

## Department of the Library Academic Agenda, 2002-2003

Despite facing drastic budget constraints and a staff shortage at the beginning of the academic year, our department has endeavored to maintain high quality of service at the Reference Desk and at other public service areas of the Library. The addition of two new substitute librarians in October and a third in November were gladly welcomed, much to the relief of those who were carrying double loads. I am happy to report that new staff members are adjusting well in their new roles and environment, showing promise and productivity in the short time they have been here. I have met weekly with all new library faculty and monthly with other untenured faculty. This has enabled me to offer guidance in terms of expectations and dealing with professional challenges. Overall, the library faculty continues to provide quality reference service to students and faculty as many more complex and subject specific online reference tools are added to the collection. I am also pleased to note the morale displayed by the library faculty in their willingness to undertake additional reference desk hours, library instruction classes, and participate in "in-house" staff development sessions.

Funding from the "Technology Fee," brought the Library received \$100,000 for digital subscriptions and also gained two technical support staff (college assistant) for the Center for Excellence in Learning Technologies (CELT). This has enabled the Library to expand CELT hours of services to evenings and weekends for faculty who wish to explore new technologies and enhance their instruction with new multimedia technologies.

At the beginning of the 2002-2003 academic year, six (6) goals were set in support of maintaining quality library service offered to faculty and students. The goals are: Access to Electronic Resources, Library Instruction Services, Interlibrary-Loan, Center for Excellence in Technologies, Archives/Special Collection, and Special Areas. I am pleased to report that steady progress is being made in all of these areas. Below is a brief summary on what has been accomplished thus far:

### ACCESS TO ELECTRONIC RESOURCES

- **Increased access:** In September 2002, the E-Z proxy utility was implemented to increase off-campus access to CSI electronic resources. This was the result of work done during the summer by a team of librarians and Mark Lewental. Since September, there has been a daily average of 1200 visits to the remote access resources. (See appendix A). Another new e-service is the "Ask a Librarian," a virtual reference service coordinated by Raymond Wang since September 2002. Presently the CSI receives 6-10 research questions, weekly.
- **New Resources:** In Fall 2002, ten (10) new electronic resources were added to the collection, courtesy of the Technology Fee. Titles include: *CQ Researcher*, *CQ Weekly*, *Grove Dictionary of Art*, *HAPI: Health and Psychosocial Instrument*, *Mental Measurement Yearbook*, *New York Times Historical from 1851*, *Philosophers' Index*, *PsycArticles*, *Reader's Guide Retrospective*, and *Ulrich's Periodical Directory*. CUNY, in addition, has acquired a web-based Integrative Library System for CUNY+ catalog which was launched in December 2002. The college community was introduced to the new system via e-mail, the CSI Bulletin, and an introductory web page to CUNY+ Catalog in Spring 2003.

- **Expanded access:** The Library received 10 additional computers from the Office of Information Technology in Fall 2002. These computers replaced the heavily used computers in the Reference area, and the others were placed on the second and third floor of the Library. In addition, hours of use of wireless laptops were expanded from 20 hrs/wk to 48 hrs/week, and include use during evenings and weekends. Statistical data shows usage has increased dramatically since the change in hours of service.

**LIBRARY INSTRUCTION SERVICES**

The Library faculty continues to provide library instruction for all academic levels -- freshmen through graduate studies-- with emphasis on research self-sufficiency. A total of 170 presentations were given this academic year, a 31.8% increase over last academic year, and reaching a total of 4615 students, a 37.7% increase over last academic year. These presentations exclude other lectures that were given for various programs such as New Students Orientation, English Language Institute, and CLUE.

- **Information Literacy** has been the topic of discussion at Library department meetings and at Library/Faculty Committee. Librarians and liaisons from other academic departments will work together this spring semester to develop a plan to implement an Information Literacy component into one or various parts to College curriculum. In the meantime, selected concepts of Information Literacy were integrated into library presentations scheduled for this spring. On-going evaluation of this initiative was done at the monthly department meeting. Meanwhile, minor inroads into the curriculum include the Library's involvement in the FIRST program, a collaborative learning initiative at CSI and the Honor's College program, where the Coordinator of Information Literacy is a participant.
- I initiated the idea of an open **weekly walk-in workshop** for students to attend. Launched in Fall 2002, each workshop was taught by a different librarian every Wednesday during Club hours. An evaluation of the program was discussed at the December 2002 department meeting and there was a unanimous agreement for the program to continue. More concept-based topics were offered in Spring 2003 and a few were offered during Thursday club hours and on two evenings. A total of 97 students attended, 72 of whom were CLUE participants.
- Chaired by Mark Lewental and Edward Owusu-Ansah, the Ad-Hoc committee of the **Digital Library Learning Center Project** has met monthly since Summer 2002 through March 2003 to pursue the development of the new Learning Lab. Members are committed to concepts and ideas that will lead to the creation an effective teaching and learning environment. Other members of the committee include Professors Wilma Jones, Allen Natowitz, Linda Roccas from the Library, Assistant Vice President of Technology, Mike Kress, and Manny Esmilla from Campus Planning. This projected has been funded by a grant secured by the Borough President of Staten Island, James P. Molinaro. Construction is scheduled to begin this Summer 2003.

**INTER-LIBRARY LOAN / DOCUMENT DELIVERY (ILL/DD)**

- Great strides were made to improve resources and strengthen services in the ILL/DD office. Jeff Gima, a new librarian assigned to this area, has played a major role in the restructuring of this office, with his knowledge and expertise of web and advanced

technologies. New initiatives include the upgrade of all hardware and software in the office, the installation of ARIEL, an electronic management tool for tracking ILL/DD requests, the addition of a scanner and barcode hand-held reader, as well as the addition of a college assistant. These newly implemented resources have led to a more effective and efficient service oriented office. To date, statistics show that during the last nine months, there has been a dramatic change in fulfillment rates. To date, the average turn around time of fulfilling requests for CSI patrons has decreased from an average of **13** days in 2001/2002 to an average of **7** days. (See appendix B) In addition, the fulfillment rate of requests from other libraries has increased from 36% in 2001/2002 to 45% in 2002/2003 with a turn around time from 3+ days to 1.1 days. (See appendix C) In addition, a manual of policies and procedures for the operations of this office has been developed and published. It is available in print and on the Library's intranet. The request forms were also revised and redesigned in January 2003. All of these items webbed together have made the Office of ILL/DD more accessible and user friendly.

- In Summer 2003, with the help of the coordinator of ILL/DD, Jeff Gima, I plan to develop a survey for feedback on current services of this unit.

#### **CENTER FOR EXCELLENCE IN LEARNING TECHNOLOGIES**

- With the retirement of the Coordinator of CELT, a HEO Assistant, in January 2003, the operations of this Office has lagged behind this academic year. Promotion of its services and activities to the College community is being done primarily through e-mail and flyers. Two series of CELT seminars were scheduled each semester, each series included seminars for "Blackboard," course management software, the new I-mail, and "PowerPoint," presentation software.
- Through funding from the "Technology Fee," a budget line now exists for CELT. As such, this budget supported: i) mini-grants for faculty development, ii) upgrades of equipment and software necessary to enhance instruction, and iii) technical support staff (college assistants) to support CELT users at all hours that the Center is open.

#### **ARCHIVES / SPECIAL COLLECTIONS**

- In Fall 2002, Dr. James Kaser joined the Department of the Library as Archivist. He has made considerable progress in restructuring and re-organizing the unit, in consultation with the Acting Chief Librarian. Additional staff have been hired to work on processing special projects, assist researchers, and support public programs and exhibits. A website and brochure have been published in Spring 2003 to promote the resources and services of the Archives/Special Collections to increase utilization of the resources.
- **Collection Development:** In addition to the political papers of Senator John Marchi, Assemblywoman Elizabeth Connelly, and Assemblyman Eric Vitaliano, efforts to acquire new collections and strengthen the current collections are also in progress. The Archivist, James Kaser, has been very creative in searching for and locating materials related to Staten Island by contacting book dealers, searching online, and browsing through the local newspapers for leads on a regular basis. To date he has identified over

600 items to be acquired, 250 of which have been received. In addition, his resourcefulness has earned the CSI library \$2800 from The Strand Bookstore as credit for donated materials that do not support the College's curriculum and have not been added to our collection.

- **Programs:** Activities of the Archives/Special Collections include a lecture series, "Conversations on Politics," held in October 2002, and a panel on "The South Richmond Plan" held in November. The lecture series included four candidates running for the New York State Senate: Alfred Curtis, Michael Coccozza, Seymour Lachman, and Senator John Marchi. Jeff Kroessler, Oral Historian of the Marchi papers project, led both programs. In March 2003, the first of a series of annual Mayoralty Conferences was held, jointly sponsored by CSI and the New York Historical Society. In addition, the third annual Willowbrook Conference was also held in the Archives on May 7, 2003. All of these programs have been well attended and well received by members of the Staten Island community.
- **Staten Island Project:** The Archives was host to the inauguration ceremony of the Staten Island Project on April 11, 2003. It is my hope that the Archives positions itself to play a significant role in the development of this Project. The Chief Librarian is a member of the steering committee.

## SPECIAL AREAS

- **Media Services:** Media Services continues to expand and improve upon the services that are offered to faculty, staff and students. This academic year, there were 4,364 deliveries made to various classrooms around campus, a 7% increase over deliveries made in 2001/2002. Also, 175 deliveries were made via the Media Distribution System, a 36% increase in usage compared to 2001/2002. (See attached Appendix C & D, respectively.) In addition, an in-house web catalog of audiovisual materials was developed and launched in fall 2002 and is linked to the Media Services web site. Automation of the form to book audiovisual materials is currently being developed. In addition, this unit continues to offer special services to the Staten Island Community by providing broadcast to public events via our videoconferencing system such as the World Trade Center Site Plan Town Meeting (Jan 2003) and the Borough President's Address (Jan 2003).
- **Collection Development:** Though collection development is an on-going activity, guidelines for collection development have never been drawn up due to limited resources for the book budget. Nevertheless, I have developed some guidelines for collection development of the CSI Library's resources. Emphasis was given to i) new and developing academic priorities as stated in the Strategic Plan 2002-2007, ii) general subject areas of academic departments with more involvement from department liaisons, and iii) replacing missing and mutilated books.
- **Staff Development:** A personal goal of mine has been to re-establish "in-service training" for faculty and staff. During winter intersession 2003, each librarian, including myself, demonstrated and discussed online reference tools and professional issues, twelve sessions in all. From the discussions, it is fair to say these sessions have helped to improve upon our professional skills so that we may time effectively apply them. A

similar series is planned for Summer Intersession. Efforts are also underway to provide cross training for office and college assistants to improve the quality of service to patrons. In addition, Margaret Vendetti, Director of the Office of Disabilities, who was invited to the Library in January 2003, conducted **sensitivity training** for all faculty and staff. As a recommendation from the Library's Disaster Preparedness Committee, **Emergency Preparedness training** was held on June 3 & 4. Presentations were given by Public Safety Officers Rob Yurman, George Mallen, and William Dalton. Sessions were held in the morning and evening to meet the schedules of all staff members. Thirty-two members (full-time and part-time staff) were present. The tour of the building with Officers proved a learning experience for most everyone as they discovered unique characteristics of the building.

- **Learning Environment:** The Library administration continues to send in work-orders for the upkeep of the building to support a comfortable and productive learning environment. Much needed are the replacement of electrical lamps, painting of walls, shampooing of the carpets, and replacement of worn furniture.
- **Guidelines & Policies:** Several guidelines and policies have been created and are being implemented. These include: Gift Policy, Disaster Preparedness Plan, and Guidelines Concerning Student & Faculty Borrowing Records, Guidelines for Evaluating Print and Online Resources, and Guidelines for Collection Development. This summer, an ad-hoc committee will articulate the Guidelines for Access to Licensed Resources.

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