

College of Staten Island Library Annual Report



2010/2011

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Selected Library Statistics

	2010/2011	2009/2010	2008/2009
Library faculty and professional staff (FT/PT)	17/13	18/13	19/10
Library staff (FT/PT)	6/39	7/42	7/40
Hours open during regular semester	112 hrs/wk	97.5 hrs/wk	86.5 hrs/wk
Holdings: Books (volumes)	244,484	243,000	241,910
Holdings: e-Books	154,706	110,000	64,060
Holdings: Databases	190	179	143
Holdings: Print Journals/e-Journals	215 / 53,158	250 / 49,400	553 / 43,446
Holdings: Audio-Visual materials	8506	8349	7,762
Holdings: Master's Theses	248	243	222
Loans: Circulating books	27,347	26,919	21,025
Loans: Reserves (i.e., textbooks, calculators)	78,833	49,380	32,100
Inter-library Loans (items borrowed for CSI)	2420	2,403	1,277
Inter-library Loans (items loaned to other institutions)	3623	1,953	1,261
Library Instruction sessions	283	283	263
# of librarians participating in library instruction	9	10	11
# of students who attended library instruction sessions	7003	7150	6,575
Group Study Room Reservation—average/month	832	478	273
# of Computer Workstations/Laptops	175/50	145/50	102/11
Loans: Laptops by students	16,652	7,637	1,074
Loans: Laptops by faculty for classroom	71	77	93
Loans: Projectors by faculty	38	30	73
Media deliveries and set up for classrooms	3,148	4,509	4,382

PART I:

REPORT FROM THE CHIEF LIBRARIAN

Executive Summary

The **CSI Library** has had quite a productive and successful year in 2010/2011, despite a year of reduced budget and shortage of faculty and staff. This annual report documents significant developments starting with this executive summary that highlights recent successes and major activities that have led to much progress and development over the past 12 months.

- ❖ The success of any academic department is reflected by the success and professional growth of its faculty and staff. Among the many accomplishments achieved this year are the following: Two faculty members, Ewa Dzurak and Andrew Leykam, attained tenure in September 2010; one faculty member, Wilma Jones, was promoted to Professor in January 2011; two faculty members, Ewa Dzurak and James Kaser, received PSC-CUNY grants to support their research; seven (7) librarians published either a book, articles in refereed journals or chapters in books: Ewa Dzurak, Rachel Jirka, Wilma Jones, James Kaser, Mark Aaron Polger, Amy Stempler, and Judy Xiao; and four faculty members, Rachel Jirka, James Kaser, Mark Aaron Polger, and Amy Stempler, presented at regional and national conferences.
- ❖ Total allocation for expenditures on library materials amounted to **\$866,890.04** (\$79.6/FTE) for monographs, subscriptions, and supplies. This was 22% less than last academic year's allocation-- \$1,122,526.00 (\$111/FTE).
- ❖ A total of **106,180** items were borrowed for use within and outside of the library, an increase of 39% from the previous year. This data includes the monograph collection, textbooks and calculators on reserve, laptops, as well as the use of group study rooms. This number shows an increase of 39% in usage over last year's numbers, 76,299. The increase is attributed mostly to the significant growth of the size of the monograph collection and the extended hours of service.
- ❖ Provided 283 library information literacy sessions, spread over 20 disciplines: 15 were for the 500 level or graduate courses, 73 were 200-400 level courses, and the remaining were for 100 level courses and other special courses. Approximately 7000 students were in attendance, encompassing 60% of the student body in 2010/2011. The library faculty (27% less than the previous year) is to be applauded for meeting current demands and providing instruction for all sessions, as well as other non-course related instruction.
- ❖ Library hours increased 15% from 97.5 hours/week to 112 hours/week during fall and spring semesters. This was accompanied by a commensurate increase in reference desk service provided by library faculty. The expansion includes an additional five (5) hours during weekdays and nine and a half (9.5) hours on weekends during the 2010/2011, for a total of fourteen and a half (14.5) hours. In a poll taken during Spring 2011, 36% of the sample responded that the library hours were "fine as is," while 26% responded that the library "should be open 24 hours a day during midterm and final exams."
- ❖ An alcove space in the rotunda on the first floor was renovated into a gallery space, with grant funding to the institution from ConEdision. This space has since been used for major exhibits, including community exhibits of the si350 anniversary celebration.

- ❖ Conducted two (2) surveys in reference to assess: (i) the quality of service provided to patrons (from patrons' perspective); and (ii) nature of services requested of librarians by patrons. As a result of student suggestions emanating from the references services survey introduced the first in a continuing series of citation workshops which will take place during mid-terms and final exam weeks. As a result of analyzing the data collected from the survey regarding the nature of services requested of librarians by patrons, the reference desk schedule was restructured to better meet the needs of students at various times, and different types of workstations (i.e., e-mail kiosk, catalog kiosk, printer stations) were installed on the first and second floors.
- ❖ Library Workshops for Faculty were conducted in January and April, 2011. Twenty-one (21) faculty members from 6 disciplines attended 34 sessions of workshops. Workshops included exploring databases such as TurnItIn, RefWorks, Journal Citation Reports, Web of Knowledge, creating Research Alerts, and locating Statistical Information. Journal Citation Reports and TurnItIn had the highest participation. Five (5) librarians participated in leading these workshops.
- ❖ The Library Technology Team developed and implemented a stack-mapping (book location) system into CUNY+. This tool provides patrons with a visual map that includes the exact shelf range number and color-coded section in which a book is located among the 240,000+ volumes in stacks on the third floor.
- ❖ Laptop loans continue to increase. During this past year, laptop loans increased 220% from 7,637 to 25,126.
- ❖ The five (5) Group Study Rooms continue to be heavily used, daily. During the fall and spring semesters, the average number of reservations per month increased 74% (from 478 to 832), while the average number of students accommodated per month showed a slight increase 4% (from 954 to 999).
- ❖ A peer-to-peer student library security program was established to monitor noise level and behaviour of patrons in the Library. Ten students were recruited from the Financial Aid Work Study program.
- ❖ CSI Library participated in our first library exchange program. We welcomed Hui-Ping Du, a Business and Finance Librarian from Shanghai Normal University, who participated in the six-week CUNY-Shanghai Exchange Librarian program in Fall 2010. Highlights of her report to her university emphasized our library/faculty liaison program, subject e-resource management tool, and inter-library loan service. In spring 2011, Prof. Mark Aaron Polger, from CSI, participated in the program and was hosted by Shanghai University Libraries for 6 weeks. We await his report.
- ❖ The continued maintenance of the Library is of utmost importance to ensure that the Library retains a welcoming and comfortable facility for its patrons. As such, the facility continues to remain one of the most attractive ones on campus. During this academic year, the Library was host to several events, including the New Faculty Orientation, the Friends Literary Brunch, Stephen Stearns Memorial, Faculty/Staff Recognition Ceremony, and the President's Reception for Dolphin Winners at the 2011 Commencement Day.

ADMINISTRATIVE REPORT FROM THE CHIEF LIBRARIAN

This report will highlight many of the goals achieved in the Library during this past academic year with some historical perspective. Many initiatives were undertaken this academic year due a much reduced budget allocation and loss of several library faculty and staff members. As such this report will indicate new initiatives, as well as areas that need to be enhanced or strengthened in order to continue to meet the curricula and other research needs of our scholarly community.

The following paragraphs of Part I illustrate accomplishments that have fulfilled each of the goals developed for 2010/2011. Part II of this document provides a summarized version of reports submitted from each of the coordinators of service points in the library. Part III provides a list of goals and objectives for next academic year, 2011/2012. Lastly, Part IV provides a budget request for 2011/2012

GOALS ACHIEVED IN 2010/2011

Eight goals for the Library's 2010/2011 academic agenda were developed by the Chief Librarian, which are the basis of many of the initiatives and accomplishments within this document. They include:

- **Goal One:** Improve and strengthen the collections
- **Goal Two:** Improve access to the various collections available in and out of the Library
- **Goal Three:** Support learning and research by providing group and individual instruction to students and faculty
- **Goal Four:** Promote use of the services and resources of the library
- **Goal Five:** Create a comfortable and welcoming environment that inspires individual and collaborative learning
- **Goal Six:** Review and develop policies for use of resources and the facility
- **Goal Seven:** create an environment in support of professional growth of all library faculty and staff
- **Goal Eight:** Development of the Library

Along with the support and contributions of all the library faculty and staff, I am pleased to say that each of these goals has been realized as documented below in the following paragraphs.

Goal One: Improve and strengthen the collections

Collection development is an on-going activity performed by every librarian in the department. Priority to acquire new resources in the various disciplines is given to programs scheduled for accreditation visits in the forthcoming academic year, new initiatives, and academic priorities. With the additional funds of \$150,000.00 for Middle States Accreditation visit, the Library was able to expand and strengthen the circulating print and e-book collections in Art & Photography, Human Geography, Islamic and Middle Eastern Studies, Italians Studies, Latin-American Studies, South East Asian Studies, and Social Work. A Collection Development grant from NYSED of \$12,887.00, secured by Timothy Hasin and Wilma Jones, was used to boost the general monograph collection as well.

This past year's collection development priorities focused primarily on developing the collection for the new Bachelors in Italian Studies program which started in spring 2011; developing the collection for the Social Work program in preparation for CSWE re-accreditation in 2011/2012; and the re-accreditation of the associate program Engineering Technology that occurred in October 2010.

Total additions to the collection stand at:

- **46,190** titles were added to the monograph collection, including:
 - 44,706 e-books
 - 1,200 monograph titles
 - 284 textbook titles
 - **50** DVDs were added to the media collection;
 - **674** musical score sheets;
 - **5, 269** e-Journals were added through periodicals databases; and
 - **10** new databases were added to strengthen the electronic resources collection; **6** databases were augmented with additional titles. These 16 include:
 - **Advances in Polymer Science**
 - **American Society for Microbiology Journals**
 - **Books in Print**
 - **Cambridge collections (added titles)**
 - **Center for Research Libraries**
 - **Chronicle of Philanthropy**
 - **eBrary (added titles)**
 - **Gale Academic One File**
 - **Gale General One File**
 - **Gale Virtual Library (added titles)**
 - **IEEE Xplore (replaced IEEE Digital Library)**
 - **LWW Nursing Books (added titles)**
 - **Methods in Enzymology**
 - **MyiLibrary e-books (added titles)**
 - **NetLibrary (added titles)**
 - **Salem Press (added titles)**
- (full description of these databases can be found on page 19)

Total expenditures for library materials to date amount to **\$866,890.04** and include the following:

Monographs (circ, ref, & e-books)	\$ 112,064.00
Textbooks	\$ 31,283.00
Electronic Resources (e-journals, images, & databases)	\$ 576,746.41
Periodicals	\$ 67,372.74
Microforms	\$ 17,492.13
DVDs and Videos	\$ 3,743.02
Supplies & Contracts	\$ 31,042.49
Service Contracts & Repairs	\$ 22,166.45
Membership and Travel	\$ 4,988.29

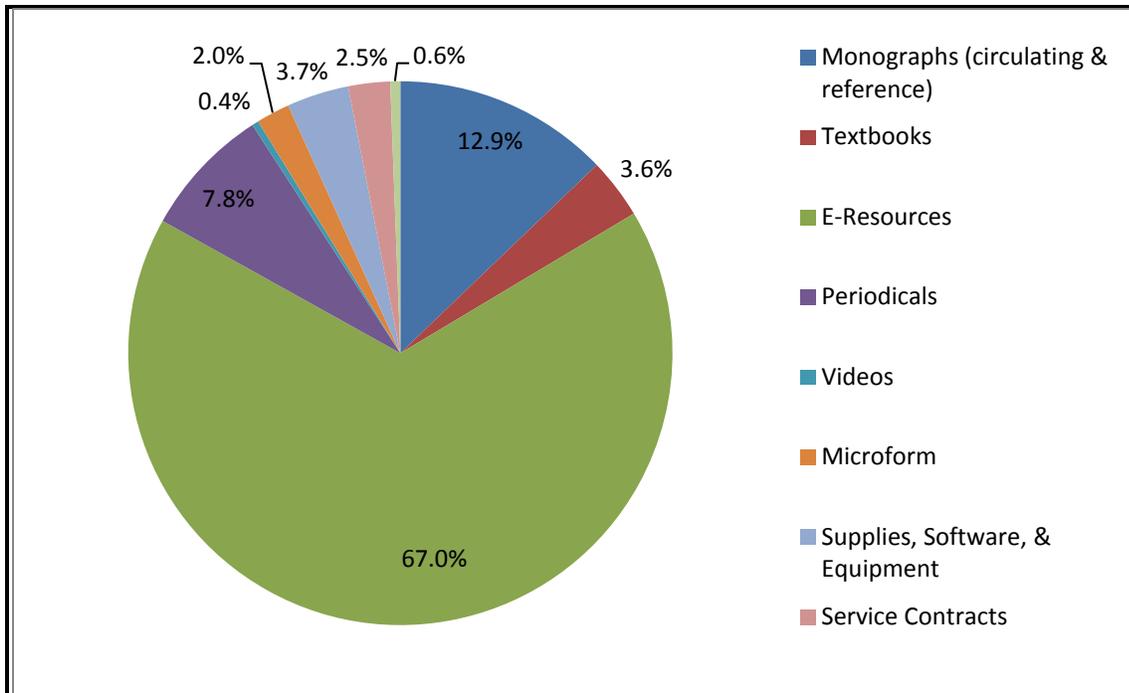


Figure 1. Pie chart of 2010/2011 expenditures allocated to various items in percentages

- **Goal Two:** Improved access to the various collections available in and outside of the Library
 - Thirty (30) new computer workstations were installed on the third floor of the Library, bring the total number of public access workstations in the Library to 175.
 - Library hours were increased by an additional five (5) hours during the weekdays and nine-and-a-half (9.5) hours during the weekend days during 2010/2011, for a total of fourteen-and-a-half (14.5) hours.
 - As a pilot, during the last two (2) weeks of the spring semester, the library extended its hours from 12midnight to 6am. Usage was found to be more robust during the actual week of final examinations.
 - A poll regarding the extended hours was implemented on the library’s homepage from March to May, 2011. Four hundred and thirty-two (432) people responded to all five questions. Thirty-six percent (n=155) responded that the library hours were “fine as is,” however 26% (n=112) responded that the library “should be open 24 hours a day during midterm and final exams.” When asked what college services did they expect to be available after 10pm, 67.8% (n=293) ranked Security/Public Safety as #1, 53.7% (n=232) ranked Food Services as #2, 52.5% (n=227) ranked Technical Support (computer/email logins, wireless networking, BlackBoard) as #3, and 46.3% (n=200) ranked Transportation Services (loop bus, ferry shuttle) as #4. Lastly, 63.7% (n=275) of the respondents ranked “To find a quiet place to study or read” as the #1 reason for frequently visiting the library after 10pm.
 - Continued to convert periodicals to online only versions. One hundred and seven (107) titles were converted this academic year.

- A gift of 100+ monographs from the Library of the Late Hazel Rowley, Biographer, was donated to the CSI Library by her friends after her untimely death.
- The CSI Library holdings were expanded with the integration of its first music scores (700+ titles) into the CUNY+ catalogue. This was a gift from the Staten Island Chamber Music Players to the Department of Performing and Creative Arts.
- As part of an initiative to document the environmental history of Staten Island, accessioned the records of the Interstate Environmental Commission, a government agency regulating the air and water pollution of the tri-state region.
- Restructured the Archives' Web site and rendered Web content more accessible with the addition of a detailed menu bar.
- Worked with OIT to integrate additional academic software on PC workstations on the 2nd floor of the Library.
- Worked with B&G and OIT to increase the number of power and network outlets on the 3rd floor of the Library.

- **Goal Three:** Supported learning and research by providing group and individual instruction to students and faculty
 - Continued efforts to integrate information literacy into the majors, in particular disciplines in the Division of Science & Technology. Two hundred and eighty-three (283) library instruction sessions were offered in 2010/2011. Biology and Chemistry courses were offered for the first time in many years.
 - One-to-one instruction was offered to students with disabilities, utilizing the adaptive technology computer workstations.
 - A successful three-day citation clinic was offered to students two weeks prior to final examinations. This clinic was staffed by librarians for two hours daily and they provided guidance to formatting and citing with APA, MLA, and Chicago manual writing styles.
 - Conducted library workshops for faculty in January 2011. Twelve (12) faculty members from 6 disciplines attended 33 sessions of workshops.
 - Collaborated with the Department of English to provide a citation workshop for Adjunct Faculty in Composition.
 - Offered training on creating and integrating plagiarism prevention techniques into instructional materials.

- **Goal Four:** Promoted use of the services and resources of the library
 - Continued to promote the services and resources via avenues such as e-mail, e-newsletter, chat reference and FaceBook. Opened a Twitter account in Spring 2011.
 - Chief Librarian and library liaisons visited **13** academic departments to promote resources and services specific to each discipline.
 - Instituted a monthly postcard display in the Archives and Special Collections Unit featuring the Norman L. Jeffer Historical Postcard Collection.
 - An alcove in the rotunda on the first floor was renovated into a gallery space, with grant funding from ConEdison. This space has since been used for major exhibits, including community exhibits of the si350 anniversary celebration.
 - Programs held by the Library were promoted via the library's website, flyers, WSIA, and the college's *e-Bulletin*.

- **Goal Five:** Created a comfortable and welcoming environment that inspires individual and collaborative learning
 - Monitored the use of Group Study Rooms and modified the guidelines to optimize use of rooms. Usage increased 74% (from 478 to 832) as a result of the change in guidelines.
 - Continued to provide quality service to our patrons via the diverse interactions possible (i.e. in person, via telephone, e-mail, chat/instant messaging, FaceBook, and Twitter).
 - Coordinated and participated in a series of programs, including: Constitution Day, Archives History Day, International Education Week, Faculty/Staff Author Talks, and si350 Anniversary celebration.
 - Attended to the challenges arising from overcrowding at popular hours and consequent noise by instituting a library security monitor program utilizing students.
 - Pursued the installation of a weather lobby door which would stabilize climate control in the entire building (expected to begin summer 2011).
 - Continued to pursue the renovation and transformation of the 2nd Floor to include graduate group study rooms and a learning commons environment.
 - Continued to advocate for support to recruit a building manager for 1L, one who will attend to the physical, environmental, and safety concerns of the Library and also act as a liaison to Buildings & Grounds.

- **Goal Six:** Reviewed and developed policies for use of resources and services
 - Reviewed and updated e-resources collection development guidelines.
 - Reviewed Disaster Preparedness Plan and update assignment of fire/emergency marshals.
 - Implemented recommendations from the Greener Library Ad-Hoc Committee and executed two successful programs this academic year.

- **Goal Seven:** Provided a nurturing environment that supports professional development of all faculty and staff
 - Release time was approved for librarians to attend and participate in professional development activities in local, regional, and national conferences. Financial support was secured for some faculty staff members. The following members attended and/or participated in regional or national library conference: Rebecca Adler Schiff, Joseph Deodato, Brian Farr, Deborah Goss, Rachel Jirka, Wilma Jones, Mark Lewental, Andrew Leykam, James Kaser, Mark Polger, Linda Roccas, and Amy Stempler.
 - The following faculty members received sabbatical, reassigned time, or reassignment leave during 2010/2011: Ewa Dzurak, Joseph Deodato, Tim Hasin, James Kaser, Andrew Leykam, Mark Aaron Polger, and Amy Stempler.
 - Six (6) librarians had articles accepted or published in refereed journals or chapters in books: Ewa Dzurak, Wilma Jones, James Kaser, Mark Aaron Polger, Amy Stempler, and Judy Xiao.
 - Continued to engage full-time and adjunct librarians in peer-to-peer in-service professional development during Winter Intersession 2011.
 - Engaged two (2) library graduate school interns in developing and completing projects in several units of the library.
 - Participated in our first library exchange program--CUNY/Shanghai Exchange Librarian program -by hosting Business and Finance Librarian, Huiping Du, from Shanghai Normal University for six (6) weeks in Fall 2010. Highlights of her report to her university emphasized our library/ faculty

- liaison program, subject e-resource management tool, and inter-library loan service.
- Supported Mark Polger's application to participate in the CUNY/Shanghai Exchange Librarian program. Polger was awarded the scholarship to visit Shanghai University Libraries in spring 2011.
- Pursued several avenues to recruit graduate students to work in the Library.
- Continued to provide cross-training for new college assistants, in particular to support extended library hours.
- **Goal Eight: Development of the Library**
 - Monitored the impact on services with regards to 14.5 extended hours of services. Results showed a significant increase in not only student visits to the library, but also in the following areas: increase in use of the collections (textbooks and circulating books) (11%), increase in use of study group rooms (26%), increase in use of calculators (174%), and increase in use of laptops (220%).
 - Completed a self-study for the Library in 2010/2011.
 - Attended to goals pertaining to 2012 Middle States Accreditation visit. Several members of the department participated in Middle States working groups.
 - Investigated the cost of structures to install in the Library in order to convert the first floor of the Library into a study hall during mid-terms and/or finals.
 - Addressed results of the 2010 Library Reference Survey and implemented some of the recommendations from the analysis.
 - Furthered the role of the library in the future development of the College, *vis à vis* long-range institutional planning toward Tier #1 institution and the CUNY Master Plan.
 - Expanded library hours of service by 14.5 hours to support student success.
 - Increased print, electronic, and media collections in the library in support of current and emerging programs.
 - Increased access to research resources with the addition of 31 PCs.
 - Conducted several library workshops for instructional faculty.
 - Promoted the achievements of the Faculty, Staff, and Students through exhibits and programs held in the Library.
 - Acquired grants to support the collection and renovate space in the Library.
 - Participated in Strategic Directions meetings to ensure that the concerns of the Library regarding improved research collections, additional furniture, future improvements, renovations, and expansion of the facility.

PART II:

ACHIEVEMENTS IN EACH SERVICE AREA

TECHNICAL SERVICES

Technical Services consists of Acquisitions Unit, Cataloguing Services Unit, Periodicals Unit, and Systems Unit. These units provide the backbone of the Library's operations and they are located in 1L-107. Every material (i.e. books, periodicals, CDs, Videos, furniture, equipment) that comes through the Library is first received and processed or configured in this service area. The following reports are summaries of services provided in each of the units that make up Technical Services.

ACQUISITIONS UNIT REPORT

Staffing:

Timothy Hasin, Assistant Professor, Acquisitions Librarian

Paula Drakontis, Office Assistant

Ezra Osdol, College Assistant, Material Processor

Activities:

- Processed and paid **\$866,890.04** in invoices for library materials, subscriptions, supplies and services.
- Acquired more than 2,000 new items, including 1,200 print monograph titles, 284 textbooks, and 50 DVD titles. In addition, 44,706 e-books were also purchased from various university presses or database aggregators.
- Accepted over 3,765 donated books and additional items, including 1,894 issues of periodicals, and 178 pieces of motion picture ephemera donated by the Department of Media Culture.
- Responded to more than 200 faculty requests for book or video titles submitted via e-mail, paper mail, telephone conversations, and the online faculty book request form.
- The Library has sold gifted and some withdrawn books for \$1,348 through Better World Books (BWB). A commission of \$188 donated by BWB to the CSI Library's literacy partner, the National Center for Family Literacy <www.familit.org>. We continue to provide unwanted or duplicate volumes to Better World Books.
- Collaborated with the Web Services Librarian to create an online book/media order request form for use by Library faculty in order to provide a standardized procedure for submitting requests and recommendations.
- Acquisitions fully incorporated New York State Procurement and CUNY Purchasing Procedures into its workflow, submitting more than 25 requisitions for blanket purchase orders with vendors on State contract.

Goals for 2011/2012:

- Explore the implementation of the IDS Projects' Getting It System Tool Acquisition Manager, which will better facilitate gifted items.
- Review all CSI order records for monographs and AV on order older than 60 days.
- Implement Patron Driven Acquisition pilot program for selection of individual electronic books
- Complete print and Web versions of the Acquisitions Procedures Manual.
- Revise the acquisition online form to include multiple fields to request books, as well as new fields to request DVDs, and journal titles.
- Continue to work in tandem with library liaisons to acquire print and electronic materials for the collection

CATALOGUING SERVICES UNIT REPORT

Staffing:

Ewa Dzurak, Assistant Professor, Cataloguing Services Librarian

Barbara Forchette, College Assistant, Copy Cataloguer

Pamela Jones, College Assistant, Material Processor

Vincent Molini, College Assistant, Copy Cataloguer

Activities

- Catalogued over 5,800 items, including new and gifted materials that were mostly scores and CDs. Table 1 on page 12 provides a historical perspective of items added and withdrawn from the holdings over the past 5 years.
- Original cataloguing of Special Collection materials were processed once a week. To date, over 79 items were added to the library's holdings of book titles, including 6 CSI master's theses.
- Original cataloguing of visuals materials were processed regularly. To date, 106 DVDs and VHS video items were added to the library's holdings. In addition, all CSI visual materials designated as "media" were recoded to display the appropriate format in the public catalog as VHS, DVD, or Laserdisc, respectively.
- The cataloguing of E-books is becoming a regular part of the Cataloguing Department. This year, 1308 records were downloaded to be catalogued into CUNY+.
- A gift of musical scores were donated to the Music Program in honor of Mrs. Rose Volpe. To date, 674 items have been catalogued.
- Titles deselected from the circulating collection by CSI librarians, most of which were approved by faculty liaisons, and were deleted from the CUNY+ holdings, and also removed from WorldCat. To date, 2096 titles have been processed.
- The New Book Shelf was maintained and monitored by staff in Cataloguing Services. Books acquired are placed on the New Book shelves, mostly those published in 2010 and 2011.
- Two hundred and eighty-four (284) textbooks acquired for fall and spring semesters were catalogued into CUNY+ reserve module. More than 80 textbook titles from prior academic year were removed from the reserves collection, and those in good condition and current for the circulating collection were recoded for stacks.
- Staff members continue to follow up on reported items missing in the collections. Items are labeled lost after three (3) months of searching for them. Several items were forwarded to the Acquisitions librarian for his review and actions where deemed necessary.

Table 1. Items Added or Withdrawn over the Past Five Years

	2005/06	2006/07	2007/08	2008/09	2009/10	2010/11
Book titles added	2797	1223	3716	3386	4103	2575
Added copies	221	148	365	448	1037	346
Added volumes	127	154	346	213	309	200
Total monographs added	3145	1525	4427	4047	5449	3121
Serials	2	13	4	7	23	8
Theses	4	42	9	4	27	6
DVDs and Videos	96	159	194	157	205	106
Electronic materials	0	0	0	15	32	1306
CD ROMs/Music CDs	0	0	0	17	128	397
Musical Scores	0	0	0	0	74	674
Withdrawn copies	1376	1468	1855	604	478	1132
Withdrawn titles	780	654	1007	2077	2239	964
Total items withdrawn	2156	2122	2862	2681	2717	2096

Goals for 2010/2011

- Explore and implement ways to better integrate MARC records for CSI and CUNY e-books and e-journals.
- Continue to review and refine cataloguing records for the K-12 collection.
- Explore and identify new printer for call number labels.
- Review guidelines and workflow of withdrawing records from the collection, CUNY+, and WorldCat.
- Complete the cataloguing of Musical Scores donated to the Library from the Department of the Performing and Creative Arts.
- Continue weekly cataloguing of special collection materials.
- Provide training for the new Material Processor to learn how to perform withdrawals.

PERIODICALS SERVICES REPORT

Staffing:

Judy Xiao, Assistant Professor, Coordinator of Periodicals Services (through Dec 2010)

Wilma Jones, Professor, Coordinator of Periodical Services (Jan 2011- Present)

Barbara DuVal, Office Assistant

Jaison Abraham, College Assistant, Evening/Weekend Shelver/Counter Clerk

Michael Diaz, College Assistant, Evening/Weekend Shelver/Counter Clerk

Carl Haynes, College Assistant, Weekday Shelver/Counter Clerk

Mleeka Kahn, College Assistant, Weekday Shelver/Counter Clerk

Olivia Porch, College Assistant, Evening/Weekend Shelver/Counter Clerk

Maria Sinclair, College Assistant, Weekday Shelver/Counter Clerk

Christy Williamson, College Assistant, Evening/ Weekend Shelver/Counter Clerk

Accomplishments this academic year:

- Renewed 215 periodicals print titles for 2011 and activated those now available online only.
- Continued to check-in and process newly-arrived print periodicals for public access.
- Maintained and updated the holdings information of print and microform periodicals via CUNY+, OCLC, and Serials Solutions, a vendor that manages and merges print and electronic resource titles for Libraries.
- Continued to monitor use of Microform materials. The most frequently requested titles are *Staten Island Advance*, *New York Times*, *Teacher's College Record*, and *Chicago Tribune*. Nursing, Psychology, and Education titles are also frequently requested over other subjects.
- Developed guidelines to relocate microform materials to off-site storage (Bldg 2M) in summer 2011.
- Trained all staff on operating the new microform/scanner machine.
- On-going shelf-reading and inventory of the print periodicals on the 3rd floor is performed throughout the year.
- Integrated the day-to-day operations of Periodicals into Acquisitions, Cataloguing, Circulation, and Electronic Information Services. Prepared staff to merge with other units within the Library in 2011/2012.

SYSTEMS MANAGEMENT

Staffing:

Brian Farr, College Laboratory Technician, Systems Manager

Matthew Coombs, College Assistant, Technical Support Staff (through January 2011)

Abdourahman Diallo, College Assistant, Technical Support Staff (March 2011 – Present)

Activities this academic year:

- Configured and installed 30 new PCs on 3rd Floor of the Library
- Facilitated the smooth integration of the self-check out system installed in the Circulation unit.
- Completed the development and implementation of a stack-mapping (book location) system, in collaboration with Library Technology Team.
- Facilitated the installation of new microform/scanner machine in the Document Center.
- Repaired and maintained PCs, laptops, printers, copiers, and fax machines as needed.
- Installed a second co-browser at reference desk on the first floor, due to popular demand.
- Develop a preventative maintenance schedule for detecting items that need to be repaired or replaced.
- Maintained inventory of all computer-related equipment in the Library, including those set aside for salvage.
- In consultation with the Chief Librarian, develop a process of notifying library faculty and staff of the status of technology-related day-to-day issues.

Goals for next academic year, 2011/2012:

- Support the back end of the library's homepage.
- Repair and maintain PCs, laptops, printers, copiers, and fax machines as needed.
- Continue to coordinate liaison relations with the Office of Information Technology and Buildings & Grounds to ensure timely installations of computer related technologies in the Library.

ACCESS SERVICES

Access Services consists of Circulations/Reserves Unit, Electronic Information Services Unit, and Inter-Library Loan/Document Delivery Unit. These three units provide access to print, electronic, and media materials held by the CSI Library, as well as to items held at other CUNY college libraries and beyond. The following reports are summaries of services provided in each of the units that comprise Access Services.

CIRCULATION/RESERVES REPORT

Staffing:

Wilma Jones, Professor, Coordinator of Circulations/Reserves Unit
 Elaine Beurnier, Administrative Assistant
 Barbara DuVal, Office Assistant, three evenings per week

Grace Buono, College Assistant, Weekday Counter Clerk
 Vivian Conry, College Assistant, Weekday Counter Clerk (through Dec 2010)
 Marie D'Amato, College Assistant, Weekday Counter Clerk
 Stephanie Fazio, College Assistant, Evenings/Weekend Counter Clerk
 Sarah Hennig, College Assistant, Evening /Weekend Counter Clerk
 Jill Lifschitz, College Assistant, Evenings/Weekend Counter Clerk
 Angelina Raffaele, College Assistant, Weekday Shelver/Counter Clerk
 Chuks Okoye, College Assistant, Evenings/Weekends
 Valerie Manzello, College Assistant, Stacks Maintenance/Counter Clerk
 Harold Sicker, III, College Assistant, Evenings/Weekend Counter Clerk
 Marsha Turner, College Assistant, Evenings/Weekend Counter Clerk
 Olayinka Wahab, College Assistant, Stacks Maintenance (through Jan 2011)
 Ronald Wilson, College Assistant, Stacks Maintenance/Counter Clerk

Activities this academic year:

- A total 106,180 loans were transacted through the Circulation/Reserves Unit. Twenty-six percent of these transactions (27,347) were for circulating books (up 11% from 21,025 titles in 2009/2010) and the remaining 74% (78,833) were for items on reserves, such as textbooks, laptops, calculators, CDs, Theses, and geological stones, (up 59% from 49,380 titles in 2009/2010). Appendix A provides a chart that compares 2008/2009, 2009/2010, and 2010/2011.

	Circulating Book Transactions	Reserve Item Transactions	Total Transactions	Total # of Circulating Books	% of circulating books that circulated
2006/2007	12,250	33,596	45,846	232,276	5.2%
2007/2008	17,854	34,127	51,981	234,075	7.6%
2008/2009	21,025	32,100	53,125	235,800	8.9%
2009/2010	26,919	49,380	76,299	243,000	11.0%
2010/2011	27,347	78,833	106,180	244,484	11.0%

- Two hundred and eighty-four (284) new textbooks were received and processed during the 2010/2011 academic year. Textbooks continue to be the most heavily used items at the Circulation/Reserves Unit. Frequently requested titles (in order of use) are by students in the following programs: Biology, Chemistry, Mathematics, Business, Economics, Nursing, and Psychology.
- In response to students' demand, ten (10) additional TI-89 calculators were purchased and placed on Reserve, for a total of 41 calculators. They continue to be popular especially during mid-terms and finals. Usage increased 174% from 626 in 2009/2010 to 1716 in 2010/2011.
- Integrated a self-check out system into circulation counter activities. Only books from the circulating collection can be used on this machine. It has helped decrease queues at the circulation counter significantly, especially during busy times at the counter.
- Streamlined workflow for various services provided in Circulation/Reserves to maximize efficiency.
- Increased staffing by four (4) college assistants to accommodate expanded hours of services.

Goals for next academic year, 2011/2012:

- Initiate projects to make course reserves more visible and user-friendly. This will include staff development, additional signage, promotional materials, visible policies and guidelines, attention to queue management.
- Coordinate the transition of staff from Document Center merging with Circulation/Reserves

ELECTRONIC INFORMATION SERVICES REPORT

Staffing:

Linda Roccas, Professor, Electronic Information Services Librarian

Joseph Deodato, Assistant Professor, Web Services Librarian (through May 2011)

Activities this academic year:

- Facilitated the renewals, new acquisitions, and de-accessions of electronic subscriptions. The 2010/2011 expenditures on e-resources amounted to \$586,945.00, approximately 5% higher than the previous year's expenditures (\$559,567.00). These expenditures consist largely of e-journals, \$455,661.00 (78%), with the remaining being aggregated databases, \$100,384.00 (17%), and e-books, \$30,901.00 (5%). See chart below:

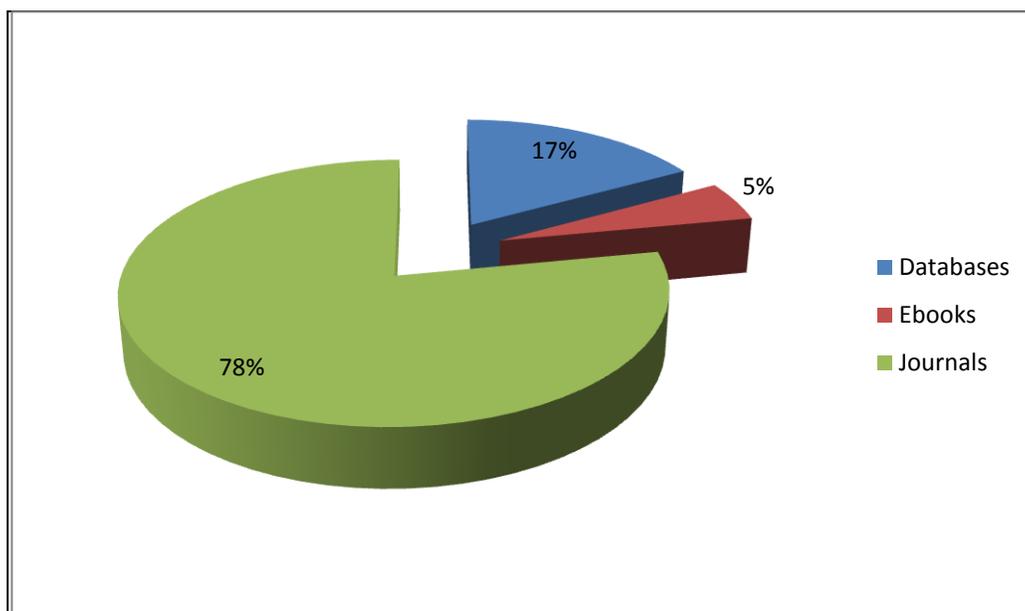


Figure 2. Expenditures for electronic databases (\$586,945.00) represented in percentages

- This year over a hundred periodical titles were converted from print to online, saving some funds and much shelf space. Whenever possible we aim to subscribe to e-journals rather than print journals, as this seems to be the preferred delivery method at this time.
- Ten (10) new e-resource packages were acquired this year by the CSI Library either by participating in CUNY consortia efforts or solely by the CSI Library due to the additional allocations received from the Student Technology Fee Fund and the Provost Special Allocation. They include the following:

E-JOURNALS

- Advances in Polymer Science** -- Change from print format to online subscription beginning 2011, from Springer. Generally accessed through CUNY+ or SpringerLink searches.
- American Society for Microbiology Journals** -- All twelve journals in the field of microbiology, starting in 2011, several replacing our print subscriptions which included:

Journal of Bacteriology; Journal of Clinical Microbiology; Microbiology and Molecular Biology Reviews. Access from Serials Solution Journal Search.

- **Chronicle of Philanthropy** -- Includes all the news, trend analysis, and fundraising strategies from the print edition; a searchable archive of back issues and news updates; all the data from annual surveys on giving, foundations, executive salaries, and ranking of charities in the Philanthropy 400 report are in easy-to-search databases; listings of recent grants, grant makers, corporate giving trends, and much more. From CUNY Libraries.
- **Gale Academic One-File** -- Multidisciplinary database providing full text articles from over 12,000 scholarly journals and reference sources in the physical sciences, technology, medicine, social sciences, the arts, theology, literature and more. FREE from New York State NOVEL.
- **Gale General One-File** -- Search over 12,000 general interest periodicals for news and magazine articles on a wide range of topics in current events, business, education, health care, social issues, and technology. FREE from New York State NOVEL.
- **IEEE Xplore** -- Abstracts and select full text of technical literature in electrical engineering, computer science, and electronics published by the Institute of Electrical and Electronics Engineers (IEEE). Full text is available for over 145 IEEE journals, transactions, magazines, from 2005 to present. Full text is also available for *Proceedings of the IEEE* and *IEEE Spectrum* back to 1999.

DATABASES

- **Books In Print** -- Information and reviews for in-print, out-of-print, and forthcoming books, audio books, and videos. Includes access to Non-Fiction Connection and Fiction Connection, readers' advisory resources for locating book recommendations and identifying similar titles. From CUNY Libraries
- **Center for Research Libraries (CRL)** -- CRL is now a member of this interlibrary loan and electronic delivery resource for newspapers, journals, documents, archives, and other traditional and digital resources from a global network, chiefly outside the U.S.

E-BOOKS

- **Methods in Enzymology** -- Change from print editions, up to 20 volumes each year, to online subscription starting 2011, from Elsevier. Generally accessed through CUNY+ or ScienceDirect searches.
- **Salem History** -- Full text history reference books from Salem Press. Provides general information about historical eras, events, and figures. Includes titles such as *Milestone Documents*, *The Decades*, *Great Lives from History*, and *Great Events from History*.
- **Salem Science** -- Full text science reference books from Salem Press. Includes the *Encyclopedia of Environmental Issues* and the *Encyclopedia of Global Warming*.

The following six (6) existing databases were augmented with additional titles. They include:

- Cambridge Collections (255 titles added)
- Gale Virtual Reference Library – (75 titles added)
- LLW Nursing Books (325 titles added)
- MyLibrary eBook Collection (163 titles added)
- NetLibrary (415 titles added)
- Salem Reference Books (10 titles added).

- A total of sixteen (16) databases were funded by the \$250,000 allocation from the Student Technology Fee. These titles are listed on a special webpage created for Student Technology Fee Funded Resources on the library's website.
- Maintained and promoted **190+** current and new electronic resources that include single e-journals, subject databases, and aggregated resources. The following chart illustrates the top 18 most accessed databases and the top 18 most downloaded databases at CSI:

Most Accessed Databases		Sessions	Most Downloaded Databases		Full-Text
1	Academic Search Premier	72,580	1	Academic Search Premier	81,799
2	Education Full-text	57,341	2	JStor	47,990
3	Project Muse	28,906	3	ScienceDirect (Elsevier)	23,289
4	CQ Researcher Online	22,201	4	Access World News	14,426
5	Opposing Viewpoint	22,135	5	New York Times Historical	10,318
6	NetLibrary (e-books)	20,136	6	American Chemical Society Jrls	9,289
7	JStor	19,799	7	Wiley e-Journals	8,702
8	Gale virtual Reference Library	19,677	8	Wall Street Journal	8,217
9	Oxford Reference Online	19,430	9	PsycARTICLES	8,180
10	ERIC	17,443	10	Literature Resource Center	7,771
11	Social Sciences Full-Text	14,876	11	MasterFILE Premier	5,465
12	Humanities Full-Text	14,367	12	CINAHL Plus with Full-Text	4,541
13	Literature Resources Center	13,081	13	Education Full-Text	4,374
14	Columbia Int'l Affairs Online	12,734	14	eBrary (e-books)	3,399
15	MasterFILE Premier	11,825	15	Business & Co Resource Ctr	3,396
16	Lexis-Nexis	11,591	16	Science Magazine	3,354
17	ScienceDirect (Elsevier)	11,544	17	Social Index with Full-Text	3,262
18	PubMed	11,431	18	MedLine with Full-Text	2,997

Goals for next academic year, 2011/2012:

- Continue to promote new and current electronic resources to the campus community, especially e-books.
- Review and update the Electronic Resources Collection Development guidelines.
- Integrate e-resources into courses through websites or BlackBoard.
- Create kiosks (smart terminals) for access only to electronic databases.
- Continue to convert print journals to online format.

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

Staffing:

Andrew Leykam, Assistant Professor and Coordinator of Interlibrary Loan

Dorothy Walsh, Office Assistant

Paula Yee, College Assistant, Material Processor

Activities this academic year:

- Reviewed and streamlined workflow in the Office of Interlibrary Loan/ Document Delivery.
- Maintained and updated ILLiad Software, assisted staff with changes in ILLiad, continued to maintain and update policies for use with ILLiad in order to improve patron service
- Continued to improve services to our patrons by collaborating with units in the Library.
- Expanded involvement with Information Delivery Services (IDS) interlibrary loan project, thus increasing our access to free and speedy exchange with institutions in the group.
- Currently a member of the IDS mentor program and helping to design and implement an ILLiad IDS standard for CUNY.
- ILLiad now has 809 registered users (274 faculty/staff and 535 students) up from 604 in May 2010.
- Fulfilled 2,420 of 2,813 requests of articles and books for students and faculty (1256 articles and 1164 books) 86% of all requests. With the increase in use of CLICS requests, ILL continues to see a shift in requests for more rare items not readily available.
- Fulfilled 3,963 of 10,143 requests from other institutions (1,840 articles and 1,853 books). This increase is as result of implementing ILLIAD and the microform/scanner, both of which have improved speed of delivery.
- Denials of requests usually reflect requests for items that are on reserve and do not circulate and for items that we do not have. In addition with the inclusion of many electronic resources into our catalog we are constantly getting requests for items that cannot be shared via interlibrary loan.
- The average turnaround time for items to reach CSI patrons is 7.26days. Articles usually are received in 3.43days while loans generally take longer 10.17days. However, this is the average turnaround time factoring the hard to obtain items; general requests for articles can be quicker. Book requests still must factor in the physical constraints of shipping.

- During the academic year LAND service continued to negatively impacted the speed of ILL services by losing numerous items and delivering some items incredibly late. Instead of the usually 48-72 hour turn around for delivery ILL saw a turnaround time of closer to 5 days.

The two charts below demonstrate Interlibrary Loan Transactions over the past five (5) years:

ILL requests fulfilled for CSI students and faculty:

FISCAL YEAR	TOTAL
2010-2011	2420
2009-2010	2403
2008-2009	1277
2007-2008	1679
2006-2007	2326

ILL requests provided to other institutions

FISCAL YEAR	TOTAL
2010-2011	3693
2009-2010	1953
2008-2009	1261
2007-2008	1570
2006-2007	1118

Goals for next academic year, 2011/2012:

- Continue to streamline and improve ILL service for patrons utilizing ILLiad.
- Expand IDS membership and services to help improve ILL/DD services.
- Conduct a user-satisfaction survey.

INSTRUCTION SERVICES

Instruction Services consists of the Library Instruction Program. This program provides (i) instruction to students to learn how to effectively access and identify print and electronic materials, and (ii) instruction to faculty on integrating research resources into classroom instruction or utilizing them for their scholarly pursuits. The following report summarizes the activities undertaken during this academic year.

LIBRARY INSTRUCTION SERVICES

Staffing:

Allen Natowitz, Associate Professor and Coordinator of Library Instruction (through January 2011)

Amy Stempler, Assistant Professor and Coordinator of Library Instruction (January 2011 - present)

Nine (9) librarians participated in teaching library instruction, including the Coordinator of Library Instruction. They include: Rebecca Adler-Schiff, Jonathan Cope, Joseph Deodato, Deborah Goss, Andrew Leykam, Mark Aaron Polger, Linda Roccas, and Judy Xiao

Activities this academic year:

- Provided 283 library information literacy sessions, spread over 20 disciplines: 23 were for the 500 level or graduate courses, 65 were 200-400 level courses, and 181 were 100 level courses.
- Fourteen (14) instruction sessions were provided to non-curricular courses. These include 3 remedial courses, 7 for the PASS program, 1 for CSTEP, and 3 for the AP Biology CSI High School Students.
- Provided hands-on instruction sessions for faculty in a library workshop scheduled during winter intersession, January 18-20, 2011, and on April 14, 2011. Twenty-one (21) faculty members from 6 disciplines attended 33 sessions of workshops. Workshops included TurnItIn, RefWorks, ArtStor, Journal Citation Reports, Digital Collections in the Social Sciences, Web of Knowledge, creating Research Alerts, and locating Statistics. Journal Citation Reports, RefWorks, and TurnItIn had the highest participation.
- Four library faculty and staff members submitted a proposal for a CELT mini-grant to create online library instructional video tutorials on searching and locating resources in the Library.

Goals for next academic year, 2011/2012:

- Re-design the library instruction program to include workshops and online video tutorials.
- Create a virtual library tour for orientation purposes.
- Continue to be creative and innovative in providing one-shot library instruction sessions to current courses that have been receiving library instruction and to prospective courses.
- Continue to promote the benefits of information literacy instruction sessions to the college community, especially for majors in the division of Science & Technology.
- Integrate or embed online video tutorials into information literacy sessions.
- Each teaching librarian will complete an assessment of at least one instructional session.
- Provide library instruction in the form of walk-in workshops to address special topics.
- Design and conduct library workshops for faculty in January 2012.

PUBLIC SERVICES

Public Services consist of the following areas: Archives & Special Collections, Media Services, and Reference Services. These units interact with students, faculty, staff and members of the Staten Island community, in gaining access to primary and secondary scholarly resources needed. The following reports are summaries of services provided in each of the units that comprise Public Services.

ARCHIVES & SPECIAL COLLECTIONS

Staffing:

James Kaser, Professor and Archivist

Rachel Jirka, Lecturer and Assistant to the Archivist

Maria DeMartinis, Office Assistant (through November 2010)

Jeffrey Coogan, College Assistant, Material Processor

Roman Yurchenkov, College Assistant, Material Processor

Activities this academic year:

- Continued to acquire and maintain a bibliography of Staten Island materials. New discoveries included historic maps and obscure novels set on Staten Island.
- As part of an initiative to document the environmental history of Staten Island, accessioned the records of the Interstate Environmental Commission, a government agency regulating the air and water pollution of New York, New Jersey, and Connecticut.
- Coordinated a series of programs, including: Archives History Day and Faculty/Staff Author Talks.
- Restructured the Archives' Web site and rendered Web content more accessible with the addition of a detailed menu bar.
- Initiated the final processing stage for the Senator John J. Marchi Papers.
- Established a new gallery space with funding from Con Edison in an alcove off the Library rotunda.
- Instituted a monthly postcard display featuring the Norman L. Jeffer Historical Postcard Collection.
- Hosted Going Places: Transportation in Paintings and Photos, featuring the work of two Staten Island artists.
- Participated in the planning committee for si350, including the preparation of the chapter "Politics and Civic Life" in *Discovering Staten Island* (The History Press, 2011), the book produced in connection with the 350th anniversary of Staten Island's settlement.
- Created a prototype for a traveling exhibition on the Willowbrook State School.
- Installed a plasma screen display in the Archives' gallery space located in the Rotunda. The display promotes the Archives' collections and enhances the CSI History display featured in the gallery space.

Goals for next academic year, 2011/2012:

- Continue to seek out and acquire materials appropriate for the CSI Archives and Special Collections.
- Continue to collaborate with classroom faculty on curriculum-based projects using primary sources.
- Complete initial archival of cataloguing of Interstate Environmental Commission Records.
- Implement an exhibition program for two newly established gallery spaces.

MEDIA SERVICES

Staffing:

Mark Lewental, Higher Education Officer, Director of Library & Media Technologies

Antonio Gallego, HEO Assistant, Assistant Director of Media Services

Alex Dudek, Information Systems Associate

Stanley Zimmerman, Senior College Laboratory Technician, Media Specialist

Lillian Werner, Administrative Assistant

Michael Caravella, College Assistant, Weekend Classroom Support Services

Michael DeAngelis, College Assistant, Classroom Support Services

Venice Hall, College Assistant, Classroom Support Services

Daniel Johnson, College Assistant, Classroom Support Services

Saer Kandji, College Assistant, Classroom Support Services

Jonathan Liguori, College Assistant, Video Editing Technician

Besim Gjonblaj, College Assistant, Classroom Support Services

David Park, College Assistant, Classroom Support Services

Elaine Rocco, College Assistant, Media Reservations Clerk

Denise Trapani, College Assistant, Media Reservations Clerk

Fletcher Vredenburg, College Assistant, Weekend Classroom Support Services

Activities this academic year:

- Services provided to classrooms throughout campus include **3,148** deliveries and set-ups of audiovisual software and equipment: 1649 in fall 2010, 41 in winter 2011, 1251 in Spring 2011, and 207 in summer 2011. A thirteen-year compilation of classroom deliveries appears on the next page.
- As demand for laptop and LCD projectors decreases, support for 160 SMART rooms on campus, is showing a dramatic increase. During this academic year, there were 952 calls recorded for repair and/or assistance in SMART classrooms (an increase of 170%).
- The **673** transactions of videos and DVDs circulated this past year represents a 20% decrease over last academic year's (851) transactions.
- Services in support of non-classroom events throughout the campus included **636** deliveries and set-ups. These requests have increased 58% over the past five (5) years (from 261 deliveries in 2006/07 to 636 in 2010/11) while staffing has remained flat. Examples of these events and programs include the Town Hall Meetings for CSI's New Mission/Vision and Master Plan, Retreats of Senior Administrative units/committees, Borough President's "State Of The Borough Address," Assessment Day, Undergraduate Conference, Convocation, Commencement, and High School graduations held on campus at CSI.
- With the increase in use of SMART rooms, the need for faculty loans of laptops and projectors has decreased significantly. Data for the past two years is as follows: laptop loan in 2010/2011 was 71 (7% decrease from 2009/2010) and projector loans in 2010/2011 was 38 (21% increase from 2009/2010).

- Transcribed and uploaded to BlackBoard the digital audio of interviews for several senior administrative positions.
- Assisted faculty and staff with classroom presentations using edited videos, still photographs, Keynote, PowerPoint, and Camtasia.
- Videotaped and produced an edited DVD for special events, such as, Commencement, Class Lectures, C-STEP, SEEK events, Phi beta Delta, and Convocation.
- Collaborated with the SEEK Department to mentor two (2) Interns (Intern/Mentoring Program with Media Services).

The following chart shows thirteen-year period of deliveries and set-ups of audiovisual materials and equipments in classrooms across campus seven days/week, from 8am through 10pm.

Classroom Deliveries from 1998/1999 through 2010/2011

	FALL	WINTER	SPRING	SUMMER	TOTAL
2010-2011	1649	41	1251	207	3,148
2009-2010	2430	49	1800	230	4,509
2008-2009	2094	75	1920	293	4,382
2007-2008	2215	39	1919	255	4,428
2006-2007	2520	62	2145	278	5,005
2005-2006	2369	36	2097	295	4,797
2004-2005	2549		2295	253	5,097
2003-2004	2516		2427	345	5,288
2002-2003	2266		2098	291	4,655
2001-2002	1914		1847	268	4,029
2000-2001	2052		1941	224	4,217
1999-2000	2166		2008	287	4,461
1998-1999	2051		2252	247	4,550

GRAND TOTAL	55,566
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Goals for next academic year, 2011/2012:

- Recruit to replace line for Audio-Visual Technician.
- Collaborate with library faculty to create an orientation video for the Department of the Library.
- De-accession the 16mm Film collection.
- Explore staffing model for non-academic deliveries and set-ups.
- Integrate musical scores acquired from the Department of Performing and Creative Arts.
- Institute record management for video and photograph requests.

REFERENCE SERVICES

Staffing:

Rebecca Adler, Associate Professor, Head of Reference Services

Jonathan Cope, Instructor, Outreach Librarian

Full-time reference Librarians include: Joseph Deodato, Ewa Dzurak, Deborah Goss, Tim Hasin, James Kaser, Andrew Leykam, Allen Natowitz, Mark Aaron Polger, Linda Roccas, Amy Stempler, Judy Xiao.

Adjunct Librarians include: Bruce Abrams, Kate Adler (March 2011-Present), Izabela Barry, Lois Cherepon, RoseAnn Delli Paoli, Catherine Healey, Lisa Holland, Phillip Kingle, Rebecca Lossin (March 2011 - Present), Inga Moody, Barnaby Nicolas, Brendan Plann-Curley, Edith Schmeiser, and Michael Smith.

6 work-study students assist with shelving and maintaining the reference stacks.

Activities this academic year:

- Reference Services is staffed by professional librarians 112hrs/week, at all times that the Library is open. The Reference Desk on the first floor is staffed by eleven (11) full-time librarians from 8am – 7pm, during weekdays; and with twelve (12) adjunct librarians who work weekday evenings from 6:00pm – 12:00am and on weekends from 8:00am – 12:00am.
- Conducted two (2) surveys in reference to assess: (i) the quality of service provided to patrons (from patrons' perspective); and (ii) nature of services requested of librarians by patrons.
 - As a result of student suggestions emanating from the references services survey introduced the first in a continuing series of citation workshops which will take place during mid-terms and final exam weeks.
 - As a result of analyzing the data collected from the survey regarding the nature of services requested of librarians by patrons, the reference desk schedule was restructured to better meet the needs of students at various times, and different types of workstations (i.e., e-mail kiosk, catalog kiosk, printer stations) were installed on the first and second floors.
- Members of Reference and Instruction prepared to participate in the first college-wide orientation program for First Year students in summer 2011. Content for new brochures and flyers were updated or designed and College Assistants were trained as co-presenters with library faculty.
- Reference Services meetings were held for full-time librarians in June 2011 and for part-time librarians in March 2011. Issues dealing with reference services in all forms during weekdays, evenings, and weekends were addressed. Unique characteristics of new and current databases were demonstrated by Head of Reference, Rebecca Adler Schiff, as well as the adjuncts, including Bruce Abrams, Izabela Bozek, Lois Cherepon, and Lisa Holland. Prof. Polger presented his research; Prof Xiao presented updates on the upgrade of TurnItIn.Com.

- Reviewed and updated web-based research guides in the various disciplines and topics. Categories were streamlined to ensure consistency among the various disciplines. Engaged adjunct librarians in creating new subject Web-guides.
- A second co-browser monitor was installed at the second Reference Desk terminals to facilitate interaction between librarian and user when searching for information, electronically. This new utility continues to work very well for both parties.
- Chat Reference Services continues to be an alternative conduit for questions from student and the general public. The service has been utilized far more than the e-mail reference services with a 50% increase in transactions (from 295 to 532 transactions), 82% of which were research related questions.
- The CSI Library FaceBook Page saw a significant increase in “Friends” who are responding to promotional items placed on the Wall, Links, and Events pages. It is being monitored by Deborah Goss, Mark Aaron Polger, and Wilma Jones.
- Continued daily record keeping of reference statistics during evenings and weekend hours to monitor usage by Patrons.

Goals for next academic year, 2011/2012:

- Implement a more formal procedure that makes available in-depth research consultations for students.
- Develop collection develop guidelines for e-reference materials.
- Evaluate the continued growth and use of e-reference books, i.e. Gale, Oxford, Salem, Springer, E-brary, MyLibrary, and Cambridge collections, as they are integrated into the collection.
- Assess the effectiveness of the citation workshops at the end of the year.
- Monitor responses to chat reference questions and assess the service at the end of the year.
- Continue to provide quality service to our patrons via the diverse interactions possible (i.e., in person, via telephone, e-mail, or chat/instant messaging).

PART III:

GOALS FOR NEXT YEAR: 2011/2012

Goals for 2011/2012

The CSI Library aims to continue to provide relevant and current resources to meet the scholarly needs of its expanding student body and faculty. Eight goals have been developed to be accomplished in the 2011/2012, with the intent to complete, strengthen, and improve upon some of the goals initiated in 2010/2011. These goals are:

- **Goal One:** Improve and strengthen the collections
 - Continue to emphasize collection development for basic core programs, academic priorities, and programs preparing for accreditation.
 - Acquire e-books as appropriate to the college curriculum.
 - Review the integration of e-books into the CUNY + catalog.
 - Explore the role of circulating e-readers for e-books in an academic environment.
 - Coordinate with the Office of Advancement to raise funds to support library resources.
 - Continue to perform thorough reviews of gift items for addition to the collection.

- **Goal Two:** Continue to improve access to the various collections available in and outside of the Library
 - Establish guidelines for retrieving and returning microform materials from off-site storage.
 - Continue to develop a local library collection in the Macauley Honors College space for students.
 - Review the on-going conservation for special collection materials.
 - Explore ways of obtaining funds to acquire fee-based materials to help improve access to research materials needed by faculty and students.
 - Conduct a user satisfaction survey of services provided by the office of Inter-Library Loan/Document Delivery.
 - Institute a records management tool for video and photograph requests.
 - Coordinate with B&G relocate the microform collection to the new off-site location.

- **Goal Three:** Continue to support learning and research by providing class, group, and individual instruction to students and faculty
 - Develop a prescribed library instruction curriculum, along with learning goals.
 - Continue efforts to integrate information literacy into the majors, in particular disciplines in the Division of Science & Technology.
 - Provide walk-in workshops to address special topics.
 - Assess the effectiveness of citation clinics.
 - Create online instructional tutorials as supplemental material to formal library instruction.
 - Integrate or embed online instructional materials into information literacy sessions.
 - Explore the integration of formal reference consultation services for students and faculty.

- **Goal Four:** Promote use of the services and resources of the library
 - Continue to promote the services and resources in as many ways possible, and as often as possible. In particular, improve upon the dissemination of information via new avenues such as the display cases, e-newsletter, chat reference, FaceBook, and Twitter.

- **Goal Five:** Create a comfortable and welcoming environment that inspires individual and collaborative learning
 - Continue to provide quality service to our patrons via the diverse interactions possible (i.e. in person, via telephone, e-mail, or chat/instant messaging).
 - Pursue the renovation and transformation of the 2nd Floor to include graduate group study rooms and a learning commons environment.
 - Monitor use of Group Study Rooms.
 - Monitor and evaluate the effectiveness of the Library Security Assistant program which strives to attend to the challenges arising from overcrowding at popular hours.
 - Pursue the renovation of the rotunda which appears to have chronic leakage problem.
 - Continue to seek support to recruit a building manager for 1L, one who will attend to the physical, environmental, and safety concerns of the Library and also act as an effective liaison to Buildings & Grounds.

- **Goal Six:** Review and develop policies for use of resources and services
 - Create and implement policy regarding behavior in the Library (based on the Henderson Rules).
 - Create and implement policy for exhibits in Library spaces.
 - Establish guidelines for promoting events/programs from the Outreach/Marketing Committee.
 - Review and update e-resources collection development guidelines.
 - Review Disaster Preparedness Plan and update assignment of fire/emergency marshals.
 - Continue to shape and implement guidelines from the Greener Library Committee.

- **Goal Seven:** Create an environment conducive in support of professional growth for all library faculty and staff
 - Pursue the recruitment of new faculty and staff in order to continue to support and maintain quality services. Current needs include the replacement of three vacant lines for the following positions: (i) Web Services Librarian; (ii) Evening/Weekend Librarian; and (iii) First Year Experience Librarian.
 - Continue to provide professional development support for junior and senior faculty members, as well as adjunct faculty.
 - Ensure a smooth transition for the merge between Circulations/Reserves and Document Center.
 - Provide cross-training for new college assistants.
 - Continue to recruit graduate library school students as interns in the Library.
 - Utilize more work-study students in appropriate areas.

- **Goal Eight:** Development of the Library
 - Monitor the impact on services with regards to 14.5 extended hours of services.
 - Attend to goals pertaining to 2012 Middle States Accreditation visit.
 - Present a proposal for the cost of structures within or appended to the 1L building to accommodate additional study space and computing needs (that would accommodate the ever-growing in student population, increase in student visits to the library, increase in use of the collections, increase in use of study group rooms, and increase in use of computer workstations and laptops).
 - Further the role of the library in the future development of the College, *vis à vis* long-range institutional planning toward a premier institution and the CUNY Master Plan.

PART IV:

BUDGET REQUEST FOR 2011/2012

BUDGET REQUEST FOR 2011/2012

Budget Request for materials

While the mission of the CSI Library has always been to provide high quality services and access to materials and resources that will best facilitate curriculum-based student-centered learning, this has been a challenging feat to achieve in the face of reduced resources while enrollment increases. Meanwhile, over the past year, usage of resources, services, and the facility continue to exceed our expectations, e.g., the textbooks and circulating books (11%), study group rooms (26%), calculators (174%), and laptops (220%). Much of this increase is attributed to the additional 14.5 hours of service.

Given the recent down turn in the economy and the major budget cuts to NY State educational institutions, CSI included, the Library is requesting a modest allocation of **\$950,000.00**, two-thirds of which are required to maintain the renewal of current electronic databases and journals (\$600,000.00). The remainder will be used to purchase monographs, audiovisuals, furniture and equipment, and support materials and programs in the Archives & Special Collections. It is hoped that future special allocations for library materials will continue as well as be allocated much earlier in the year so that the CSI Library might have a better chance of acquiring all the materials needed for new initiatives and academic priorities.

Budget Request for Personnel

The expanding enrollment (14% since fall 2007) has placed a strain on every department at CSI, the library being no exception. It is essential that three (3) vacant professional lines be replaced in order to maintain quality of service provided to students and faculty. Continued non-replacement of faculty and staff will ultimately result in limiting services and/or reducing hours of service in various units, i.e. Reference, Instruction, Inter-Library-Loan, and Archives & Special Collection. Due to the changing nature of library services as well as new academic initiatives, the Department of the Library requests three faculty tenure-track lines for the following positions: (i) Web Services Librarian; (ii) Evening/Weekend Reference/Instruction Librarian; and (iii) First Year Experience Librarian.

In addition, with the additional fourteen and a half (14.5) hours of service being implemented in 2010/2011, the impact on personnel was being addressed through part-time staff members in the short-term. However, the projected 2011/2012 part-time staff budget for the Library will be 15% less than the previous year, and while efforts have been made to absorb this loss by merging several services, upon evaluation, the Library is requesting one (1) fulltime clerical and one (1) technical staff member (Office Assistants and CLT, respectively) to help supervise during evening and weekend shifts.

In Summary

With President Morales' commitment to expand CSI into a Tier #1 institution at the College of Staten Island with additional divisional schools, the Library is poised to contribute to this effort given: (i) additional resources to recruit the creative and talented personnel and (ii) additional resources to purchase the appropriate materials to better support the Colleges' current curriculum, research activities, and new initiatives underway. Efforts, regarding the latter, will expand and improve the various collections to meet benchmarks of aspiring and peer-institutions.

Below is a table illustrating expenditures for the last three years along with the proposed budget request for 2011/2012.

Library Budget Request for 2010/2011

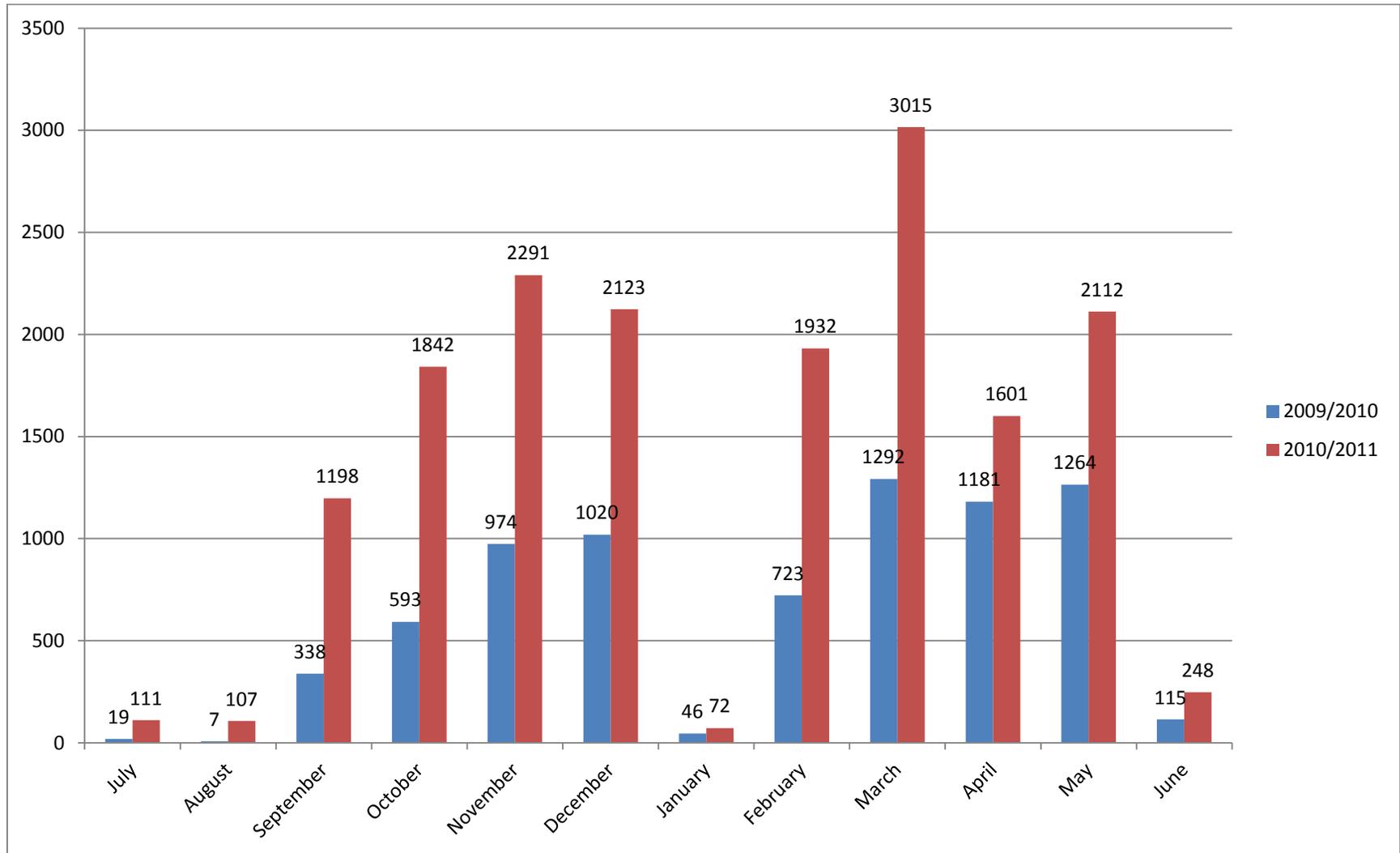
	2007/2008	2008/2009	2009/2010	To Date 2010/2011	Request for 2011/2012
Monographs (Circulating)	\$ 246,378.83	\$ 124,293.00	\$ 227,645.00	\$ 112,064.08	\$ 200,000.00
Textbooks	\$ 21,784.90	\$ 30,678.38	\$ 104,850.00	\$ 31,283.43	\$ 20,000.00
E-Resources (e-jrnl & e-bks)	\$ 310,720.96	\$ 472,579.00	\$ 559,567.00	\$ 576,746.41	\$ 550,000.00
Periodicals (print)	\$ 163,725.94	\$ 181,775.81	\$ 89,150.00	\$ 67,372.74	\$ 60,000.00
Microforms	\$ 4,783.80	\$ 5,860.40	\$ 11,250.00	\$ 17,492.13	\$ 10,000.00
Videos	\$ 4,548.76	\$ 7,278.00	\$ 16,966.00	\$ 3,743.02	\$ 10,000.00
Memberships	\$ 5,111.49	\$ 5,785.00	\$ 3,966.70	\$ 4,132.00	\$ 5,000.00
Contracts	\$ 14,581.65	\$ 3,003.00	\$ 3,457.00	\$ 22,166.45	\$ 25,000.00
Supplies	\$ 14,587.62	\$ 7,114.00	\$ 14,421.15	\$ 31,042.49	\$ 30,000.00
Equipment	-	-	\$ 36,127.00	\$ -	\$ 20,000.00
Furniture		\$ 170,000.00	\$ 55,127.00	\$ -	\$ 20,000.00
	\$ 786,223.95	\$ 1,008,366.59	\$ 1,122,526.85	\$ 866,042.75	\$ 950,000.00
Base Allocation	\$ 298,650.00	\$ 298,650.00	\$ 298,650.00	\$ 259,180.00	\$ 400,000.00
Student Technology Fee	\$ 140,000.00	\$ 190,000.00	\$ 210,000.00	\$ 250,000.00	\$ 300,000.00
Grants/Matching	\$ 30,000.00	\$ 40,000.00	\$ 42,000.00	\$ 42,707.00	\$ 40,000.00
Special Allocation	\$ 298,000.00	\$ 290,000.00	\$ 360,000.00	\$ 228,609.00	\$ 150,000.00
Furniture & Equipment	\$ -	\$ 170,000.00	\$ 91,254.00	\$ 1,500.00	\$ 40,000.00
Student Govt for Textbooks	\$ 20,000.00	\$ 20,000.00	\$ 10,000.00	\$ 20,000.00	\$ 20,000.00
CUNY Textbook Initiative			\$ 111,000.00	\$ -	\$ -
	\$ 786,650.00	\$ 1,008,650.00	\$ 1,122,904.00	\$ 801,996.00	\$ 950,000.00
PS Budget for College Assistants		\$ 349,303.69	\$ 375,481.97	\$ 350,000.00	\$ 350,000.00
PS Budget for Adjuncts			\$ 184,162.16	\$ 203,315.96	\$ 165,000.00
Total PS Budget for Support Positions		\$ 349,303.69	\$ 559,644.13	\$ 553,315.96	## \$ 515,000.00

Appendices

APPENDIX A: THREE-YEAR CIRCULATION DATA: 2008/2009, 2009/2010, & 2010/2011



APPENDIX B -- LAPTOP USAGE: FY 2010 vs. FY 2011



Appendix C: Cost of Databases Subscription, 2007/08 – 2010/11

Database	2007/2008	2008/2009	2009/2010	2010/2011
	\$272,954.00	\$296,860.00	\$671,343.16	\$540,378.20
ACM Digital Library	\$2,914	\$3,521.55	\$3,676.50	\$3,827.07
Access World News	0	0	\$19,959.00	\$20,560.00
Advances in Polymer Science	0	0	0	\$2,110.00
America: History and Life/Historical Abstracts	\$13,242	\$14,042.92	\$14,017.19	\$14,787.58
American Acoustical Society Journal	\$83	\$87.00	\$85.00	\$90.00
American Chemical Society Archives	\$7,515	\$7,891.00	\$8,285.55	\$8,285.55
American Chemical Society Journals	\$24,701	\$26,832.45	\$28,368.93	\$31,929.86
American Civil War Database	\$4,600	\$125.00	\$125.00	\$125.00
American Inst. of Physics Journals (9 titles)	\$1,616	\$1,892.97	\$1,908.05	\$1,989.60
American Society for Microbiology Journals	0	0	0	\$3,980.08
ARTStor	\$0	\$0.00	\$8,800.00	\$9,245.00
Brill's New Pauly Encyclopedia	\$0	\$0.00	\$7,576.00	\$105.00
Cambridge Companions/Histories	0	0	\$17,439.00	\$3242.13
Cambridge Journals Online	\$7,291	\$7,728.00	\$8,114.40	\$9,948.00
Center for Research Libraries	0	0	0	\$1,200.00
Chicago Manual of Style	0	0	\$650.00	\$650.00
Choice Online	\$320	\$366.00	\$402.00	\$402.00
Chronicle of Higher Education	\$3,950	\$4,148.00	\$4,355.00	CUNY
CINAHL PLUS Fulltext	\$2,939	\$3,086.00	\$2,160.00	\$3,402.00
Cochrane Nursing Library	\$2,395	\$2,525.00	\$2,514.75	\$2,734.39
Critical Inquiry	-	\$406.93	\$406.93	\$427.28
Duke e-journals	0	0	\$3071.00	\$3,393.78
Early American Imprint			\$40,000	\$550.00
E-brary Academic collection (e-books)	0	0	\$9,975.00	\$0
eHRAF World Cultures	0	0	\$1795.00	\$1,902.70
EconLit	\$1,208	\$1,267.89	\$1,331.00	\$1,512.00
Gale Virtual Reference "for Students"	0	0	\$5,052.00	\$520.00
HAPI - Health & Psychosocial Instruments	\$1,110	\$1,145.00	\$1,202.25	\$1,235.19
Health Reference Center/Nursing Research	0	3,352.00	3,352.00	\$619.50
IEEE (New Pkg)	\$7,850	\$8,200.00	\$8,570.00	\$18,280.00
Institute of Physics--Pkg APS	-	\$10,905.00	\$11,020.00	\$11,135.00
Institute of Physics--Pkg Z	\$1,473	\$1,617.04	\$1,657.20	\$1,636.11
JSTOR Health, Life Sciences, & General Sciences	\$3,000	\$6,000.00	\$6,000.00	\$6,000.00
LWW Nursing E-book collection	0	0	12,380.55	\$9,478.88
MathSciNet	\$4,963	\$5,194.00	\$5,082.00	\$5,479.39
Mental Measurements Yearbook	\$910	\$992.63	\$1,231.10	\$1,329.63
Methods in Enzymology	0	0	0	\$2,377.84
MyiLibrary (e-books)				\$5,000.00
New Palgrave Dictionary of Economics	0	0	\$607.00	Cancelled
New York Times Historical	-	\$3,895.00	\$3,926.74	\$3,926.98

NetLibrary (e-books)	0	0	\$23,000.00	\$0
Optics Infobase	\$2,834	\$3,193.90	\$3,139.90	\$3,637.02
Oxford Digital Reference Shelf	\$6,175	\$0.00	\$1680.00	\$0
Oxford Journals	0	0	\$7,297.50	7,635.00
Oxford English Dictionary Online	\$2,317	\$2,463.24	\$2,593.50	\$2,593.50
Philosopher's Index	\$2,013	\$1,500.00	\$1,575.00	\$1,989.60
Resources for College Libraries (RCL)	\$1,325	\$1,476.00	\$1,626.00	Cancelled
SAGE Journals	\$0	\$0	\$27,442.53	\$28,540.22
Salem Press Reference	0	0	0	\$3,239.35
ScienceDirect (Elsevier)	\$80,491	\$87,093.35	\$67,058.00	\$70,772.00
SciFinder Scholar	\$13,740	\$14,222.00	\$16,355.00	\$16,825.00
Serials Solutions	\$3,741	\$3,976.88	\$4,367.00	\$4,585.15
Springer E-Books	-	-	\$60,000.00	\$10,000.00
SpringerLink Journals	\$11,509	\$12,177.59	\$12,786.47	\$14,343.44
Taylor & Francis	0	0	\$18,650.00	\$26,762.00
Thieme Journals	0	\$2,049.00	\$2,292.00	\$2,315.00
UlrichsWeb	\$1,728	\$1,814.40	\$1,905.12	\$2,000.00
Valueline	0	\$2,300.00	\$2,415.00	\$2,921.25
Wall Street Journal	\$7,392	\$7,760.00	\$7,760.00	\$7,995.00
Web of Knowledge	0	0	\$82,368.00	\$49,857.98
Wiley Blackwell Journals	\$47,110	\$50,013.72	\$81,936.00	\$87,231.26
Web LTR (print jrnl converted to online format)				\$7,998.43

APPENDIX D – PROFESSIONAL STAFF AND CLERICAL STAFF

Professional Staff – Full-time

Wilma Jones, Professor, Chief Librarian

Rebecca Adler Schiff, Associate Professor, Head of Reference

Jonathan Cope, Instructor, Instruction/Reference Librarian

Joseph Deodato, Assistant Professor, Web Services Librarian (through May 2011)

Alex Dudek, Information Technology Specialist

Ewa Dzurak, Assistant Professor, Cataloging Services Librarian

Brian Farr, College Laboratory Technician, System Manager

Antonio Gallego, HEO Assistant, Assistant Director of Media Services

Deborah Goss, Substitute Lecturer, Instruction /Reference Librarian (Mar 2011- Present)

Timothy Hasin, Assistant Professor, Acquisitions Librarian

Rachel Jirka, Lecturer, Assistant to the Archivist

James Kaser, Professor, Archivist

Mark Lewental, HEO, Director of Media & Library Technologies

Andrew Leykam, Assistant Professor, Coordinator of Inter-Library Loan

Allen Natowitz, Associate Professor, Deputy Chief Librarian (through Jan 2011)

Mark Aaron Polger, Assistant Professor, Instruction/Reference Librarian

Linda Roccas, Professor, Electronic Information Services Librarian

Amy Stempler, Assistant Professor, Coordinator of Library Instruction

Judy Xiao, Assistant Professor, Periodicals Librarian

Stanley Zimmerman, Senior College Laboratory Technician, Media Specialist

Professional Staff – Part-time

Bruce Abrams, Adjunct Assistant Professor

Kate Adler, Adjunct Instructor (Mar 2011- Present)

Izabela Bozek, Adjunct Assistant Professor

Lois Cherepon, Adjunct Assistant Professor

RoseAnn Delli Paoli, Adjunct Assistant Professor

Catherine Healey, Adjunct Assistant Professor

Lisa Holland, Adjunct Assistant Professor

Ziv Karmi, Adjunct College Laboratory Technician

Phillip Klinge, Adjunct Assistant Professor

Rebecca Lossin, Adjunct Instructor (Mar 2011- Present)

Inga Moody, Adjunct Instructor

Susan Malone, Adjunct Instructor (through Dec 2010)

Brendan Plann-Curley, Adjunct Instructor (through Jan 2011)

Edith Schmeiser, Adjunct Assistant Professor

Michael Smith, Adjunct Assistant Professor

Clerical Support Staff – Full-time

Elaine Beurnier, Administrative Assistant, Circulation/Reserves

Maria DeMartinis, Office Assistant, Archives and Special Collections (through Nov 2010)

Paula Drakontis, Office Assistant, Acquisitions
Barbara DuVal, Office Assistant, Periodicals
Jamila Vasser, Administrative Assistant, Chief Librarian's Office
Dorothy Walsh, Office Assistant, Inter-Library Loan & Document Delivery
Lillian Werner, Administrative Assistant, Media Services

Clerical Support Staff – Part-time

Jaison Abraham, College Assistant, Evening/Weekend Shelver/Counter Clerk
Grace Buono, College Assistant, Weekday Counter Clerk
Michael Caravella, College Assistant, Weekend Classroom Delivery Services
Jeffrey Coogan, College Assistant, Material Processor
Marie D'Amato, College Assistant, Weekday Counter Clerk
Noor Daoud, College Assistant, Evening/Weekend Shelver/Counter Clerk
Michael DeAngelis, College Assistant, Classroom Delivery Services
Abdourahman Diallo, College Assistant, Technical Support Staff
Michael Diaz, College Assistant, Evening/Weekend Shelver/Counter Clerk
Stephanie Fazio, College Assistant, Evenings/Weekend Counter Clerk
Barbara Forchette, College Assistant, Copy Cataloguer
Besim Gjonblaj, College Assistant, Classroom Delivery Services
Venice Hall, College Assistant, Classroom Delivery Services
Carl Haynes, College Assistant, Weekday Shelver/Counter Clerk
Sarah Hennig, College Assistant, Evening /Weekend Counter Clerk
Daniel Johnson, College Assistant, Classroom Delivery Services
Pamela Jones, College Assistant, Material Processor
Mleeka Kahn, College Assistant, Weekday Shelver/Counter Clerk
Saer Kandji, College Assistant, Classroom Delivery Services
Jill Lifschitz, College Assistant, Evenings/Weekend Counter Clerk
Jonathan Liguori, College Assistant, Video Editing Technician
Valerie Manzello, College Assistant, Stacks Maintenance/Counter Clerk
Vincent Molini, College Assistant, Copy Cataloguer
Chuks Okoye, College Assistant, Evenings/Weekends
Ezra Osdol, College Assistant, Material Processor
David Park, College Assistant, Classroom Delivery Services
Olivia Porch, College Assistant, Evening/Weekend Shelver/Counter Clerk
Angelina Raffaele, College Assistant, Weekday Shelver/Counter Clerk
Elaine Rocco, College Assistant, Media Reservations Clerk
Maria Sinclair, College Assistant, Weekday Shelver/Counter Clerk
Harold Sicker, III, College Assistant, Evenings/Weekend Counter Clerk
Denise Trapani, College Assistant, Media Reservations Clerk
Marsha Turner, College Assistant, Evenings/Weekend Counter Clerk
Fletcher Vredenburg, College Assistant, Weekend Classroom Delivery Services
Olayinka Wahab, College Assistant, Stacks Maintenance/Counter Clerk
Christy Williamson, College Assistant, Evening/Weekend Shelver/Counter Clerk
Ronald Wilson, College Assistant, Stacks Maintenance/Counter Clerk
Paula Yee, College Assistant, Material Processor
Roman Yurchenkov, College Assistant, Material Processor

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