and SOC 201; (2) Students who took ENG 125 classes must have had Information Literacy workshops at York College Library. The sample size was 26. The highest score was 80% correct, the lowest score was 30% correct, and the mean score was 61.41% correct. The sample size was smaller than ideal due to the lack of enough suitable classes to choose from (i.e., those with ENG 125 as prerequisite). [Table 26: Post-tests 2023]

Another way to compare the pre-tests and the post-tests is to use the same sample size. We randomly picked two ENG 125 classes because they had 26 students in total to compare the 26 students in the post-tests. The mean score of the pre-tests was 49.06%, noticeably lower than the post-tests' 61.41%. [Table 27: Pre-tests 2022 sample size 26]

We did not meet 75% correct answers target in post-test set in the 2022-2023 Assessment Plan. Although overall, the results show a higher mean score in the post-tests than in the pre-tests.

Table 25: Pre-tests 2022

Date	Course	Number of Student	Highest Score	Lowest Score	Mean Score
09/13	ENG 125	12	80	10	50.83
10/26	ENG 125	19	60	20	43.68
10/26	ENG 125	15	70	20	42.67
10/31	ENG 125	11	70	40	55.45
10/31	ENG 125	10	80	40	61
Total	**5**	**67**	**80**	**10**	**50.73**

Notes

The full (perfect) score is 100.

The students had never had Information Literacy workshops at York College Library.

Table 26: Post-tests 2023

Date	Course	Number of Student	Highest Score	Lowest Score	Mean Score
03/07	CLVD 100	17	80	40	60.59
03/16	SOC 201	9	80	30	62.22
Total	**2**	**26**	**80**	**30**	**61.41**

Notes

The full (perfect) score is 100.

ENG 125 is a prerequisite course for both CLVD and SOC 201.

ENG 125 classes had Information Literacy Library workshops.

Table 27: Pre-tests 2022 sample size 26

Date	Course	Number of Student	Highest Score	Lowest Score	Mean Score
10/26	ENG 125	15	70	20	42.67
10/31	ENG 125	11	70	40	55.45
Total	**2**	**26**			**49.06**

Notes

The full (perfect) score is 100.

The students had never had Information Literacy workshops at York College library.

XI. Computer Technology:

Computer Technology— Annual Report 2022-2023

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

Over the past academic year, Library IT department conducted a thorough review of their equipment as part of Library IT equipment and computer reviews. As well as describing the completed IT projects and ongoing challenges, this report also includes plans for upcoming improvements.

IT Infrastructure Upgrades: Equipment Review
A total of 128 AIO (All-in-One) desktop PCs have been refreshed by the IT department, resulting in comprehensive updates and improvements to the Library's IT infrastructure. Led by the IT department, the upgrades involved a thorough review of hardware and software components. The Library's System Administrator conducted rigorous testing to ensure the stability and efficiency of the systems. To enhance accessibility and streamline operations, the Library System Administrator implemented a standardized naming convention, along with a new computer layout and assigned tags for computer zones. These measures simplify system identification and facilitate efficient troubleshooting and maintenance.

The upgraded Dell OptiPlex 7490 (All-in-One) model, equipped with a powerful Core i7 2.90GHz processor and running on Windows 11 Pro, will provide students and faculty with a seamless computing experience, supporting multitasking and resource-intensive tasks. Both students and the Library department are investing in these infrastructure upgrades to create a reliable and efficient computing environment throughout the academic year 2022-2023. These enhancements will contribute to the success of students' educational endeavors and foster technological growth within York College Library.

For copiers, a few of the IT projects have already been completed; however, due to outdated technology and inefficiencies in operation, pay stations will need to be replaced. Since the Library's IT Service Desk is unavailable, many students are having difficulty resolving IT issues despite the Library's return to face-to-face services.

The second floor of the Library: challenges
IT is expected that all ongoing computer technology projects will be complete by the end of the academic year 2023-2024, bringing change and improvement to the Library. A rearranged layout of the computer zone will result in an additional six workstations in Zone-F. The "**Available Library Computers**" section and **"Public Space Technology"** section have been updated. IT is planning to install a new printer release station and create a new computer area (Zone-K) on the second floor. Unfortunately, the wiring for LAN ports has been delayed, which has slowed down the project. There are 20 computers to be install in total.

Table 28: Available Library Computers, July 2017-June 2023

Academic Year	Desktop PCs (Classroom Lab)	Desktop PCs (Public Space)	Laptops windows	iPads	Surface Tablets	Total
2022-2023	31	221	20	20	N/A	292
2021-2022	31	219	20	20	N/A	N/A
2020-2021	31	219	18		20	288
2019-2020	31	219	18		20	288
2018-2019	31	219	18		20	288

For the academic year 2022-2023, the York College Library system administrator has independently coordinated a variety of resources. These include:

Scannx Book Scan Center:
In order to use cloud-based features like OneDrive, Google Drive, Dropbox, Box, etc., students will need a new license to use Scannx Book Scan Center. In order to coordinate the inclusion of these cloud features, the Library System Administrator has contacted the vendor's sales team and has provided the IT department with price quotes. By the end of the next academic year, 2023-2024, the Library department expects the IT department to facilitate this upgrade.

Ricoh Multifunction Copier:
The Library replaced its six Ricoh copiers with a multifunctional unit during the spring of 2023, which features USB ports and cloud services like OneDrive, Dropbox, and Google Drive. The Library System Administrator has discussed this requirement with the IT department, but further details will be verified with Ricoh sales. However, these features have not yet been activated. In response to student requests, the Library department hopes that the IT department will enable this upgrade by the next academic year, 2023-2024.

Kiosk Pay Station Project:
It was the Library management and IT director who discussed the Kiosk Pay Station project. Library system administrators are responsible for finding an upgrade that satisfies the requirements of both Library management and users. Before the outbreak of the pandemic, the librarian's system administrator provided the IT director with vendor information and pricing quotes in the 2019-2020 academic year. It is yet to be decided whether to move forward with this project by the IT department.

Table 29: Public Space Technology July 2018-June 2023

Academic Year	Scanners	Printers	Copiers	Pay Stations	Microfilms
2022-2023	5	7	7	2	1
2021-2022	5	7	3	2	1
2020-2021	5	7	7	2	1

| 2019-2020 | 5 | 7 | 7 | 2 | 1 |
| 2018-2019 | 5 | 7 | 7 | 2 | 1 |

Surface Tablet Pro: Windows Users
In the academic year **2020-2021**, 20 Surface Tablet Pros were transferred to the IT department. These tablets have not yet been returned to the Library. Students who are hesitant to use Apple iOS can borrow a Surface Tablet as it is a Windows-based device that can be used alongside the new iPads that the Library provides.

Laptop and iPad policies and protocols:
A new agreement and policy for laptops and iPads has been developed by the Library's system administrator in collaboration with the Circulation department. Towards ensuring safe and efficient use of laptops and iPads within the Library, the IT support team implemented Windows network policies. Additionally, the IT department has provided 20 iPads with Wi-Fi connections for student loans, allowing students to access Library resources through a generic account with limited capabilities.

During the academic year 2022-2023, Library operations will be streamlined as part of computer technology initiatives. Information technology will work closely with relevant stakeholders to address challenges and ensure efficient use of computer technology for academics.

XII. Academic Works:

(Prepared by Professor Todd Simpson, Coordinator of Academic Works).

CUNY Academic Works (CAW) is CUNY's Institutional Repository (IR), an open access platform that preserves and provides access to the intellectual output of the University in accordance with CUNY's mission as a public university. The York College iteration of CAW currently has three collections; Archives, Open Educational Resources, Publications and Research available. Total works that was uploaded from July 1, 2022 to June 30, 2023 is 24 and total downloads for all York College items are 26,465.

XIII. Open Educational Resources 2022-2023:

(Prepared by Professor Stefka Tzanova, Science Librarian and 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. In order to provide high-quality teaching materials and to keep up with the OER initiative, the Library continues to provide training to faculty converting to OER courses in collaboration with CTLET(Center For Teaching, Learning, and Educational Technologies). We provide continuous assistance with OER resources searching, copyright, and CC licensing-related inquiries. This year's focus is CTM (Clinical Trials Management) conversion to entirely online OER program. We are collaborating with faculty in Biology department and CUNY Online. We are working

together on the first 8 CTM courses' conversion. The OER grant which we received third year in a row, allowed us to continue funding the eReserves project and to hire two NTAs to work during the summer of 2023. Having an operational eReserves will contribute to further OER/ZTC (Zero Textbook Cost) course conversions and will benefit the whole York community.

XIV. 2022-2023 Course eReserves Project Funded Through OER Grant

(Prepared by Mr. Tokunbo Adeshina and Mr. Thomas Nielsen).

Background: Course ereserve contents are designated at the request of instructors to increase student accessibility to assigned reading materials. This Library program reduces student education inequality by ensuring expensive textbook materials are accessible either physically or electronically through the Library management public interface, OneSearch. The course ereserve program has undergone multiple phases to integrate technology innovation to its workflows. York College offers over 1,000 courses during a given academic year. The Library reviews these course programs, recategorizes, and displays unique course information by course code, and course title. Currently, there are over 900 course reserve folders within the Library's management systems.

Scope of 2023 Course Reserve Project: The objective of this summer project focused on extending visibility periods for all course reserve contents. Library faculty members approved increasing contents from one to five-year period (meeting month unknown). In addition, instructor information was reviewed and updated accordingly.

Result: A review of 1,363 courses offered in the spring 2023 and 1559 courses offered in the Fall 2023 courses offered was undertaken. The objective was to update instructor information that may have been outdated. As per previous practice, all courses were consolidated to reflect only unique courses code and course title. A master bulk update will be scheduled with Office of Library Services (OLS) for the week of July 17th since in person vendor-led training is underway for Library workers performing fulfillment functions.

XV. Archives:

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

Professors Powers and Simpson both broke down an archival exhibit in the first week of July so that they could use the space. From February 2023 until July 2023 the archivist, Professor Sheidlower was on Sick Leave and Professor John Drobnicki was the acting archivist. While Professor Sheidlower was on medical leave some material was donated to the archives. They have not yet been processed.

XVI. Major Challenges and Concerns:

(Prepared by Professor Njoki Kinyatti, Chief Librarian).

Personnel Shortage:

The Library had not been allocated any additional faculty lines since 2017. Fortunately, the department was approved to hire an Outreach and Assessment Librarian for the upcoming academic year (2023-2024). While we appreciate the support of Dr. Derrick Brazill, Senior Vice President of Academic Affairs and Provost; the ongoing personnel shortage of both faculty and administrative staff remains a challenge. This persistent shortage of Library faculty makes it extremely difficult to provide research assistance to the full spectrum of York's academic community while also engaging in our own research.

Collection Development Budget Shortage:

For the past several years, there has been a downward trend of the collection development budget. For example, in (2022-2023) academic year, the Library was allocated only $5,250 for collection development, an allocation that is hardly enough to acquire resources for one graduate program. As noted by author Scott Carlson in ("The Future of the Libraries"), academic thrives on information; hence, the lack of a collection development budget will have a negative effect on students' and faculty research and scholarship needs. In order for Library faculty to continue serving as an essential gateway to knowledge and providing resources and instructions, it is imperative that York College includes a dedicated budget line for collection development going forward. The department's ability to meet student and faculty research needs depends on the availability of the budget to purchase and update resources. Now more than ever, as the college's curriculum broadens to include an increasing number of graduate programs, the Library needs to be allocated enough funds for collection development. If left unaddressed, this lack of adequate support for purchasing resources will impact the college's retention rate. In addition, the Library's collection will continue to be obsolete; as a result, it will affect the department's ability to meet and support the academic success for both graduate and undergraduate students.

Funds for Lost Books:

For more than five decades, the York College Bursar's Office has collected funds for lost books, yet, the Library has never received these funds to replace the lost books. Although students, faculty, and staff are required to pay the replacement fee for lost or damaged books, the Library is not given the funds to replace these items. According to the budget office's explanation, these funds are sent New York State, however, this practice is not consistent throughout CUNY libraries. For years, York College patrons have been and continue to be charged for lost books, but the books are never replaced. This is unfair to students and faculty because, even though they pay the replacement fines for lost books, these items are never made available to them again. Even more troubling, the Library has been operating with an OTPS budget that continues to shrink; consequently, we must choose between replacing lost books that were in demand or purchasing new titles. One would think that due to budgetary constraints that the department has experienced for the past several years, the funds for lost books would be made available to replace these materials. It is crucial that we continue to update our resources; otherwise, the Library will risk having an obsolete collection that cannot support research, learning and scholarship needs of faculty and students.

Although the Library continues to be confronted by many challenges, including budgetary and personnel shortages, the devoted team of faculty and staff remain unwavering in their efforts to deliver quality research services to our valued patrons. Our primary obligation to meet the research needs of diverse college community remains strong. We will continue to explore better ways to provide research guidance and improve an environment that enables students to study and learn, conduct research, collaborate, enhance their intellectual growth, and individual well-being. Despite these trying times, I am confident that Library services will continue to enrich and fulfill the learning, research, and scholarship needs of York College community. We are committed to continue delivering in-person and virtual Library services to our patrons.

Library Security and Public Safety Coverage:

The Library Department has one of the largest physical spaces on campus that includes access to both the second and third floors, yet we are not given any consideration when it comes to safety issues. Additionally, we have one of the most frequented spaces on campus where members of the York College community and the wider public share access. For the past several years, I have requested a permanent Public Safety Officer be assigned at the Library entrance, yet my request has not been addressed. This is an important security issue and one that should be made a priority. Prior to the pandemic, there were many incidents on college/university campuses around the nation that were reported in the media. It is the right time for York College to seriously consider assigning a Public Safety Officer at the Library entrance. Please consider assigning a permanent public safety officer at the Library's entrance in fall 2023. The Library appreciates the continued support from Public Safety Office.

XVII. Library Faculty Scholarship & Creative Works, 2022-2023:

Peer Reviewed Articles:

Diao, J. (2023). Titles and keywords: "Great love isn't two people finding the perfect match in one another!" *Journal of Information Science*, https://doi.org/10.1177/01655515231156097.

Su, D. (2022). Coping with constant obsolescence: A lifelong task. *International Journal of Librarianship*, *7(2)* December 2022: 147-154. https://doi.org/10.23974/ijol.2022.vol7.2.256

Other Articles:

Diao, J. (2022, Spring). Printing at home during the pandemic: A memoir. *LibWire*. Retrieved from https://libguides.york.cuny.edu/newsletter/spring2022

Drobnicki, J. A. (2022). Alan Fredericks. *Wikipedia*. Retrieved from https://en.wikipedia.org/wiki/Alan_Fredericks

Drobnicki, J. A. (2022, Spring). All of my academic heroes are fading away. *LibWire*. Retrieve from https://libguides.york.cuny.edu/newsletter/spring2022.

Kinyatti, N. (2022, Spring). Greetings from the Chief Librarian: York College Library in 2022-2023. *LibWire*. Retrieved from https://libguides.york.cuny.edu/newsletter/spring2022

Sarwar, M. J. (2022, Spring). The story behind York College and Cisco partnership. *LibWire*, Retrieved from https://libguides.york.cuny.edu/newsletter/spring2022

Sarwar, M. J. (2022, Spring). York Library and IT Services transforming into virtual services. *LibWire*. Retrieved from https://libguides.york.cuny.edu/newsletter/spring2022

Su, D. (2022, Spring). The new normal. *LibWire*. Retrieved from https://libguides.york.cuny.edu/newsletter/spring2022

Tzanova, S. (2022, Spring). Library exhibit: Library owls – From Athena's Owl to Purdue OWL. *LibWire*. Retrieved from https://libguides.york.cuny.edu/newsletter/spring2022

Tzanova, S. (2022, Spring). York College Library Graduate. *LibWire*. Retrieved from https://libguides.york.cuny.edu /newsletter/spring2022

Presentations:

Adeshina, T., Diao, J., Drobnicki, J., Kinyatti, N., Powers, M., Simpson, T., Su, D., & Tzanova, S. (Co-presenters). (2022, December 8). Welcome to the York College Library. Presented at a York College Professor 101 session. [Virtual].

Diao, J. (2023, April 26, May 8, and 17). Build a professional learning community (PLC) to increase technical services librarians' teaching preparedness: The logic model. Presented at the CUNY Cataloging Committee Meeting, Acquisition Committee, and the CUNY Electronic Resources Management Meeting. [Virtual].

Diao, J. (2022, October 26, November 14, December 12, and 16). Assessing and improving technical services librarians' teaching preparedness: Building a professional learning community. Presented at the CUNY Cataloging Committee, the CUNY Electronic Resources Management Committee Meeting, the CUNY Acquisition Committee Meeting, and the CUNY Council of Chief Librarians. [Virtual]

Powers, M. (2022, July 5). York Library Research Resources & Process: York Undergraduate Summer Research Program. [Virtual].

Tzanova, S. (2022, July 19). Welcome to York College Library: New Nursing Students Orientation. [Virtual].

Research Guides:

Drobnicki, J. A. (2022). *Legal careers*. Retrieved from https://libguides.york.cuny.edu/legal-careers

Honors, Grants and Awards:

Diao, J., Tzanova, S., & Bishop, A. (2022, August 12). ACRL-LA Research Award (Winning article "Wikipedia and Scholarpedia: A comparative case study and its implications to information literacy" published in *Codex: The Journal of the Louisiana Chapter of the ACRL* and co-authored by Junli Diao (principal investigator), Stefka Tzanova, and Anthony Bishop.

Kinyatti, N. and Hilton, T. (2022). Received $10,297.00 Coordinated Collection Development Aid (CCDA) Grant from New York State Library.

Sarwar M. (2022). The HEO-CLT Professional Development Fund. Award in $3,000.00 received from PSC-CUNY.

Library Exhibits:

Tzanova, S. (2023, January). Selection from the Collection on Black Women in Science [Library exhibit]. York College Library, Jamaica, NY.

XVIII. Library Faculty College/University Service, 2022-2023:

Junli Diao (Assistant Professor):
CUNY Cataloging Committee, York representative,
CUNY Alma Advisory Committee, member
CUNY Alma Advisory Committee Release Note Subgroup, member
CUNY Education Librarians Affinity Group, member
CUNY Copyright Committee, alternate
Instructional, and Professional Development Committee, member
LibWire, Co-editor
Academic Program Review (APR), member
Senator, member
Faculty Caucus, member

John Drobnicki (Professor):
Chair, Search Committee for Outreach & Assessment Librarian
Member, Faculty Publication Workshop Committee
Secretary, Campus Environment and Facilities Committee
Member, Library Academic Program Review Committee
Member, Library Website Committee
Member, Department Personnel & Budget Committee
Member, Library Strategic Planning and Assessment Committee
Member, CUNY Libraries' Acquisitions Committee
Alternate York College Delegate, LACUNY Executive Council

Njoki-Wa-Kinyatti (Professor):
Department Personnel & Budget Committee, Chair
Library Strategic Planning & Assessment Committee
Library Academic Program Review
York College Personnel & Budget Committee
York College Strategic Planning Committee
York College Council of Chairs
CUNY Libraries' Council of Chief Librarians
Council of Chief Librarians Diversity Equity and Inclusion

Meredith Powers, (Assistant Professor)
Planning and Assessment Committee
Open Educational Resources (OER) Committee
Website Committee
Technology Fee Committee
Office of Library Services E-Resources Management Working Group

Office of Library Services Electronic Resources Advisory Committee
Outreach and Assessment Librarian Search Committee
Library APR Committee
Strategic Enrollment Management Task Force Data Group
Information Literacy Advisory Committee (LILAC)
Food Service Committee

Di Su (Professor):
Chair, Library Planning & Assessment Committee
Department Personnel & Budget Committee
Web Committee
Open Educational Resources Committee
Library Academic Program Review Committee
Outreach & Assessment Librarian Search Committee
York College Academic Assessment Committee
LACUNY Executive Council (York College Delegate)
LACUNY Interlibrary Loan Roundtable
Editorial Committee of the American String Teacher Association

Scott Sheidlower (Professor):
Department Personnel & Budget Committee
Alternate Representative Curriculum Committee
Fulfillment Committee
Academic Program Review Committee (Co-chair)

Todd Simpson, (Assistant Professor):
Department Personnel & Budget Committee
Library Signage Committee
User Experience Committee
CUNY Academic Works
Academic Program Review Committee (Co-chair)

Stefka Tzanova (Assistant Professor):
Co-editor of LibWire (Library Newsletter), 2022-present
Chair of Library OER Committee, 2018-present
College Curriculum Committee, 2020-present
Library and Technology Committee 2020-2021 (Chair), 2020-present

XIX. Library Goals and Objectives for 2023-2024:

(Prepared by Professor Njoki Kinyatti, Chief Librarian).

Goals accomplished during the academic year (2022-2023):
- During the past year, the Library purchased 403 E-books and 194 print materials

- In addition, we spent $12,234.54 on circulating and reference print materials, and $50,522 to expand our e-books collection.
- Library converted print course reserve materials to electronic reserves through the use of OER grant.
- Library faculty taught 51 information literacy sessions and collaborated with classroom faculty through the liaison program.
- Library faculty provided chat and on-site reference services, research consultations and responded to email reference questions.

Our goal is to continue providing current and diverse resources to meet the scholarly and research interests of York College's diverse population of students and faculty.

Specific goals for academic year (2023-2024):

- I will continue to advocate the importance of, and the need for updating collections in order to support both undergraduate and graduate programs (i.e. Physician Assistant, Pharmaceutical Sciences and Business, Social Work, Aviation, Clinical Trial Management, and Nursing Education).
- We will continue to improve access to various resources that are available through the Library, including E-books, databases, and print materials.
- Library faculty will continue to provide on-site and chat reference services, research consultations, and answer E-mail reference questions.
- The Library Department is committed to support all academic programs through research services with the goal of achieving academic excellence and students' success.
- Continue to collaborate with classroom faculty through liaison programs and information literacy instructions, with the goal of supporting teaching and learning.
- We will continue to covert our print course reserve materials to electronic reserves.
- The department will continue to revitalize its circulating, reference and E-books collections 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.
- The Library will continue to work and collaborate with the Chief Information Officer (Mr. Claudio Lindow) to improve and increase the use of technology and service delivery by:
- Purchasing additional laptops for Reserve service.
- Introducing additional electronic devices such as E-readers for Reserve service.
- The Library will continue to subscribe to additional databases through the use of technology fee funds.

Over the past several years, the Library department has experienced shortage of faculty, but the dynamic team of faculty and staff plays a vital role in ensuring that the department fulfills its primary goal of supporting students 'learning needs and faculty research, and scholarship. My gratitude to a great team of faculty and staff- thank you for all the hard work you put in everyday and for going above and beyond the call of duty to deliver quality services to students, faculty, and the college community. Thank you too for your commitment and for being there for students and faculty during these challenging times. Your hard work and positive attitude towards our patrons inspire me to get to work every morning and to continue advocating for the department.

I appreciate your support and all the hard work you put in daily. As curators and guardians of information, ours is not just a job, but it is also a duty to instruct users how to do research. Enjoy the rest of the summer and please take time to care for yourselves and your loved ones.