

# CSI Library Annual Report



2008/2009

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## Selected Library Statistics

	2008/2009	2007/2008
Library faculty and professional staff	19	17
Library staff	45	43
Hours Open during regular semester	86.5 hrs / wk	82.5 hrs/wk
Holdings: Books (volumes)	<b>242,882*</b>	240,544
Holdings: e-Books	<b>67,800*</b>	51,103
Holdings: Aggregated Databases	143	131
Holdings: e-Journals	43,446	24,403
Holdings: Audio-Visual materials	7,762	7,592
Holdings: Master's Theses	222	213
Loans: circulating books	21,025	17,854
Loans: reserves	32,100	34,127
Inter-library Loans (items borrowed for CSI members)	1,277	1,679
Inter-library Loans (items loaned to other institutions)	1,261	1,570
Intra-CUNY loans (items borrowed for CSI members)	2,458	863
Intra-CUNY loans (items loaned to other CUNY libraries)	1,058	272
Library Instruction sessions	263	248
Number of librarians participating in library instruction	11	9
Number of students who attended library instruction sessions	6,575	6,209
Computer workstations	102	91
Laptops for student loan	11	5
Loans: laptops by students	1074	360
Media deliveries and set up for classrooms	4382	4428
Loans: laptops by faculty for classroom instruction	93	100
Loans: projectors by faculty	73	162
Media deliveries and set up for special events	420	329

\*Numbers were estimated at time of report. Will update when Central Office runs year end report.

## **PART I:**

# **REPORT FROM THE CHIEF LIBRARIAN**

## Executive Summary

**The CSI Library** had quite a productive and successful year in 2008/2009. Significant developments were made, which led me to create a more detailed annual report rather than highlight activities of the past year. The bulleted paragraphs below describe major activities that have led to much progress and development over the past 12 months.

- ❖ The success of an academic department is reflected by the success and professional growth of its faculty and staff. James Kaser and Linda Roccas were promoted to Full Professor, Timothy Hasin was promoted to the Assistant Professor, and Elaine Beurnier was promoted to Administrative Assistant. Judy Xiao attained tenure as Assistant Professor. Three (3) faculty members were the recipients of PSC-CUNY grants to support their research, James Kaser, Andrew Leykam, and Judy Xiao, and three faculty members James Kaser, Allen Natowitz, and Robert Nelson, received CELT mini-grants for the creation of digital content and for organizing a professional development involving the use of technology. Mark Lewental, HEO, and Kristen Lindtvedt, CLT, applied for and received PSC-CUNY travel grants to present and attend conferences; and five (5) librarians had articles published in refereed journals or chapters in books: Rebecca Adler, Jonathan Cope, Andrew Leykam, Robert Nelson, and Judy Xiao.
- ❖ Total expenditures at the end of the academic year amounted to \$838,366.00 (\$84/FTE) for library materials, subscriptions, supplies and services with an additional \$170,000.00 for ergonomically designed study chairs, lounge chairs, and study tables. This is the highest amount ever spent on materials and furniture in one academic year during the tenure of the current Chief Librarian. It is hoped that this level of funding will continue.
- ❖ The successful recruitment of a Systems Manager (CLT) has proven to be a worthy addition to the Department of the Library. Given the volume of PCs, printers, servers, scanners, fax machines, copiers, and other such high end technological equipment that enables the Library to offer services beyond the walls of the library, 24/7, our new systems manager has been able to meet the high demands of installing new applications and updates, troubleshooting and repairing equipment. This new position has afforded the Library to attain a higher quality of service for our students and faculty.
- ❖ A 71% increase in circulating books being checked out (from 12,250 titles in 2006/07 to 21,025 titles in 2008/09) is attributed to the following developments: a) Special allocation of \$100,000 from the new President to acquire additional books; b) A concerted effort by librarians and department liaisons to acquire relevant titles to match research needs of the curriculum and other scholarly interests; c) A major shift of the entire collection on the third floor to properly integrate the new books; and d) The additional directional signs to locate materials on the third floor.
- ❖ A 56% increase in full-text electronic journals from 24,203 to 43,446 due to the addition of fourteen (14) new databases and the augmentation of three (3) databases. A total of \$296,860.00 was spent on renewing thirty-four (34) aggregated databases in 2008/2009 and an

additional \$46,000.00 was spent to augment several existing collections. (Top 15 databases most accessed are listed on page 20).

- ❖ The allocation of \$170,000.00 for furniture resulted in a 74% increase in study and lounge chairs, (from 388 to 674 chairs).
- ❖ A re-design of the Library's homepage was launched in spring 2009. It was created using the open source software, Joomla, which facilitates the integration of content management systems for web-based research guides, interactive polls and surveys, and a dynamic slideshow promoting resources and services, and others. A wealth of compliments and the results of a web-based poll confirmed that the new design of the library's website is intuitive and easy to use to find the scholarly resources needed.
- ❖ Library hours were expanded for an additional four (4) hours on weekends from 5:00pm through 7:00pm for 10 weeks during Fall 2008 and Spring 2009 semesters. Due to the increase in number of students using the facility, weekend hours will be extended further to 9:00pm in 2009/2010. In addition, weekday hours will also be extended for an additional hour.
- ❖ Four (4) Group Study Rooms were constructed in 2007/2008 to add to the success of the sole Group Study Room constructed on 2002. The average number of reservations per month increased 3.8% (from 263 to 273), while the average number of students accommodated per month decreased 6.8% (from 632 to 589).
- ❖ The Center for Excellence in Learning Technologies (CELT) offered 16 training sessions for faculty to create websites, utilize multimedia and courseware management tools that complement and enhanced teaching in the classroom; 44 one-on-one sessions were also provided. In Fall 2008, 410 Blackboard sites were active and in Spring 2009, there were 462 active sites.
- ❖ Exhibits and programs designed by librarians add distinction to the library's mission. Circulating books were exhibited monthly in themes on all floors of the library. A slide featuring the exhibits was included on the homepage's slideshow to promote the monthly displays. In addition, several programs promoting Staten Island history and resources were held in the Archives and Special Collections Unit, coordinated by the Archivist. Two of these programs were funded by the Student Campus Activities Board.
- ❖ A book sale of gift items that were not integrated into the collections of the CSI Library raised a sum of \$1054. As was advertised during the sale, 50% (\$500) of the revenue was donated to the CSI Disaster Relief Fund.
- ❖ The maintenance of the Library within the 1L building is of utmost importance and every effort is made 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, and this academic year the Library was host to New Faculty Orientation, the Provost's Monthly Tea and the President's Reception for Dolphin Winners at the 2009 Commencement Day.

## **ADMINISTRATIVE REPORT FROM THE CHIEF LIBRARIAN**

This year marks my seventh year as Chief Librarian and Chair of the Department of the Library. While there are many accomplishments to be proud of, few goals remain close at hand in attaining. This report will highlight the many achievements of the library during this past academic year with some historical perspective. The report will also indicate areas that need to be enhanced or strengthened in order to continue to meet the curricula and other research needs of its scholarly community.

The following paragraphs of Part I illustrate objectives that have fulfilled each of the goals developed for 2008/2009. 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, 2009/2010. Lastly, Part IV provides a budget request for 2009/2010.

### **GOALS FOR 2008/2009**

Six goals for the Library's 2008/2009 academic agenda were developed by the Chief Librarian, which are the basis of many of the initiatives and accomplishments within this document.

- **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:** Provide a nurturing environment that supports professional development of all faculty and staff

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 and are demonstrated in the following paragraphs.

#### **Goal One:** Improve and strengthen the collections

Collection development is an on-going activity performed by every librarian. Priority to acquiring new material in the various disciplines is given to programs up for accreditation, new initiatives, and academic priorities. With the additional funds of \$60,000 from the Student Technology Fee in November 2009 and \$240,000 allocated to the Library in May and June, 2009, we were able to expand and strengthen the circulating print and e-book collections for the general collection as well as in academic priority areas.

Areas identified for new or additional resources were in graduate programs, namely the new Master's in Mental Health program which starts in Fall 2009, the Ph.D. program in Physical Therapy which is coming up for accreditation in November 2009; the Ph.D. program in Nursing, the Master's program in History and Master's program in Cinema Studies. Faculty liaisons in the identified disciplines enthusiastically participated in collection development with librarians to identify materials that support research and

enhance instruction in the classroom. Total additions to the collection stand at:

- 20,000 titles added to the monograph collection, including:
  - 16,000 e-books
  - 3,737 books
  - 310 textbooks
- 157 DVDs added to the audiovisual collection; and
- 14 new databases were added to strengthen the electronic resources collection and 3 databases were augmented with additional titles. They include:
  - ARTStor Image Collection
  - Brill's New Pauly Encyclopaedia
  - Cambridge University Press Online (additional e-books and e-journals)
  - Economist Historical Archive (1843 – 2003)
  - Eighteenth Century Collections Online
  - Grolier's Encyclopaedia
  - JStor Life Sciences Collection
  - LitFinder
  - Making of the Modern World
  - Palgrave Dictionary of Economics
  - Physical Reviews (expanded access to APS journals from 1893 – present)
  - ProQuest Newspapers
  - ProQuest Platinum Periodicals
  - Sage e-Journals in Education, Health Sciences and Psychology
  - Springer E-books (2005-2009, including Kluwer publications)
  - ValueLine (expanded number of users from 2 to 5)
  - Wall Street Journal(a full description of these databases can be found on page 22)

Total expenditures of materials to date amount to **\$838,366.00** and include the following:

Monographs (circ, ref, & e-books)	\$ 124,293.00
Electronic Resources (e-journals, images, & databases)	\$ 472,579.00
Periodicals	\$ 181,775.00
Microforms	\$ 5,860.40
DVDs and Videos	\$ 7,278.00
Supplies & Contracts	\$ 15,902.00

**Goal Two:** Improve access to the various collections available in and outside of the Library

- Eleven (11) stand-alone workstations were installed in various service points that allow access only to the catalog and items on reserves
- The upgrade of 103 public computer workstations was completed in April 2009. Twenty (20) new computer workstations were received for the 2<sup>nd</sup> floor, awaiting the installation of additional power and network outlets.
- In summer 2008, a major shift of the entire collection on the third floor was accomplished to properly integrate new books. Additional directional signs to locate materials on the third floor have greatly increased visibility and accessibility of books in the stacks. It is believed that this action

is partly responsible for the 71% increase in the number of circulating books being checked out (from 12,250 titles in 2006/07 to 21,025 titles in 2007/08).

- Library hours on weekends were expanded through 7:00pm for 10 weeks each semester, an additional 4hrs to the total number of service hours.
- The Library's homepage was re-designed and launched in Spring 2009. This new website facilitates the integration of content management systems for web-based research guides, interactive polls and surveys, and a dynamic slideshow promoting resources and services.

**Goal Three:** Support learning and research by providing group and individual instruction to students and faculty

- The Library faculty continues to work with classroom faculty to further integrate information literacy skills into their curricula. Two hundred and sixty-three (263) instruction sessions were offered in 2008/2009. A total of 6575 students were in attendance, thus reaching 50% of the student body in 2008/2009.
- One-on-one instruction was offered to students with disabilities, utilizing the adaptive technology computer workstations.
- Sixteen (16) training sessions were conducted for faculty through CELT to create websites, utilize multimedia and courseware management tools that complement and enhanced teaching in the classroom; 44 one-on-one sessions were also provided.
- Additional hours of reference services were provided on the 2<sup>nd</sup> Floor of the Library from 12noon to 5:00pm from Monday through Fridays.
- Three meetings were devoted to understanding and assessing the impact and integration of information literacy into the college curriculum.

**Goal Four:** Promote use of the services and resources of the library

- New brochures were created and existing ones were updated to promote the resources and services of the Library. Among the new ones created were: (i) A three-fold brochure about the library was designed and published twice, due to popular demand. It was presented at college wide events, including events held by the Office of Recruitment and Admissions; (ii) Bookmarks promoting key services were designed for students and faculty. Bookmarks for students were placed in books that were checked out. Bookmarks for faculty members were distributed to fulltime and adjuncts via inter-office mail; (iii) A three-fold brochure was created for the Archaeological Study Collection that is on loan to the Library from the Staten Island Museum.
- Web-based research guides were created for each discipline and ancillary topics.
- A new electronic management system for Inter-Library Loan services was implemented in December 2008 and promoted throughout the campus in January 2009. This new system delivers articles directly to patron's e-mailbox; resulting in an increase in accountability and fulfillment rates.
- "Database-of-the-Month" was created to exhibit new and current databases held by the CSI Library. This feature was promoted via the college *Bulletin* and on the Library homepage.
- A slideshow feature, located on the newly designed homepage, was created to promote new services and resources. Among the many new items promoted were: the Ask-A-Librarian service; migration to Blackboard 8.0; laptops for loan; new furniture in the library; and e-books.

- Brief survey polls were installed on the library website to solicit opinions to enhance resources and services (e.g. comments about new furniture, new Website)
- Programs held by the Library were promoted via the library's website, flyers, WSIA, and the *Bulletin*.

**Goal Five:** Create a comfortable and welcoming environment inspires individual and collaborative learning

- A variety of seating was acquired to replace broken and worn seating and increase number of seats in the Library. They include:
  - 320 ergonomically designed study chairs
  - 36 lounge chairs
- A variety of study tables were acquired to increase the number of study tables. They include:
  - 6 rectangular study tables
  - 4 circular study tables
- Exhibit cases were acquired for the Library Rotunda to display material from the Archives & Special Collections
- The Space Planning Committee held several meetings with regards to the renovations of the second floor space. Transformation of the space has begun with the disassembling of the range of shelves that once held the print indexes and the installation of several tables and study chairs.
- Monthly meetings in spring 2009 were held with the new AVP of Campus Facilities, James Pepe, and staff to improve areas in the Library that needed attention.
- Archival compact storage shelving was acquired and installed in 1L-107 to accommodate expanding collections of Archives and Special Collections.
- Reviewed and updated draft of master plan developed by library faculty and staff for future improvements, renovations, and expansion of the facility

**Goal Six:** Review and develop policies for use of resources and the facility

- Revised guidelines for access to Laptops and Group Study Rooms
- Reviewed access policy for non-CSI patrons, namely Alumni, Friends, IBR staff members, and Continuing Education students.
- Ad-Hoc group of library faculty and staff formed a Green Library Committee. They developed a proposal for a Greener Library.

**Goal Seven:** Provide a nurturing environment that supports professional development of all faculty and staff

- Release time was approved for librarians to attend and participate in local, regional, and national conferences. Financial support was secured for some faculty members. The following members attended and/or participated in a library conference: Jonathan Cope, Linda Roccas, James Kaser, Robert Nelson, Mark Polger, and Judy Xiao.
- Three (3) faculty members were the recipients of PSC-CUNY grants to support their research, James Kaser, Andrew Leykam, and Judy Xiao. HEO, Mark Lewental and CLT, Kristen Lindtvedt received PSC-CUNY travel grants to present and attend conferences.

- Six faculty members received sabbatical, reassigned times, or reassignment leave during 2008/2009. They include: Jonathan Cope, Ewa Dzurak, Wilma Jones, James Kaser, Andrew Leykam, Robert Nelson, and Judy Xiao.
- Five (5) librarians had articles published in refereed journals or chapters in books: Rebecca Adler, Jonathan Cope, Andrew Leykam, Robert Nelson, and Judy Xiao.
- Three (3) faculty members gained promotion: James Kaser and Linda Roccas were promoted to the Full Professor and Timothy Hasin was promoted to the Assistant Professor. Judy Xiao attained tenure in the rank of Assistant Professor. CUNY Office Assistant Elaine Beurnier was promoted to CUNY Administrative Assistant.
- Instituted performance evaluation of nine (9) adjunct reference librarians.
- Continued to engage full-time and adjunct librarians in peer-to-peer in-service professional development during Winter Intersession 2009.
- A CELT mini-grant secured by Professors Allen Natowitz and Robert Nelson provided resources to hold a professional development program for librarians and professional staff members to attend. The Program was entitled “Academic Library Services in a Distance Learning Environment.”
- Continued to invite colleagues from other offices and departments to update us on developing activities in their areas. Guest included Linda Sharib, Director of Academic Support and Christopher Cruz-Cullari, Deputy Director of Disability Services.
- Engaged library school intern from Long Island University in developing and completing projects in several units of the library during 2009 spring semester.
- Continued to provide cross-training opportunities for all college assistants.

## **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 that constitute this area form the backbone of the Library's operations and it is located in 1L-107. Every material (i.e. books, periodicals, CDs, Videos, furniture) that comes through the Library are first received and processed. 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

Abdoulaye Ba, College Assistant, Material Processor

#### Activities:

- Processed and paid \$838,366.00 in invoices for library materials, subscriptions, supplies and services.
- Acquired more than 3,000 new items, including 2,532 print monograph titles, 310 textbooks, and 87 video titles on DVD and VHS. In addition, 15,000 e-books were also purchased
- Accepted over 1,800 donated books and more than 150 additional items, including issues of periodicals, videos, and other materials and have acknowledged all gifts to the library with Thank You letters.
- Responded to more than 70 academic faculty requests for book or video titles submitted via e-mail, paper mail, telephone conversations, and the online faculty book request form. The new online request form, redesigned and linked to the Faculty Services page of the Library's web site by Joseph Deodato, was implemented in May and has proven to be popular with faculty members.
- Coordinated the sale of gift books in Fall 2009 and obtained a little over \$1,000.00. Five hundred dollars (\$500) was donated to the Disaster Relief Fund. In addition, \$357.00 in gifted books were sold through Better World Books to date, with an additional \$119 donated to the CSI Library's literacy partner.
- Revised and updated the online form to request new books. Requests are now sent directly to liaisons for collection development.

#### Goals for 2009/2010:

- Continue to streamline workflow in Acquisitions
- Continue to work in tandem with Coordinator of Collection Development 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

Denise Hafey, College Assistant, Copy Cataloguer

Vincent Molini, College Assistant, Material Processor

### Activities

- Catalogued over 4,000 items, including new and gifted materials. Table 1 on page 15 provides a historical perspective of items added and withdrawn from the holdings over the past 4 years.
- Original cataloguing of Special Collection materials were processed once a week. To date, over 85 items were added to the library's holdings of book titles, including four (4) CSI master's theses.
- Original cataloguing of visuals materials were processed once a week. To date, 157 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.
- CSI Periodical titles in OCLC (WorldCat) holdings were being checked and updated against local holdings for accuracy. A list of 3329 periodicals titles (in print and on microfilm) prepared by the Periodicals librarian were submitted to Cataloguing Services. To date 257 titles have been checked and corrected. This project will be accelerated and completed during summer 2009.
- 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. This year included all print indexes that have been superseded by online subscriptions. To date, 2068 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 2008 and 2009.
- Textbooks acquired for Fall and Spring semesters were catalogued into CUNY+ reserve module. Textbooks from prior academic year are removed, 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 action where deemed necessary.

**Table 1. Items Added or Withdrawn over the Past Four Years**

	<b>2005/2006</b>	<b>2006/2007</b>	<b>2007/2008</b>	<b>2008/2009</b>
Book titles added	2797	1223	3716	3386
Added copies	221	148	365	448
Added volumes	127	154	346	213
<b>Total monographs added</b>	<b>3145</b>	<b>1525</b>	<b>4427</b>	<b>4047</b>
Serials	2	13	4	7
Theses	4	42	9	4
DVDs and Videos	96	159	194	157
Electronic materials	0	0	0	15
CD ROMs	0	0	0	17
Withdrawn copies	1376	1468	1855	604
Withdrawn book titles	780	654	1007	2077
<b>Total monographs withdrawn</b>	<b>2156</b>	<b>2122</b>	<b>2862</b>	<b>2681</b>

**Goals for 2009/2010:**

- Complete the clean up of periodical titles in OCLC
- Integrate recent acquisition of scores from the Department of Performing and Creative Arts into the catalog
- Catalogue Music CDs donated to the Library from NY State
- Provide training for the Material Processor to learn how to perform Copy Cataloguing

## PERIODICALS SERVICES REPORT

### Staffing:

Judy Xiao, Assistant Professor, Coordinator of Periodicals Services

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

Maria Sinclair, College Assistant, Weekday Shelver/Counter Clerk

### Accomplishments this academic year:

- Renewed 553 periodicals titles for 2009 and added two (2) new titles.
- Maintained and updated the database of print periodicals and microform that is submitted quarterly to Serials Solutions, a vendor that manages and merges print and electronic resource titles all for Libraries.
- Continue to monitor use of Microform materials. The most frequently requested titles are *Staten Island Advance*, *New York Times* and *Nature*. Nursing, Psychology, and Education titles are also frequently requested over other subjects.
- On-going shelf-reading and inventory of the print periodicals on the 3<sup>rd</sup> floor is performed throughout the year.
- Identified and discarded titles of ceased print indexes that are available online.

### Goals for 2009/2010:

- Monitor all microform titles checked out in order to study the pattern of titles most frequently used, including those used by Inter-Library Loan.
- Research off-site storage for microform materials.

## ACCESS SERVICES

Access Services consists of Circulations/Reserves Unit, Electronic Information Services Unit, and Inter-Library Loan and Document Delivery Unit. These administrative units provide access to print and electronic 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:**

Allen Natowitz, Associate Professor, Coordinator of Circulations/Reserves Unit

Elaine Beurnier, Administrative Assistant

Dorothy Walsh, Office Assistant (July 2008 – February 2009)

Barbara DuVal, Office Assistant, three evenings per week

Grace Buono, College Assistant, Weekday Shelver/Counter Clerk

Vivian Conry, College Assistant, Weekday Shelver/Counter Clerk

Marie D'Amato, College Assistant, Weekday Shelver/Counter Clerk

Pamela Jones, College Assistant, Weekday Shelver/Counter Clerk

Angelina Raffaele, College Assistant, Weekday Shelver/Counter Clerk

Harold Sicker, III, College Assistant, Evenings/Weekend Shelver/Counter Clerk

Lev Treybich, College Assistant, Evenings/Weekend Shelver/Counter Clerk

Ronald Wilson, College Assistant, Stacks Maintenance/Counter Clerk

**Activities this academic year**

- A total 53,125 transactions circulated through the Circulation/Reserves Unit, 39% (21,025) of which were circulating books (up 71% from of 12,250 titles in 2006/07) and 61% (32,100) of which were items on reserves (i.e., textbooks, calculators, CDs, Theses, and geological stones). For reasons not known, use of reserve items decreased 5% from 33,596 in 2006/2007 to 32,100 in 2008/2009.

	Circulating Book Transactions	Reserve Item Transactions	Total Transactions	Total Holdings	% 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

- The creation of a position to maintain the circulating collection on the third floor has greatly increased access to the collection, and in turn has had a direct impact on the increase in number of books being checked out. This position is responsible for shifting, locating missing books, and shelving books in sections of other college assistants who are absent on any given day.

- Additional directional signs were created and posted on the third floor to facilitate the location of books in the circulating collection.
- The workflow of processing Intra-CUNY books (CLICs) was examined and streamlined. This has greatly improved fulfillment rates and turnaround time. In addition the increasing use of this service is a result of wider awareness by students and faculty throughout CUNY. Hence, there has been a marked increase in the number of books borrowed by CSI patrons from other CUNY libraries (2458 in 2008/2009 and 863 in 2006/2007) and the number of books provided to other CUNY libraries (1058 in 2008/2009 and 272 in 2007/2008).
- Two hundred and ten (210) new textbooks, paid for by Student Government, (\$20,000), were received and processed during the 2008/2009 academic year. A list of textbooks is available online via the library homepage, as well as in print. Frequently requested titles were from Biology, Business, Economics, Mathematics, and Psychology.
- In response to students' requests, two (2) calculators have been made available for Reserve borrowers. They have proven to be popular acquisitions leading to 62 loans this year. A higher grade calculator (Graphing TI-89) is on order as a result of popular requests.
- A Powerpoint slideshow describing the circulation/reserves policies and procedures was installed on a large screen monitor and mounted on the service counter. Students appear to be better informed of the policies and procedures before approaching the desk.
- Cross-trained college assistants from Technical Services to work evenings and weekends in Circulation/Reserves, when needed.
- The sustained quality of everyday services provided to students and faculty at the Circulation/Reserves counter is also a reflection of the dedicated work performed by the administrative assistant, office assistant, and college assistants.

### **Goals for 2009/2010**

- Review and streamline workflow of Reserves and shift the collection to accommodate new titles
- Using the Inter-Library Loan Service as a model, explore and pilot delivery of monographs directly to faculty offices, via Intra-CUNY borrowing (a.k.a. CLICS).
- Continue to shift and maintain the circulating collection on the third floor
- Review, identify, and integrate new fields for Material Type and Item Type in Aleph module.

## ELECTRONIC INFORMATION SERVICES REPORT

### Staffing:

Linda Roccas, Professor, Electronic Information Services Librarian  
Joseph Deodato, Instructor, Instruction/Reference Librarian and Webmaster  
Brian Farr, College Laboratory Technician, Systems Manager

### Activities this academic year

- Facilitated the renewals, new acquisitions, and de-accessions of electronic subscriptions. The 2008/2009 expenditures for e-resources was \$296,860.00, 8.7% higher than the previous year's expenditures (\$272,954.00).
- Maintained and promoted 143 current and new electronic resources that include single e-journals, subject databases, and aggregated resources. An analysis of database usage is conducted annually and figures 1 and 2 on page 20 illustrate the top 15 databases (out of 100+ databases) that get accessed the most as well as the top 15 databases that had the most full-text retrieved/ downloaded.
- Fourteen (14) new databases were acquired this year by the CSI Library either by participating in CUNY consortia efforts or solely by CSI Library due to the additional allocation received from the Student Technology Fee Fund. These databases are described on page 22.
- A total of seventeen (17) databases were funded by the \$200,000 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. Previous years of Student Technology Fee Funded databases are also linked to this webpage.
- A newly designed homepage for the Library was developed by an ad-hoc committee of librarians and media specialists. Installed on the open source software, Joomla, the front end was hand coded by the Webmaster and the back end was configured by the Systems Manager. This new website includes web-based research guides, interactive polls and surveys, and a dynamic slideshow promoting resources and services.
- An open source management system for managing electronic subscription databases and websites was borrowed from Brooklyn College and installed the CSI Library's homepage. Library faculty developed and customized research guides in their liaison areas, as well as for other special topics, i.e. career resources, government resources, etc.
- Implemented a slideshow on the homepage entitled, "Database-of-the-Month," that features a different e-resource, monthly from September 2008 through July 2009. Databases promoted include: *America: History & Life*, *CQ Researcher*, *Lexis-Nexis Academic*, *Wall Street Journal*, *Chronicle of Higher Education*, *Columbia International Affairs Online (CIAO)*, *Education Fulltext*, *Green File*, *Oxford Art Online*, *Wolfram Alpha*, and *Fiction Finder*.
- Re-configured access to licensed resources via the proxy server by utilizing CSI e-mail address and password rather than barcodes. This action has significantly reduced open access to CSI licensed subscriptions.

The following charts illustrate the 15 most used databases.

<b>Most Accessed Database</b>			
<b>Database</b>	<b>Sessions</b>	<b>Rank 08/09</b>	<b>Rank 07/08</b>
Academic Search Premier	42292	1	2
Science Direct	22965	2	1
American Chemical Society Journals	11896	3	n/a
PsycARTICLES	8764	4	4
PsycINFO	8468	5	6
Wiley Interscience	7867	6	3
Encyclopaedia Britannica Online	6244	7	5
CINAHL Plus with Full Text	5538	8	9
SocINDEX with Full Text	4644	9	14
WorldCat	4507	10	7
ERIC	3640	11	10
Opposing Viewpoints Resource Center	3483	12	8
Business Source Premier	3379	13	17
America: History & Life	3277	14	25
MLA International Bibliography	3209	15	12

<b>Most Accessed Database to Retrieve Full-text</b>			
<b>Database</b>	<b>Fulltext</b>	<b>Rank 08/09</b>	<b>Rank 07/08</b>
Science Direct (Elsevier journals)	85097	1	1
Academic Search Premier	84511	2	3
JSTOR	52173	3	2
Scitation (incl. PROLA)	35208	4	5
Lexis-Nexis Academic	25310	5	n/a
American Chemical Society Journals	20996	6	4
PsycARTICLES	20586	7	8
New York Times Historical	14664	8	10
Education Full Text	10905	9	17
Oxford Art Online	10742	10	28
Springer E-Books	10313	11	n/a
Encyclopedia Britannica Online	9769	12	9
CINAHL Plus with Full Text	8501	13	14
Opposing Viewpoints Resource Center	8448	14	11
Springer Journals	8366	15	7

## Cost of Databases Subscription Held by the CSI Library

Database	2007/2008	2008/2009	Estimated 2009/2010
	<b>\$272,954</b>	<b>\$296,860</b>	<b>\$361,996</b>
ACM Digital Library	\$2,914	\$3,521.55	\$3,676.50
America: History and Life	\$13,242	\$14,042.92	\$14,017.19
American Acoustical Society Journal	\$83	\$87.00	\$91.35
American Chemical Society Archives	\$7,515	\$7,891.00	\$8,285.55
American Chemical Society Journals	\$24,701	\$26,832.45	\$28,174.07
American Civil War Database	\$4,600	\$125.00	\$131.25
American Inst. of Physics Journals	\$1,616	\$1,892.97	\$1,987.62
ARTStor	\$0	\$0.00	\$8,800.00
Brill's New Pauly Encyc	\$0	\$0.00	\$7,576.00
Cambridge Journals Online	\$7,291	\$7,728.00	\$8,114.40
Choice Online	\$320	\$366.00	\$384.30
Chronicle of Higher Education	\$3,950	\$4,148.00	\$4,355.40
CINAHL PLUS Fulltext	\$2,939	\$3,086.00	\$3,240.00
Cochrane Nursing Library	\$2,395	\$2,525.00	\$2,651.25
Critical Inquiry	-	\$406.93	\$427.28
EconLit	\$1,208	\$1,267.89	\$1,331.28
FirstSearch Databases	\$500	\$0.00	\$0.00
HAPI - Health & Psychosocial Instruments	\$1,110	\$1,145.00	\$1,202.25
Historical Abstracts	-	\$0.00	\$0.00
IEEE Computer Science Library	\$7,850	\$8,200.00	\$8,610.00
Institute of Physics--Pkg APS	-	\$10,905.00	\$11,450.25
Institute of Physics--Pkg Z	\$1,473	\$1,617.04	\$1,697.89
JSTOR Health, Life Sciences, & General Sciences	\$3,000	\$6,000.00	\$6,150.00
MathSciNet	\$4,963	\$5,194.00	\$5,453.70
Mental Measurements Yearbook	\$910	\$992.63	\$1,231.10
New York Times Historical	-	\$3,895.00	\$3,926.74
OpticsInfobase	\$2,834	\$3,193.90	\$3,353.60
Oxford Digital Reference Shelf	\$6,175	\$0.00	\$0.00
Oxford English Dictionary Online	\$2,317	\$2,463.24	\$2,593.50
Philosopher's Index	\$2,013	\$1,500.00	\$1,575.00
Resources for College Libraries (RCL)	\$1,325	\$1,476.00	\$1,549.80
SAGE Journals	\$0	\$0	\$27,442.53
ScienceDirect	\$80,491	\$87,093.35	\$91,448.02
SciFinder Scholar	\$13,740	\$14,222.00	\$14,933.10
SerialsSolutions	\$3,741	\$3,976.88	\$4,366.55
Springer E-Books	-	-	\$4000.00
SpringerLink Journals	\$11,509	\$12,177.59	\$12,786.47
Ulrichsweb	\$1,728	\$1,814.40	\$1,905.12
Valueline		\$2,300.00	\$2,415.00
Wall Street Journal	\$7,392	\$7,760.00	\$8,148.00
Wiley InterScience	\$47,110	\$50,013.72	\$52,514.41

### NEW E-Resources added in 2008/2009 by CSI Library

- **ARTstor** is a digital library of nearly one million images in the areas of art, architecture, the humanities, and social sciences with a set of tools to view, present, and manage images for research and teaching purposes. (6/2009)
- **Cambridge University Press Online** (800 circulating and reference titles) (6/2009)
- **JStor Life Sciences Collections** (5/2009)
- **LitFinder** - Digital collection of over 135,000 full text poems, essays, short stories, and plays. Trial through August 2010. (1/2009)
- **Brill's New Pauly Encyclopaedia Online** (6/2009)
- **Physical Reviews** (cancelled print) - Full text access to the journals of the American Physical Society from 1893 to present, including *PROLA*, *Physical Review Letters*, *Reviews of Modern Physics*, and *Physical Review A – E*. (1/2009)
- **Springer E-books** collection of over 15,000 e-books published by various presses from 2005-2009. (6/2009)
- **SAGE collections:** Education, Health Science, and Psychology (96 titles) (6/2009)
- **Value Line** (cancelled print) - A comprehensive source of information and advice on approximately 1,700 stocks in 98 industries, the stock market, and the economy (Five users). (1/2009)
- **Wall St Journal** – keeping print; Full text is available for all issues published since 1984. Issues from 1889 to 2007 are available on microfilm. (9/2008)

### NEW E-Resources added in 2008/2009 by CUNY

- **ECCO: Eighteenth Century Collections Online** - Digital collection of books printed in the 18th century, primarily in Great Britain. Subjects covered include history, literature, religion, law, fine arts, science and more. (8/2008)
- **Economist Historical Archive 1843-2003** - Full text of *The Economist*, a weekly magazine of worldwide politics, business, and current affairs. (8/2008)
- **Making of the Modern World** - Digital collection of economic and business literature published from 1450 to 1850, providing historical insight on the political, social, and economic conditions of the modern era. Subjects covered include commerce, finance, trade, and manufacturing. (8/2008)
- **Palgrave Dictionary of Economics** - Full text economics reference covering all aspects of economic theory, research, and history. (8/2008)

### NEW E-Resources from NOVEL (New York Online Virtual Electronic Library)

- **Groliers** *Encyclopedia Americana*, *Grolier Multimedia Encyclopedia*, *The New Book of Knowledge*, *La Nueva Enciclopedia Cumbre*, *America the Beautiful*, and *Lands and Peoples*.
- **Proquest Newspapers:** *Atlanta Journal & Constitution*, *Boston Globe*, *Christian Science Monitor*, *Detroit News*, *Seattle Times*, *USA Today*, *Wall Street Journal* and others.
- **Proquest Platinum Periodicals:** collection of over 2,000 full-text periodicals ranging from general interest magazines to specialized journals covering the arts, business, humanities, health, social sciences, sciences, and current affairs. Titles include: *American Scientist Barron's*, *Ebony*, *Journal of Modern Literature*, *Latin American Research Review*, *Newsweek*, *Time*, *U.S. News & World Report*, and *Women's Studies Quarterly*.

At the end of the year, eight databases were de-accessioned due to lack of use or increased costs that have become unaffordable for some or all CUNY libraries. These databases are:

- *CIAO/Earthscope*
- *Encyclopedia Britannica*
- *General Science Collection*
- *Informe!*
- *Project Muse Premium*, (keeping basic Project Muse)
- SAGE six collections: Communications, Education, Health Science, Political Science, Psychology, Sociology, Management,
- *Science Reference Center*
- *TopicSearch*

#### **Goals for 2009/2010**

- Continue to promote new and current electronic resources to the campus community, especially e-books.
- Integrate e-resources into more college courses through websites or BlackBoard.
- Create kiosks (smart terminals) for access only to electronic databases

# INTER-LIBRARY LOAN & DOCUMENT DELIVERY (ILL & DD) REPORT

## Staffing:

Andrew Leykam, Assistant Professor and Coordinator of Interlibrary Loan

Maria DeMartinis, Office Assistant (July 2008 – January 2009)

Dorothy Walsh, Office Assistant (March 2009 – present)

Jane Kisto, College Assistant, Material Processor

- Reviewed and streamlined workflow in the Office of Inter-Library Loan/Document Delivery
- Setup ILLIAD software, trained staff updated ILL policies for use with ILLIAD software in fall 2008
- ILLIAD became fully accessible and active for patrons by November 2008 allowing for electronic delivery of article and the creation of online accounts allowing for request tracking
- Fulfilled 1280 of 1648 requests of articles and books for students and faculty (539 articles and 741 books) 80% of all requests. With the increase in use of CLICS requests, we have seen a shift in ILL; many of the requests tend to be for rare items not readily available. This has had an impact on our ability to fulfill all requests.
- Fulfilled 1261 of 4757 requests from other institutions (553 articles and 708 books). We have seen a significant increase in the number of requests since obtaining ILLIAD. Denial of requests usually reflected requests for items that are on reserve and do not circulate and for items that we do not own. The transition from print periodical format to electronic copies have had a positive impact on local access but has had an unintended negative impact on lending fulfillment. Many of the periodicals that we now have electronically had not been updated in OCLC (world catalog) and other institutions requested them thinking we owned them. Periodicals Services has identified these titles for Cataloguing services to update.
- The average turnaround time for items to reach CSI patrons remains the same: 4 days for articles and 10 days for books. 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 delivery time of the item.

The following charts demonstrate Interlibrary Loan Transactions over the past years:

ILL requests fulfilled for CSI students and faculty

FISCAL YEAR	TOTAL
2008-2009	1277
2007-2008	1679
2006-2007	2326

ILL requests provided to other institutions

FISCAL YEAR	TOTAL
2008-2009	1261
2007-2008	1570
2006-2007	1118

**Goals for 2009/2010:**

- Acquire new microform machine that has the capability of scanning and forwarding microform materials via electronic means. Despite advancements in electronic databases and delivery, microfilm remains a viable and awkward format to use. The acquisition of a new microfilm machine would improve speed of delivery and enable faculty to make electronic copies of their research materials. Many of the rare items requests are only available in this format and we must still support it in order to meet the research needs of our faculty and staff.
- Continue to improve service to our patrons, enabling quicker access to materials they request.
- Explore the possibility of joining the IDS interlibrary loan group, which would greatly increase our free access to research materials and speed of fulfillment.

## INSTRUCTION SERVICES

Instruction Services consists of the Center for Excellence in Learning Technologies and the Library Instruction Program. These units in this area provide (i) instruction to students to learn how to efficiently and effectively access and retrieve print and electronic materials and (ii) instruction to faculty on creating and integrating multimedia and web-based programs for inclusion in classroom instruction. The following reports are summaries of services provided in each of the units that make up Instruction Services.

### CENTER FOR EXCELLENCE IN LEARNING TECHNOLOGIES (CELT)

#### Staffing:

Patrick Williams, Instructor, Web/Instructional Design Librarian, (left in December 2008)

Mark Lewental, Higher Education Officer, Acting Coordinator of CELT (January 2009 - present)

Kristen Lindtvedt, College Laboratory Technician, Media Specialist

Ziv Karmi, Adjunct College Laboratory Technician, Technical Support Staff

Matthew Eisenberg, College Assistant, Technical Support Staff

Roger Matthews, College Assistant, Technical Support Staff

#### Activities this academic year

- Created 4482 BlackBoard courses utilized by 872 instructors: 2163 courses by 410 instructors in Fall 2008; 2319 courses utilized by 462 instructors in Spring 2009. Experienced a difficult time with Blackboard during Spring 2009 with several “outages” of the CIS BlackBoard servers.
- While over 50% of interaction with faculty in CELT dealt with Blackboard, the other 50% was spent on assisting faculty with Powerpoint presentation skills, TurnItIn, Web Design, Multimedia (i.e., Photoshop, iTunes, Camtasia, etc.), CUNY portal help, etc.
- Forty-four (44) one-on-one training sessions were provided for faculty and sixteen (16) group training sessions were held in the Digital Learning Lab.
- Several websites were developed and designed for departments and offices at the College. They include: Center for International Service, Institutional Review Board (IRB) at CSI, Office of Institutional Research and Assessment, Performing and Creative Arts, Department of Sociology, Anthropology, and Social Work, STEAM, Undergraduate Research Conference, Undergraduate Adolescent Education Program, and the Verrazano School.
- Several websites were developed and designed for individuals and they have become self-sufficient in maintaining their websites. They include: Judit Kerekes, Assistant Professor Education, Darlynn Devenny of the Center for Neuroscience, and Sonia Ragir, Professor of Anthropology.

## LIBRARY INSTRUCTION

### Staffing:

Robert Nelson, Associate Professor and Coordinator of Library Instruction

Eleven (11) librarians participate in teaching library instruction, including the Coordinator of Library Instruction. They include: Rebecca Adler-Schiff, Jonathan Cope, Joseph Deodato, James Kaser, Andrew Leykam, Allen Natowitz, Mark Aaron Polger, Linda Roccas, Amy Stempler, and Judy Xiao

### Activities:

- Provided 263 library information literacy sessions, spread over 14 disciplines. Of the 263 sessions, 23 were from the 400 level or graduate courses, 54 were 200-300 level courses, 172 were 100 level courses, and 14 were remedial courses or special orientations.
- Provided instruction sessions for faculty in using bibliographic citation tool, RefWorks.
- Provided 10 orientation tours to high school students through out the academic year.
- Coordinator was invited to discuss information literacy goals with the Writing Across the Curriculum Committee and the Verrazano School Advisory Committee
- Coordinator developed a "Level 1 & 2: Student Learning Assessment Plan" that was introduced and discussed at the 2009 Winter Intersession In-service Professional Development Program for CSI Librarians. Each librarian has since been charged to utilize at least one module to assess the outcomes of one or two instruction sessions, with the cooperation of the faculty member.
- Initiated a Resource File to collect assignments.

### Library Instruction, 1998/1999 - 2008/2009

	Total enrollment	# of teaching librarians	# of sessions	Undergraduate	Graduate	# of students in attendance	% of total enrollment reached	Coordinator of Library Instruction
1998/1999	11980	7	99	90	9	2750	22.9%	Rebecca Adler
1999/2000	11370	9	104	93	11	2784	24.40%	Rebecca Adler
2000/2001	11115	9	126	116	10	3332	29.90%	Rebecca Adler
2001/2002	11325	9	123	106	17	3352	29.50%	Edward Owusu-Ansah
2002/2003	12089	10	170	259	17	4615	38.10%	Edward Owusu-Ansah
2003/2004	12422	11	210	192	18	5779	46.50%	Edward Owusu-Ansah
2004/2005	12442	12	219	199	20	6154	49.40%	Edward Owusu-Ansah
2005/2006	12083	11	240	215	25	6665	55.10%	Edward Owusu-Ansah
2006/2007	12313	11	273	258	15	6484	52.60%	Catherine Perkins
2007/2008	12517	9	248	230	10	6209	49.50%	Linda Roccas
2008/2009	13092	11	263	235	18	6575	50.20%	Robert Nelson

**Goals for 2009/2010:**

- Continue to work with classroom faculty to increase information literacy instruction sessions, especially in the majors.
- All teaching librarians will complete an outcomes assessment of one instructional session
- Create and pilot at least one online video-based tutorial with an assessment component.

## **PUBLIC SERVICES**

The Public Services Department consists of the following areas: Archives & Special Collections, Media Services, and Reference Services. These units interact one-on-one with the public, i.e. 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 make up Public Services.

### **ARCHIVES & SPECIAL COLLECTIONS**

#### **Staffing:**

James Kaser, Professor and Archivist

Maria DeMartinis, Office Assistant (February 2009 – present)

Jeffrey Coogan, College Assistant, Processing Assistant

Kelly Cutaia, College Assistant, Processing Assistant

Steven D'Avria, College Assistant, Processing Assistant

Two (2) Interns assisted in arranging and processing materials

#### **Activities this academic year:**

- Continue to acquire and maintain a bibliography of Staten Island materials. New discoveries included works of pulp fiction set on Staten Island.
- Instituted on the Website a presentation of secession movement public hearings and Willowbrook Consent Decree as part of the Digital Library Project.
- Finding aids and databases were completed for the Marchi District Office materials and for the Brad Greene Collection.
- Continued project to bind and catalog duplicate copies of NY State reports found in the manuscripts collections
- Created Web pages to present History 401 projects as examples of curriculum-based projects using archival materials.
- Developed a series of archives programs. Programs include: Nancy Crampton, John Sampson Celebration, Archives History Day, and Jewish Veterans Speak. Received two grants of approximately \$500 each from Campus Activities Board to help cover the costs of Archives programs.
- Authored brochure on the Willowbrook State School collection, re-wrote the general Archives and Special Collections brochure and revised all departmental brochures.
- Awarded a CELT (Center for Excellence in Learning Technologies) Mini-Grant of \$1,968, for the "Creation of Digital Content: Landmark Preservation Commission."
- Acquired compact shelving to be installed in Technical Services for expanding materials acquired for the Archives and Special Collections. Funding made possible by the Office of the Borough President.
- Supervised two internships.

**Goals for 2009/2010:**

- Continue to seek out and acquire materials appropriate for the CSI Archives & Special Collections.
- Acquire exhibit cases for the Rotunda to install an Archives presence on the first floor of the Library. Funding made possible by the Office of the Borough President.
- Continue to collaborate with classroom faculty on curriculum based projects using primary sources.

## **MEDIA SERVICES**

### **Staffing:**

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

Antonio Gallego, HEO Assistant, Assistant Director of Library & Media Technologies

Alex Dudek, Information Technology Specialist

Stanley Zimmerman, Senior College Laboratory Technician, Media Specialist

Lillian Werner, Administrative Assistant

Elaine Rocco, College Assistant, Media Reservations Clerk

Denise Trapani, College Assistant, Media Reservations Clerk

Michael Caravella, College Assistant, Delivery/Set Up Technician

Peter Christodoro, College Assistant, Delivery/Set Up Technician

Michael DeAngelis, College Assistant, Delivery/Set Up Technician

Venice Hall, College Assistant, Delivery/Set Up Technician

Daniel Johnson, College Assistant, Evening Delivery/Set Up Technician

Jonathan Liguori, College Assistant, Video Editing Technician

Stephen MacDonald, College Assistant, Delivery/Set Up Technician

John Malone, College Assistant, Delivery/Set Up Technician

David Park, College Assistant, Delivery/Set Up Technician

Kristen McNally, College Assistant, Delivery/Set Up Technician

Christopher Verteramo, College Assistant, Delivery/Set Up Technician

Fletcher Vredenburgh, College Assistant, Weekend Delivery/Set Up Technician

### **Projects accomplished this academic year**

- Services provided to classroom throughout campus include 4,382 deliveries and set-ups of audiovisual software and equipment: 2094 in Fall 2008, 75 in Winter 2009, and 1920 in Spring 2009. A table of service provided over the past ten years is listed on page 29.
- Services provided to non-classroom events throughout campus include 420 deliveries and set-ups. This includes programs such as the Borough President's "State Of The Borough Address", Assessment Day, Undergraduate Conference, Commencement, and High School graduations held on campus, Retreat for CUNY's Vice-Presidents of Student Affairs, and The New York Philharmonic concert at CSI. A table of service provided over the past seven years is listed on page 30.
- Collaborated with OIT members to install **13** SMART classrooms and GENIUS classrooms on campus, making a total of 93 upgraded classrooms.
- Implemented Aleph module in Media Services to automate the circulation of audiovisual materials in August 2008. A total of **731** transactions of videos and DVDs circulated.
- Transcribed and uploaded to BlackBoard the digital audio of interviews for senior administrative positions.
- Assisted faculty and staff with classroom presentations using edited videos, still photographs, PowerPoint, and Camtasia.
- Videotaped and produced an edited DVD for special events, such as, Commencement, Class Lectures, SEEK events, and Convocation.

- Supervised three (3) Interns from the SEEK Mentoring Program.
- Assisted faculty with setting up video editing equipment the Psychology Lab.
- Collaborations with faculty with video productions, namely William Bauer’s Music Project and Dr. David Goode’s Willowbrook Projects
- Upgraded and configured eleven (11) new laptops to be utilized within the library building for a minimum of two (2) hours, renewable for an additional two hours.
- Revised and updated the webpage for Media Services

The following chart show a ten-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 2008/2009**

	FALL	WINTER	SPRING	SUMMER	TOTAL
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

<b>GRAND TOTAL</b>	<b>50,909</b>
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**Non-Classroom Deliveries for Special Events**

FISCAL YEAR	TOTAL
2008-2009	420
2007-2008	329
2006-2007	261
2005-2006	368
2004-2005	387
2003-2004	360
2002-2003	388

## **Goals for 2009/2010**

- Recruit replacement line for Audiovisual Technician
- Explore Resource Management Systems for scheduling media requests
- Integrate 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

Reference desks on the first and second floors are staffed by 14 full-time and two adjunct librarians from 8am – 7pm. Seven other adjunct librarians staff the first floor reference desk during nights and weekends.

The full-time reference Librarians include: Joseph Deodato, Ewa Dzurak, Tim Hasin, James Kaser, Andrew Leykam, Allen Natowitz, Mark Aaron Polger, Linda Roccas, Amy Stempler, Judy Xiao. Adjuncts include Bruce Abrams, Izabela Bozek, Lois Cherepon, RoseAnn Delli Paoli, Lisa Holland, Phillip Klingler, Neera Mohess, Edith Schmeiser, and Michael Smith.

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

### Activities this academic year

- Reference Services meeting was held for full-time librarians in July 2008 and for part-time librarians in February 2009. Issues dealing with reference services in all formats during weekdays, evenings, and weekends were addressed. Unique characteristics of ten (10) new databases recently purchased were demonstrated by Head of Reference.
- Instituted a formal evaluation of adjunct librarians in Spring 2009. The *ALA Guidelines for Behavioral Performance of reference and Information Service Providers* was used as an evaluation tool. Each member of the Appointments Committee undertook the evaluation of two adjunct librarians. This process proved to be enlightening and informative for both parties involved.
- The Ask-a-Librarian services dipped in number of research questions received this academic year to 172 questions from 327 questions in 2007/2008. This decrease is attributed to two developments: (i) the link for the service appeared to be less visible than in the previous website. This issue was addressed by adding several Ask-a-librarian links to other pages; (ii) Given that the newly re-design of the homepage is more user friendly and intuitive, it is believed that patrons are finding what they seek, more often than not; and (iii) Library Instruction's impact on locating materials in the library.
- In an attempt to extend the library's services to other buildings on campus, the Roving Reference service was initiated in Spring 2008 for 6 weeks and staffed by one librarian for a total of 2 hours a week at the Campus Center (1C). A total of 18 research questions were answered in 20 hours of service. The evaluation of the pilot test led to an expansion of the service with three librarians in three locations for a total of three hours a week during the 2008/2009 academic year. The result was disappointing in that the service was rarely used for research and heavily used for directional questions. At the end of the year, only 42 research

questions were answered in 56 hours of service. It was determined at the recent evaluation meeting that this services will no longer be provided in 2009/2010

- Four Computer workstations limiting access to CUNY+ catalog (kiosks) were installed on all floors of the Library. These workstations have been found useful in providing quick access to books, thereby bypassing the long lines waiting for other fully loaded workstations to become available.
- Shifted the entire reference collection in Summer 2008 to accommodate the acquisition of new reference books.

### **GOAL for 2009/2010**

- Introduce and monitor the new Chat Reference service.
- Initiate daily record keeping of reference statistics, in particular during evenings and weekend hours.
- Explore and analyze the use of e-reference books, i.e. Gale, Oxford, Salem, and Cambridge collections, as they are integrated into the collection.
- Engage adjunct librarians in projects to support Reference Services
- Review and update web-based research guides in the various disciplines and topics.
- 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: 2009/2010**

## Goals for 2009/2010

The CSI Library aims to continue to provide relevant and current resources for its expanding student body and scholars. While we had many successes in 2008/2009, there were few items on the agenda that were not fulfilled. Hence in order to complete, strengthen, and improve upon goals set for 2008/2009, we plan to continue with the same goals in 2009/2010 academic year, with one additional goal, as listed below:

- **Goal One:** Improve and strengthen the collections
  - Explore the integration of e-books to expand the holdings.
  - Explore the role of circulating e-readers for e-books in an academic environment.
  - Work with the Office of Advancement to raise funds to support library resources.
  - Perform thorough reviews of gifted items for addition to the collection.
  
- **Goal Two:** Improve access to the various collections available in and outside of the Library
  - Continue to develop a local library collection in the Macauley Honors College space for students.
  - Work with OIT to strengthen wireless signal on all floors of the Library.
  - Work with B&G and OIT to increase the number of power and network outlets so as to increase PC availability for students.
  - Facilitate the integration of scores acquired from the Department of Performing and Creative Arts so that they are easily accessible.
  
- **Goal Three:** Support learning and research by providing group and individual instruction to students and faculty
  - Make a concerted effort to integrate information literacy into the majors
  - Offer training on creating and integrating multimedia into classroom instruction materials
  - Explore the integration of 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, we will disseminate information via our new e-newsletter, chat reference, FaceBook, WSIA, CLUE sessions, etc.
  
- **Goal Five:** Create a comfortable and welcoming environment that inspires individual and collaborative learning
  - Pursue the renovation and transformation of the 2<sup>nd</sup> Floor to include graduate group study rooms and a learning commons environment
  - Monitor use of Group Study Rooms
  - Attend to the challenges arising from overcrowding at popular hours and consequent noise.
  - Seek support to recruit a building manager for 1L, one who will act as a liaison to B&G in attending to the maintenance of the facility.
  
- **Goal Six:** Review and develop policies for use of resources and services

- Review, update, and develop policies, accordingly.
- Review Disaster Preparedness Plan and update assignment of fire/emergency marshals
- Develop guidelines for a Greener Library.
  
- **Goal Seven:** Provide a nurturing environment that supports professional development of all faculty and staff
  - Recruit new faculty and staff in order to continue to support and maintain quality services.
  - Continue to provide support for junior and senior faculty members and adjuncts
  - Provide cross-training for new college assistants
  - Upgrade computers of staff members currently using Dell 270s and 280s (2002 models) to the latest models.
  
- **Goal Eight:** Development of the Library
  - Complete a self-study for the Library in 2009/2010
  - Develop a Library Faculty and Staff Handbook
  - Attend to goals pertaining to 2012 Middle States Accreditation visit
  - Further the role of the library in the future development of the College, *vis à vis* long-range institutional planning toward a Tier #1 institution and the CUNY Master Plan.

**PART IV:**

**BUDGET REQUEST FOR 2009/2010**

## BUDGET REQUEST FOR 2009/2010

The Department of the Library requests an increase in its annual base budget allocation by 90% from \$298,000.00 to \$560,000.00 each year over the next three years through 2010/2011. If allocated, this budget will enable the Library to: (i) meet the current demands of relevant resources needed to support the current curriculum; (ii) to acquire materials for new and forthcoming academic initiatives; and (iii) to expand and improve the collection to meet benchmarks of aspiring and peer- institutions, such as those in the Urban 13 and the Carnegie Classification. This allocation will also allow us to be adequately prepared for the Middle States accreditation visit in 2012.

The mission of the CSI Library has always been to provide the quality of services and access to materials and resources that will best facilitate curriculum-based student-centered learning. Over the past two years, additional funding from special allocations such as the Presidential Fund or Year End funds, enabled the CSI Library to significantly increase the number of current and relevant materials for the various 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 available. With new resources added to the collection in 2008/2009, the CSI Library requires at the minimum \$364,000 to renew all electronic resources and another \$300,000 to purchase monographs, serials, audiovisuals, and the maintenance of materials in the Archives & Special Collections.

In addition, three replacements of professional lines are needed in order to continue and maintain the high quality support provided to students and faculty. These requested lines are for and Instruction/Reference Librarian (faculty tenure-track), an audiovisual specialist (CLT rank), and an Assistant Archivist (HEO Assistant or Research Assistant rank).

Also, with the additional twelve hours of service being implemented in 2009/2010, the impact on personnel is being addressed through part-time staff members in the short-term. Long-term, if these hours persist due to sustained use by patrons, the Library will require additional fulltime clerical and technical staff members (Office Assistants and CLTs) to supervise evening and weekend shifts.

With President Morales' commitment to build a Tier #1 institution at the College of Staten Island, the Library is poised to contribute to this effort given the resources: (i) to recruit the creative and talented personnel and (ii) to purchase the appropriate materials to better support the Colleges' current curriculum, research activities, and new initiatives underway.

Below is a table illustrating expenditures for 2007/2008 and 2008/2009, along with the proposed budget request for 2009/2010.

	A	B	C	D	E	F	G	H	
1									
2		<b>Library Budget Request for 2009/2010</b>							
3									
4									
5								<b>Request</b>	
6				2007/2008		2008/2009		<b>2009/2010</b>	
7									
8		Monographs (Circulating)		\$ 246,378.83		\$ 124,293.00		\$ 200,000.00	
9		Textbooks (print & e-books)		\$ 21,784.90		\$ 30,678.38		\$ 100,000.00	
10		E-Resources		\$ 310,720.96		\$ 472,579.00		\$ 360,000.00	
11		Periodicals (print)		\$ 163,725.94		\$ 181,775.81		\$ 130,000.00	
12		Microforms		\$ 4,783.80		\$ 5,860.40		\$ 6,000.00	
13		Videos		\$ 4,548.76		\$ 7,278.00		\$ 5,000.00	
14		Membership		\$ 5,111.49		\$ 5,785.00		\$ 6,000.00	
15		Contracts		\$ 14,581.65		\$ 3,003.00		\$ 10,000.00	
16		Supplies		\$ 14,587.62		\$ 7,114.00		\$ 12,000.00	
17		Archives		\$ -		\$ -		\$ 40,000.00	
18		<b>Total Expenditures</b>		<b>\$ 786,223.95</b>		<b>\$ 838,366.59</b>		<b>\$ 869,000.00</b>	
19									
20									
21		<b>Allocation</b>							
22		Base Allocation		\$ 298,650.00		\$ 298,650.00		\$ 560,000.00	
23		Student Technology Fee		\$ 140,000.00		\$ 200,000.00		\$ 250,000.00	
24		Grants/Matching		\$ 50,000.00		\$ 50,000.00		\$ 60,000.00	
25		Special Allocation		\$ 298,000.00		\$ 290,000.00			
26		Furniture*		\$ 10,000.00		\$ 170,000.00			
27		<b>Total Allocation</b>		<b>\$ 796,650.00</b>		<b>\$ 1,008,650.00</b>		<b>\$ 870,000.00</b>	
28									
29									
30		<b>PS Budget for College Assistants</b>							
31		Library		no data available		\$ 309,303.69		\$ 359,035.20	
32		Archives		no data available		\$ 40,000.00		\$ 43,264.00	
33						\$ 349,303.69		\$ 402,299.20	
34									
35									

## **Professional Staff – Full-time**

Wilma Jones, Associate Professor, Chief Librarian

Rebecca Adler Schiff, Associate Professor, Head of Reference

Jonathan Cope, Instructor, Instruction/Reference Librarian

Joseph Deodato, Instructor, Instruction/Reference Librarian

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 & Library Technologies

Timothy Hasin, Assistant Professor, Acquisitions Librarian

James Kaser, Professor, Archivist

Mark Lewental, HEO, Director of Media & Library Technologies

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

Kristen Lindtvedt, College Laboratory Technician, Media Specialist

Allen Natowitz, Associate Professor, Deputy Chief Librarian

Robert Nelson, Associate Professor, Coordinator of Library Instruction

Mark Aaron Polger, Assistant Professor, Instruction/Reference Librarian

Linda Roccas, Professor, Electronic Information Services Librarian

Amy Stempler, Assistant Professor, Instruction/Reference Librarian

J. Patrick Williams, Instructor, Web/Instructional Design Librarian

Judy Xiao, Assistant Professor, Periodicals Librarian

Stanley Zimmerman, Senior College Laboratory Technician, Media Specialist

## **Professional Staff – Part-time**

Bruce Abrams, Adjunct Assistant Professor

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

Neera Mohess, Adjunct Instructor

Edith Schmeiser, Adjunct Assistant Professor

Michael Smith, Adjunct Assistant Professor

## **Clerical Support Staff**

Elaine Beurnier, Administrative Assistant, Circulations/Reserves

Maria DeMartinis, Office Assistant, Archives and Special Collections

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

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