ANNUAL REPORT
York College Library
2023-2024

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

Introduction:

The Library occupies a central place as the center of students' experience and a vital organ of York College. The department remains committed to supporting the educational mission of York College by fostering a welcoming study space and an inclusive learning environment; that facilitates the research and scholarship needs of students, faculty and the college community. Moreover, the library continues to play a critical role in providing essential resources and services, including teaching patrons how to locate and evaluate information sources. The Library faculty members equip students with the necessary skills to foster a culture of critically evaluating information playing a vital role in students' success.

As we approach the culmination of another academic year, (2023-2024), it is critical that we turn our focus towards 2024-2025 and how we can continue to effectively meet and support the learning and information needs of our students. In addition, it is important that Library faculty continue to explore different methods of delivering Library services to ensure that our patrons have a great experience. The department's main obligation is to stay focused on playing a pivotal role in the college's academic success by collaborating with classroom faculty in teaching, learning, and research. Library faculty will continue to make sure that students and faculty are well informed of the services and resources that are available including, on-site reference and online chat, research consultation, e-books, e-journals, and resource sharing and Interlibrary Loan services. We are committed to providing current materials and quality services that meet the educational, informational needs of students, faculty and the college community.

Looking forward, fostering critical thinking and assisting students, faculty, and the York College community with research is our foremost priority. Equally important, the department is committed to continue acquiring resources that supports York College's curriculum, research, and scholarship needs of all users; including eBooks, print materials, and E-resources. During the past academic year (2023-2024), for example, we purchased 811 Ebooks for our permanent collection and 138 print materials, as compared to 403 e-books and 194 print materials for the previous academic year (2022-2023). COVID-19 pandemic changed the ways we deliver and provide services and resources; as a result, this created a surge in the use of electronic resources. To date, most of our patrons continue to rely more heavily on electronic resources for their research. Subsequently, the department has been focusing on purchasing more electronic resources that users can access remotely. We will continue to look for new ways to improve the quality of service delivery that students need for academic success; while also creating lasting memories for life-long learning.

Every academic year presents new opportunities that helps me to reexamine the department's goals; including how to effectively advocate for faculty and students and to provide them with the necessary resources and research services they need. 2023-2024 academic year was challenging due to personnel retirements. Notwithstanding staffing crisis, improving Library services for our

users and advocating for the department remains one of my top priorities. The Library Department is dedicated to being inclusive of the expectations of our patrons, including supporting the research needs of all academic programs and disciplines. When our students have the resources and Library services they need, their possibilities are unlimited. Improving access to Library services, updating, and expanding the resources is 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.

Table 1. Summary of the Library's Income Receivables from July 2023-June 2024:

Summary of the Library's Income Receivables from July 2023-June 2024:	
Funding Source Income	**Funding Source Income**
OTPS 70054	$105,740.00
Tech Fee	$327,134.60
High School Funds	$ 38,844.00
Auxiliary Enterprise & Foundation	$ 14,289.55
Total Income for Academic Year 2023-2024	**$486,008.15**

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 FY24	Amount Spent FY23
Print books	$5,298.34	$12,231.54
Ebooks	$100,468.30	$50,522.22
Serials	$31,839.22	$29,364.62

Interlibrary Loan	$2,725.91	$2,646.51
Consortium Membership	$2,202.00	$2,202.00
Cataloging	$1,082.12	$1,050.60
Total Amount Spent =	**$143,615.89**	**$98,017.49**

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

Category – Vendor	Amount Spent FY24	Amount Spent FY23
Auxiliary funds* – COUTTS	$9,993.93	$11,360.07
BRESI funds** – COUTTS	$983.27	n/a
High School funds – COUTTS	$30,103.48	$43,663.05
OTPS funds – COUTTS	$64,685.96	$5,238.58
Social Work funds# – COUTTS	n/a	$2,492.06
Total Amount Spent =	**$105,766.64**	**$62,753.76**

*Auxiliary funds consisted of CCDA grant money from the New York State Library.
**BRESI funds were spent on the Library by Dr. Robin Harper of the Behavioral Sciences Department from her BRESI (Black, Race and Ethnic Studies Initiative) grant during FY24, and were used to purchase both ebooks and print books.
#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 FY24	Amount Unspent FY23
Auxiliary funds	$6.07	$10.40
Cataloging	$0.00	$0.00
BRESI funds	$16.73	n/a
High School funds	$7.52	$16.95
OTPS funds	$34.04	$11.42
Serials	$9.19	$3.67
Social Work funds	n/a	$7.94
Total Amount Unspent =	**$73.55**	**$50.38**

Table 5: New books ordered and received during FY24:

Category	Number for FY 24	Number for FY 23
Print books	138	194
Ebooks	811	403
Total Added to collection =	**949**	**597**

During the 2023-2024 academic year, the Library spent $143,615.89 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 ($30,103.48), Auxiliary funds that come from a

Coordinated Collection Development Aid grant ($9,993.93), OTPS funds ($64,685.96), and funds made available to the Library by Dr. Robin Harper from her BRESI grant ($983.27). Since there was an influx of OTPS funds in FY24, the OTPS funds accounted for 61% of the Library's FY24 book budget, while the High School funds accounted for 28% of the Library's FY24 total book budget.

As can be seen below in Table 6, there was a welcome reversal in the decline that had been seen in both the Library annual budget *and* the Library total book budget over the past few years, as the FY24 budget increased (relatively speaking). This is attributed to an increase in OTPS funds of about $60,000 over FY23. 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 24%, as can be seen in Table 7.

Table 6: Total Book Budget in the Library Budget (2020-2024)

	Library Budget	Total Book Budget	Percentage
2023-24	$490,844	$105,767	22%
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%
Five-Year Total	**$2,146,356**	**$417,161**	**19%**

Table 7: Total Book Budget in the Library Budget (2015-2019)

	Library Budget	Total Book Budget	Percentage
2018-19	$459,258	$93,820	20%
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%
Five-Year Total	**$2,515,668**	**$605,593**	**24%**

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 *had* been a steady decline over the years (Tables 8 and 9), until the increase in OTPS funds in FY24 (which we hope will continue in succeeding years). Overall, the OTPS book budget averaged 7% of the Library's total budget during the past five

years, which is the same percentage from the previous five-year period, although the total library budget declined over that same period, as can be seen in Table 9.

Table 8: OTPS Book Budget in the Library Budget (2020-2024)

	Library Budget	OTPS Book Budget	Percentage
2023-24	$490,844	$64,686	13%
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%
Five-Year Total	**$2,146,356**	**$160,657**	**7%**

Table 9: OTPS Book Budget in the Library Budget (2015-2019)

	Library Budget	OTPS Book Budget	Percentage
2018-19	$459,258	$44,904	9%
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%
Five-Year Total	**$2,515,668**	**$192,776**	**7%**

III. Reference Services:

(Statistics compiled by Professor Todd Simpson, Head of Reference Services, Coordinator of Academic Works)

For the academic year 2023-2024, the library continued to provide in-person reference services while maintaining the online platforms that afford our users access to librarians while engaged in distance learning. During fall and spring semesters, both in-person service at the reference desk and a chat service were staffed by librarians Monday through Thursday 9am to 9pm, and Fridays and Saturdays 9am-5pm. During winter and summer sessions librarians were available during hours of operation on an on-call basis and through the library's chat service. At all times of operation librarians were available by email, phone, and by appointment. Sundays and extended hours were offered during finals of both fall and spring semesters. For AY 2023-2024 we recorded 4501 in-person reference interactions, 491 of which were reference queries, 2700 were classified as technology queries, and 1310 of which were directional.

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 chat service continues to prove essential to our users. In the past year, we engaged in 610 research conversations via chat, 351 were with York students and 259 were for the CUNY co-op. October and November 2023 and March 2024 being the busiest months. Spring semester 2024 saw a slight decrease in chat activity over Fall semester 2023.

Tuesdays and Thursdays were consistently the busiest days for users to engage our chat service with Mondays and Wednesdays very closely behind. There were 86 reference interactions initiated by email and 26 research consultations requested through the research consultation form.

IV. Cataloging & Serials:

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

Cataloging Annual Report

Table 10. Cataloging Statistics, AY 2023-2024

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 11. Records Maintenance, AY 2023-2024

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 2023-2024, 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 19 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 Mr. Lesly Previl)

Table 12: Periodicals, Usage, Last Five Years

Academic Year	Journals	Newspapers	Total Usage
2023-2024	21	0	21
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

Table 13: Microforms Usage, Last Five Years

Academic Year	Journals	Newspapers	Total Usage
2023-2024	0	0	0
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

Table 14: Periodicals Received, Academic Year 2023-2024

Type of Material	Quantity Received
Current Print Journals	9
Microfilm Reels	0
Serials/Annual	8
Total Periodicals Received	17

Table 15: Serials/Annuals Received, Last Five Years

Academic Year	Serials/Annual Received

2023-2024	8
2022-2023	9
2021-2022	12
2020-2021	17
2019-2020	13

V. Circulation and Reserve Services:

Fulfillment (Circulation & Reserve) Department

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

The Circulation department is committed to providing excellent customer service and meeting the needs of the students. In response to student requests, the department has taken proactive steps, creating kits containing markers and erasers for the study rooms, which have been heavily utilized. Despite a thirteen percent decrease in loans due to funding constraints, students now have increased access to digital books. Additionally, there is a high demand for calculators, and arrangements will be made to procure more in the future.

 In January 2024, the loan period was decisively extended from 8 weeks to 16 weeks with the option to renew, in line with a CUNY-wide decision. Furthermore, the Circulation department assertively transitioned to the more efficient LibCal system, a part of Springshare, to enhance the reservation process for study rooms, ensuring a more customizable and user-friendly experience while enforcing library policies more effectively.

Circulation Statistics for the Academic Year 2023-2024

Table 16: Study Room Bookings for the Academic Year 2023-2024

Cardinal Reserve Bookings		1958
LibCal Bookings		1134
Grand Total		**3092**

Table 17: Electronic Items Loans for the Academic Year 2023-2024

Calculators		660
Laptops		407
IPAD's		34
Total for Academic year 2023-2024		**1101**

The CUNY Libraries Inter-Campus Service (CLICS)

The CUNY Libraries Inter-Campus Service (CLICS) allows students, staff and faculty in good library standing to borrow materials from libraries within the CUNY and SUNY systems. In January 2024 the CUNY/SUNY Resource Sharing partnership began which allowed patrons to borrow materials from SUNY Schools.

Loans (In House + Not In House)	Returns	Renewals	Lost	Claimed Returns	Auto Renewals	Recalls	Library
53	49	15	6	0	20	2	
5,238	4,833	1,453	300	3	3,060	17	York Library
5,291	**4,882**	**1,468**	**306**	**3**	**3,080**	**19**	**Grand Total**

Number of CLICS Transactions for Academic Year 2023-2024	
Outgoing CLICS Items	602
Outgoing Bags	552
Received CLICS Items	584
Received Bags	475

Facilities:

As part of the $5.5 construction project in the Academic core building LED lighting was installed in the library. The lighting now has motion sensors and energy-efficient settings. The ceiling tiles were also replaced. The library remained operational during this time.

VII. Electronic Resources:

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

For the academic year 2023-24, the Library spent $327,134.61in Technology Fee funds on electronic resources for students. This represents an increase from last year's expenditure based on rising costs.

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 $108,905. While yearly increases are expected for the future, our annual percentage increase for renewals remained low 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.

VIII. Interlibrary Loan:

Interlibrary Loan Annual Report, 2023-2024

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

Table 18: Annual Statistics (7/1/2023 – 6/30/2024)

Status	Articles	Books	Total
Requests submitted	382	110	492
Filled through ILL	118	26	144
Filled through Document Delivery	217	20	237
Fill rate (%)	335 (87.6%)	46 (41.8%)	381 (77.4%)

Table 19: Historical Statistics - Filled Requests (5-year):

Year	Articles	Books	Total
2023-24	335	46	381
2022-23	181	30	211
2021-22	222	14	236
2020-21	186	0	186
2019-20	82	18	100

Notes:

New ILLiad users added (7/1/2023- 6/30/2024): 87

Top three departments that requested the most materials (7/1/2023- 6/30/2024): Behavioral Sciences, Chemistry, Performing & Fine Arts

Reasons for unfilled/canceled requests: item is owned by CUNY/SUNY libraries, incomplete/incorrect citations, no free lenders, textbooks, dissertations

IX: Information Literacy

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

Annual Statistics (July 2023 – June 2024)

Month	Number of Sessions	Number of Students
July 2023	1	10
August	1	20
September	10	211
October	11	286
November	17	370
December	1	33
January 2024	0	0
February	33	827
March	6	149
April	8	178
May	4	75
June	0	0
Total	**92**	**2,159**

Historical Statistics (5-year)

Academic Year	Number of Sessions	Number of Students
2023-24	92	2,159
2022-23	51	1,082
2021-22	44	1,023
2020-221	59	1,338
2019-20	120	2,753

Classes Taught by Department

Department/Program/Course	Number of Classes	Number of Students	Notes
Behavioral Sciences	1	10	
Biology	17	334	

Chemistry	1	14	STEM-CARE.
English	22	423	
History, Philosophy, and Anthropology	7	189	
Health & Human Performance	1	9	
Health Professions	2	48	
Occupational Therapy	2	40	
SEEK	3	98	
Social Work	3	82	
Queens High School for the Sciences	33	912	
Total	**92**	**2,159**	

Notes:
We had 41 more sessions with 1,077 more students this year than last year. Most classes were in-person. Six out of ninety-two sessions were conducted online (four on Zoom, two on Blackboard Collaborative Ultra) and four of those online sessions were evening classes.

We taught the classes of the following courses: ANTH 101, BIO 140, BIO 201, BLST 101, BLST 202, CLS 35, ENG 125, ENG 126, ENG 391, HE/PE 365, HIST 374, HIST 375, HPPA 500, OT 517, OT 518, POL 387, PSY 330, SKCS 102, SCWK 503, SCWK 601, STEM-CARE, WRIT 301, WRIT 302, WRIT 303, and WRIT 304. We also had a large increase in the number of information literacy class requests for the Queens High School for the Sciences, including 9th grade Pre-AP World History, 9th grade social studies, 9th grade foundations in research, and 12th grade English.

X: Outreach & Assessment 2023-2024:

(Data provided by Professor Jessica Jackson, Outreach and Assessment Librarian)

Outreach:

The Percy Ellis Sutton Search for Education, Elevation Knowledge::

On March 2024, I contacted Joseph Wilson of the SEEK program to propose a collaboration with the Library, where I would provide information literacy (IL) instruction to the SEEK scholars with an eye towards the possibility of eventually developing a credit-bearing IL course specifically for these students. This program is modeled after a similar collaboration at Queens College, where Library faculty typically teach ten sections of a 2-credit IL course in the fall semester to SEEK scholars. This course provides the students with the IL and research skills they need to be successful in their first year of college. All SEEK students at Queens College are required to take this IL course.

At York College, all SEEK scholars are required to attend a summer intensive program during the 5-week summer session (July 15-August 14). During this summer session, half of the SEEK scholars will receive the equivalent instruction of a 2-credit IL course. The SEEK scholars have been divided into groups based on their proficiencies in reading and mathematics. Non-proficient math and non-proficient writing students must attend the IL course twice a week. At this time, it was decided that proficient SEEK students are not required to attend summer IL classes. However, I do believe that they would also benefit from this material and should also be required to take a creditbearing IL course in the future, if one is approved by the curriculum committee. Each IL class is 90 minutes, comprising 3 hours of instruction a week. As such, the students receive 30 hours of instruction over a 5-week period. However, because this course has not been approved by the curriculum committee, I have reduced the students' workload, so they are not required to complete a full 60 additional hours of assignments. There are 36 students in the non-proficient math section and 10 students in the non-proficient writing section. I hope this instruction will give the SEEK students the research skills they need before the start of the fall semester, helping them perform better on their assignments and thus help with student retention.

Information Literacy Digital Badge:

As part of the First Year Student Experience program, Shayla Pruitt created "microcredit" called the First Year Experience (FYE) Digital Badge. Students earn this badge by completing seven New Student Orientation (NSO) activities during their first two consecutive semesters. The students can add this badge to their LinkedIn profile or list it on their resumes. Shayla has kindly agreed to share her badge credits with the Library so that we can create a First Year Information Literacy Digital Badge. We plan to heavily promote this badge with the English department, as most first-year students will be taking English 125 and later English 126, as IL skills are a key component of these courses.

To earn the IL badge, students must attend a minimum number of Library Student Success Workshops during the fall semester. During the fall semester, the Library will offer ten workshops, to be held during club hours. These workshops will vary in length. As such, students can "choose their own IL adventure" and attend the workshops based on their schedules. Students will have the option of attending; a longer format workshop (2 hours) plus a Library scavenger hunt (1 hour), a longer format workshop (2 hours) plus a mini workshop (1 hour), a Library scavenger hunt (1 hour) plus two mini workshops (1 hour each), or 3 mini workshops (1 hour each).

Fall 2024 Library Student Success Workshops:

Long format (2 hours) 12:00PM-2:00PM
Thursday, September 26
Tuesday, October 22

Thursday, November 21

Scavenger hunts (1 hour) 12:00PM- 1:00PM <u>or</u> 1:00PM to 2:00PM
Thursday, September 19
Tuesday, October 15
Tuesday, November 19

 Mini workshops (1 hour) 12:00PM- 1:00PM or 1:00PM to 2:00PM
 Tuesday, September 24
Thursday, October 24
Thursday, November 7

<u>Accelerate, Complete, Engage:</u>

In March, I contacted Jonathan Rojas of the ACE program to discuss developing IL workshops for ACE students. The Library will be collaborating with the ACE program to offer an IL workshop that first and second year ACE students are required to attend. This long format workshop (2 hours) will be offered in September, October, and November (see above dates) and will be held during club hours. Students can choose to attend on whichever date best suits their schedules. The long-format workshops will also be open to all first-year students. Both the ACE students and non-ACE students can work towards earning the Information Literacy Digital Badge by attending one of the long-format workshops.

Queens High School for the Sciences:
During the academic year, I have worked to quickly re-establish a strong relationship with the specialized high school located on the York College campus, the Queens High Schools for the Sciences (QHSS). Ranked the third best DOE school in the city, the students take many Advanced Placement courses, and many go on to attend CUNY schools for their undergraduate studies. As such, I have worked with QHSS teachers in a variety of subjects, such as English, Social Studies, Health (a component of Physical Education) to introduce research strategies to the students where appropriate. Over the academic year, I conducted 33 visits with QHSS, teaching 912 students, including developing a research week intensive with a grade 12 English class.

However, establishing this partnership was made unnecessarily challenging by IT's inability to create York network logins for the students. Having York network logins is essential for the QHSS students, as it enables them to use York Library computers to access digital resources, print documents via their printing credit, and check out physical resources. The creation of the York network logins and printing credit was a longstanding past practice that could not be fulfilled this year due to technical issues. The only resolution for getting QHSS students the research resources they needed was the extremely time-consuming process of having the students send me requests for electronic materials via email, which I would then print for them, and place in folders so they could pick them up at the reference desk. I have been assured by IT that they were able to

pinpoint the issue which prevented the creation of the network accounts this year, and that they would be able to produce them for 2024-205.

Queens Public Library:
During the 2023-2024 academic year the Library collaborated with the Queens Public Library to offer a library card sign-up drive in both the fall and spring semesters. These events resulted in 99 and 79 new library card sign-ups, making it one of QPL's most successful adult outreach events. We intend to continue to offer these library card signup drives in the 2024-2025 academic year.

Junior Science and Humanities Symposium:

As the outreach librarian, I was a judge for the regional semi-finals and finals of the Junior Science and Humanities Symposium. The students were very impressive and inspiring.

Assessment:

First Year Student Experience:

I have been working with Shayla Pruitt to incorporate some of the Library's assessment activities into New Student Orientation (NSO). Starting on August 8th students will be invited to complete an online IL assessment survey. Students will be sent this survey via email communications from First Year Experience. Students may complete this survey anytime from August 8th to August 27th (from the start of NSO until the day before the start of the fall semester). I have submitted an IBR proposal and must make a minor modification before I receive final approval to collect the data.

After the last day of classes in the fall semester, students will be invited to complete a follow-up online IL assessment survey. Students will also be sent this survey via email communications from First Year Experience. The surveys will allow the Library to assess first-year students' knowledge of IL and research skills before starting at York College, and if the students' IL and research skills are improving over the course of their first semester. By incorporating the Library's assessment activities into NSO and conducting the assessments via online surveys rather than during IL instruction classes, the Library will be able to collect far more data than previously and without wasting class time on paper and pencil assessments.

College-wide assessment:
As the Assessment Librarian I served the Academic Assessment Committe (AAC) and assisted the General Education Assessment Committee (GEAC) with data collection for their literacy assessment. In my role on the AAC I submitted the Year-End Assessment Reports 2023-24 and Assessment Plans 2024-25 to the YAMS.

XI. Computer Technology:

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

Mobile Device Charging Stations:

An initiative by the Library and Information Technology departments to enhance library services was implemented in the past academic year by implementing mobile device charging stations. This project involved coordination with the Buildings and Grounds (B&G) department, which approved Mr. Sarwar's design. However, B&G has not yet provided a timeframe for project completion.

Computers Workstation:

In the academic year 2023-2024, no additional computers were added to the IT department's inventory. Initially, the library department requested additional computers to address the gap. As a result of incomplete LAN port wiring, delays occurred in both Zone-F/K (located on the library's second floor). The map designed by Mr. Sarwar, who facilitates the installation of 26 computers, has been accepted by the IT director.

PC Reservation System:

The York IT department has decided to discontinue support for its computer reservation system by 2024 for reasons that are unclear, such as budget cuts or other reasons. It would be better if the department of library gradually reduced the number of reservations from the library's resources to facilitate a smoother transaction, as the library originally requested that a few sections of the library be under the PC reservation system during the deployment time. This method of maintaining resources can be beneficial to both IT and libraries in terms of saving money.

Library Network Printers:

Four of the library's six black and white OKI network printers became obsolete and non-functional during the academic year 2023-24. In the upcoming academic year, the library expects printer replacements to begin after the IT department approves the library's request for replacements.

Scannx Book Scan Center:

As part of the Scannx Book Scan Center, a new license is required to utilize cloud-based services such as OneDrive, Google Drive, Dropbox, and Box. The IT department is currently evaluating its network system to ensure compatibility by the next academic year (2023-2024). Students have requested these services, which are available for free throughout CUNY-Wide.

Kiosk Pay Station:

With the IT department, the library department discussed upgrading the kiosks with gateway payment systems and credit card systems during the academic year 2023-24. The IT department concurs that the obsolete Kiosk Pay Stations need to be upgraded. The IT department will begin researching and shopping for the necessary equipment to upgrade the Kiosk Pay Stations. Thus, the library department is responding to student requests to upgrade the Kiosk Pay Stations.

Table 20: Available Library Computers, July 2017-June 2024

Academic Year	Desktop PCs (Classroom Lab)	Desktop PCs (Public Space)	Laptops — windows	iPADs	Surface Tablets	Total
2023-2024	31	221	20	20	N/A	292
2022-2023	31	221	20	20	N/A	292
2021-2022	31	219	20	20	N/A	290
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

Table 21: Public Space Technology July 2017-June 2024

Academic Year	Scanners	Printers	Copiers	Pay Stations	Microfilms
2023-2024	5	7	7	2	1
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 |
| 2017-2018 | 5 | 7 | 7 | 2 | 1 |

The IT department has responded to Brightspace for Students and resources for students

Starting in the Summer of 2024, York College will use Brightspace (BrS) as the Learning Management System (LMS) instead of Bb. To access BrS, go to https://brightspace.cuny.edu/ page and log in with your CUNY Login username and password.

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 downloads from July 1, 2023 to June 30, 2024 are 32,359.

XIII. Open Educational Resources 2023-2024:

 (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. This past year there was not a grant installment to continue funding the eReserves project, so we now focus on maintaining OER sustainability while we continue to provide training to faculty converting OER courses. We deliver continuous assistance with OER resources searching, copyright, and CC licensing-related inquiries. The Library is still committed to the OER/ZTC (Zero Textbook Cost) initiative. The increasing number of OER materials' downloads in Academic Works is a proof that OERs are here to stay.

XV. Archives:

(Prepared by Professor Scott Sheidlower).

This year, CUNY's Office of Library Services received a two million dollar ($2,000,000.00) grant from the Mellon foundation to work on the archives throughout the university. At York, our part

of the grant will be used for processing the archival collection according to professional standards, a task which has never been done since the start of York's archival collecting when the college opened in 1966. York will be part of this project in the first cohort, in other words, in Fall, 2024. Already in Spring, 2024, the University Archivist, Natalie Milbrodt, and her staff have paid a visit to the campus to see the archives. York's archivist, Prof. Sheidlower, will start working with the archivist and her team in the Fall semester. Besides their expertise, they will be supplying materials needed to finish this project, hopefully during next spring. Prof. Sheidlower will concentrate on this program for most of the Fall.

XVI. Major Challenges and Concerns:

(Prepared by Professor Njoki Kinyatti, Chief Librarian).

Personnel Shortage:

While the worst of the pandemic may be behind us, the Library continues to face a worrisome set of challenges. The Library is short staffed in key positions, for example, in 2023-2024, the department lost one faculty member (Head of Information Literacy and Interlibrary Loan) and a Higher Education Officer (HEO) the manager of Circulation/Reserve Services. In addition, a CUNY Administrative Assistant has been on FMLA for an extended period of time, which also contributes to staff shortage. Unfortunately, we are not certain when and if these positons will be filled. We appreciate the support of Dr. Derrick Brazill, Provost and Senior Vice President of Academic Affairs, but the ongoing personnel shortage of both faculty and staff remains a major challenge for the department. This persistent shortage of Library faculty makes it extremely difficult to provide research assistance to the full spectrum of the York College's academic community while also engaging in our own research.

Collection Development Budget:

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. Fortunately, in 2023-2024, we were allocated $60,000 for collection development. It is imperative to point out that academic thrives on information; therefore, lack of collection development budget will have a negative impact on students' and faculty research and scholarship needs. In order for York College Library to remain as an essential gateway to knowledge and continue to provide resources and instructions, it is critical that the budget office include a dedicated budget line for collection development. It is worth noting that the department's capability to meet student and faculty research needs depends on the availability of collection development budget to purchase and update resources. As the York College's curriculum grows to include an increasing number of graduate programs, the Library needs additional funds to update and purchase resources for these programs. In addition, the demands to supply users with electronic resourcesis has become high, but the budget cuts have affected our ability to purchase Ebooks. The uncertainty about how much longer we have to plan for the budget cuts is negatively impacting the delivery of library services. This lack of funds to purchase resources and to update the collection will also affect the college's retention rates. In addition, the Library's

collection will continue to be obsolete; and therefore, affects the department's ability to meet and support the academic success of 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 to New York State, but 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. It is disheartening that even though users pay the replacement fines for lost books, these items are never made available to them again. Most disturbing, for several years, 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 assume that due to the budgetary constraints that the department has experienced for the past several years, the funds to replace lost books would be made available to the Library. It is necessary that we continue to update Library resources; or else, the Library will risk having an obsolete collection that is not able to support research, learning, and scholarship needs of faculty and students.

As we come to an end of (2023-2024), academic year, I reflect on how Library personnel have supported students and faculty research and scholarship needs in the midst of major budget cuts and staffing shortage. Thank you to a great team of faculty and staff for your continued dedication and unwavering efforts to deliver quality research services to our valued customers. Our primary obligation to meet the research needs of the diverse York College population remains strong. We will continue to explore new ways to provide research guidance and an environment that enables students to study, learn, and conduct research. Despite these difficult times, I am positive 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 both in-person and virtual Library services to our patrons.

XVII. Library Faculty Scholarship & Creative Works, 2023-2024:

Peer Reviewed Articles:

Su, D. (2024). Mozart's Violin Concerto in D Major, K. 271a/271i: A "dubious" work that is nevertheless worthy of study. *College Music Symposium: Journal of the College Music Society, 64*(1). https://symposium.music.org/index.php

Su, D. (2023). Supplement to the Suzuki Violin School. *American String Teacher. 73*(4), 58-61.

Thompson, J., & Peach, J. (2023). Making OER sustainable in the library: Building community through professional development for librarians. *Journal of Open Educational Resources in Higher Education, 2*(1), 253–265. https://doi.org/10.13001/joerhe.v2i1.7203

Book Chapter:

Tzanova, S. (2024). AI in academic libraries: Success, pitfalls, perceptions, and why we need AI
      literacy. In I. Khamis (Ed.), *Applications of artificial intelligence in libraries* (pp. 19-44).
      IGI Global. DOI: 10.4018/979-8-3693-1573-6.ch002

Other Articles:

Book Reviews

Drobnicki, J. A. (2023, November). [Review of the book *Denial of genocides in the twenty-first
   century*, ed. Bedross Der Matossian]. *Choice*, *61*(3), 360.

Drobnicki, J. A. (2024, February). [Review of the book *The fight against book bans:
   Perspectives from the field*, ed. Shannon M. Oltmann]. *Choice*, *61*(6), 640.

Presentations:

Adeshina, T., Diao, J., Drobnicki, J., Kinyatti, N., Powers, M., & Tzanova, S. (Co-presenters).
(2024, April 4). *Welcome to the York College Library*. Presented at a York College Professor 101
session [hybrid].

Jackson, J. (2024, February 23). *CUNY/DOE high school liaison librarians: A unique community*.
LACUNY Dialogues 2024.
   [Virtual].

Jackson, J. (2024, February 23*). What community building means for outreach
librarians* [panelist]. LACUNY Dialogue 2024.

Jackson, J. (2024, May 10). *Problematic behavior in urban public libraries: Are library policies
and rules keeping staff and patrons safe*? LACUNY Institute 2024. [Virtual]

Tzanova, S. (2023, July 18). *Welcome to York College Library: New nursing students'
orientation*.

Tzanova, S. (2024, May 10). *AI in academic libraries and critical AI literacy* [panelist].
LACUNY Institute 2024. [Virtual].

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

Research Guide:

Diao, J. (2023, June 1). *How to find audio-visual materials*. Retrieved
from https://libguides.york.cuny.edu/audio-video

Honors, Grants and Awards:

Adeshina, T. (2023). *The HEO-CLT Professional Development Fund*. Award in
$1,551.00 received from PSC-CUNY.

Jackson, J. (2024). *PSC-CUNY Traditional Awards A*. $1715. This grant supports research into how information literacy is incorporated into required core general education courses. [funded]

Kinyatti, N., and Hilton, T. (2023) Coordinated Collection Development Aid (CCDA). Grant $9,804 received from New York State. [funded].

Sarwar, Mohammed (2023). The HEO-CLT Professional Development Fund. Award of $3,000.00 received from PSC-CUNY.

Library Exhibits:

Charuvi, N., & Peach, J. (2023, September-October). *Noa Charuvi: Gal'Ed means a pile of stones exhibit reading room.* York College Library, Jamaica, NY.

Diao, J., Drobnicki, J., & Sheidlower, S. (2023 July-2024 January). *1968: War, assassination, music and fashion*. York College Library, Jamaica, NY.

Jackson, J. (2024, January-February). *Black History Month book display*. York College Library, Jamaica, NY.

Others:

Diao, J. (2024) Peer reviewed one manuscript for Munanities and Social Sciences Communications published by Springer Nature.

XVIII. Library Faculty College/University Service, 2023-2024:

Junli Diao (Assistant Professor):
York College Representative, CUNY Cataloging Advisory Committee: 2023-present.
Member, Election Committee, York College, 2023-
Member, Faculty Senate: 2021-2024.
Member, Faculty Caucus: 2021-2024.
Co-Editor, LibWire, 2021-2024
Judge, Junior Science and Humanities Symposium (JSHS), 2024.

John Drobnicki (Professor):
Member, Faculty Publication Workshop Committee
Member, Campus Environment and Facilities Committee
Member, Library Website Committee
Member, Department Personnel & Budget Committee
Member, Library Strategic Planning and Assessment Committee
Member, CUNY Libraries' Acquisitions Working Group
Alternate York College Delegate, LACUNY Executive Council

Jessica Jackson (Asssistant Professor):
Chair- Library Strategic Planning Committee 2023-present
Chair- Library Assessment Committee 2023-present
Member-York College Academic Assessment Committee (AAC) 2023-present
Liaison-General Education Assessment Committee (GEAC) 2023-present
Co-chair LACUNY Instruction Committee 2024

Njoki-Wa-Kinyatti (Professor):
Library Department Personnel & Budget Committee, Chair
Library Strategic Planning & Assessment Committee
Library and Technology Committee
York College Personnel & Budget Committee
Subcommitte on Tenure and Promotion
York College Council of Chairs
CUNY Libraries' Council of Chief Librarians
Council of Chief Librarians Diversity Equity and Inclusion 2021-2023

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

Mohammed Sarwar (Senior College Laboratory Technician):
The OLS Systems Advisory Committee, 2023-Present
MSA Faculty Advisor, 2023-Present
University Faculty Senate (UFS) Committee, 2024-Present

Di Su (Professor):
Chair, Library Planning & Assessment Committee
Department Personnel & Budget Committee
Web Committee
Open Educational Resources 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

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 (Associate Professor):
Department Personnel & Budget Committee, 2023-present
Co-editor of LibWire (Library Newsletter), 2022-present
Chair of Library OER Committee, 2018-present
College Curriculum Committee, 2020-present
College Library and Technology Committee, 2020-2024
LACUNY Executive Council (York College Delegate), 2023-present

XIX. Library Goals and Objectives for 2023-2024:

(Prepared by Professor Njoki Kinyatti, Chief Librarian).

Goals Accomplished During the Academic Year (2023-2024):
- During the past year, the Library purchased 811E-books and 194 print materials
- In 2023-2024, Library faculty taught 92 information literacy sessions compared to 51 sessions for 2022-2023, academic year. In addition, we 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 needs of York College's diverse population of students and faculty.

Specific Goals for Academic Year (2024-2025):
- I will continue to advocate the importance of, and the need to update the Library's 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).
- I will continue to advocate and emphasize the need for additional personnel and resources.
- The Library will continue with its outreach activities within the college, for example, ACE and first year experience; SEEK Program, as well as our community partners outside the college such as Queens Public Library.

- We will continue to improve access to various resources that are available in and out of the Library.
- Library faculty will continue to provide on-site and chat reference services, research consultations, and respond to E-mail reference questions.
- The Library Department is committed to supporting all academic programs through research services with the goal of achieving academic excellence and students' success.
- The Library will improve its outreach to the faculty through liaison program, with the goal of making faculty more aware of Library resources and services.
- The Library will continue to collaborate with classroom faculty through information literacy instructions, to support teaching and learning by providing group and individual instructions to students and faculty.
- We will continue to develop electronic reserves, in compliance within copyright and fair use guidelines, upon funding availability.
- The department will continue to improve and strengthen its collections; including reference and E-books through the use of OTPS and high school funds.
- The Library will continue to collaborate with the Chief Information Officer (Mr. Claudio Lindow) to improve and increase the use of technology and service delivery.
- The Library will continue to subscribe to additional databases through the use of technology fee funds.

Although we continue to be confronted by personnel challenges, the committed team of faculty and staff plays an important role in making sure that the library department fulfills its primary goal of supporting students' learning needs and faculty research and scholarship. Thank you to a terrific team of faculty and staff for all the hard work you put in daily and for going above and beyond to deliver quality services to students, faculty, and the college community. Thank you also for your dedication 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.

As curators and guardians of information, ours is not just a job, but it is also a duty to instruct our valuable users how to do research.