College of Staten Island Library
Annual Report

2012/2013
Cover page includes a photograph of one of the items on display from the *Laura Del Prete: A Selected Exhibition*, a collage of mixed media. Laura Del prete is a 2004 graduate of the College of Staten Island.
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## Selected Library Statistics

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<tr>
<td>Library faculty and professional staff (FT/PT)</td>
<td>18/10</td>
<td>16/10</td>
<td>17/13</td>
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<td>Library staff (FT/PT)</td>
<td>6/30</td>
<td>6/31</td>
<td>6/39</td>
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<td>Hours open during regular semester</td>
<td>112 hrs/wk</td>
<td>112 hrs/wk</td>
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<td>Holdings: Databases</td>
<td>213</td>
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<td>Holdings: Print Journals/e-Journals</td>
<td>102/55,602</td>
<td>105 / 52,078</td>
<td>215 / 53,158</td>
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<td>Holdings: Audio-Visual materials</td>
<td>8,606</td>
<td>8,532</td>
<td>8506</td>
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<td>Holdings: Master’s Theses</td>
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<td>Loans: Circulating books</td>
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<td>Loans: Reserves (i.e., textbooks, calculators)</td>
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<td>Loans: Laptops by students</td>
<td>13,678</td>
<td>21,542</td>
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<td>Loans: Calculators</td>
<td>2383</td>
<td>2136</td>
<td>1716</td>
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<td>Loans: Group Study Rooms—average/month</td>
<td>516</td>
<td>485</td>
<td>532</td>
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<td>Inter-library Loans (items borrowed for CSI)</td>
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<td>Inter-library Loans (items loaned to other institutions)</td>
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<td>Library Instruction sessions</td>
<td>274</td>
<td>257</td>
<td>283</td>
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<td># of librarians participating in library instruction</td>
<td>9</td>
<td>8</td>
<td>9</td>
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<td># of students who attended library instruction sessions</td>
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<td># of Computer Workstations/Laptops</td>
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<td>175/70</td>
<td>175/50</td>
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<td>Loans: Laptops by faculty for classroom</td>
<td>62</td>
<td>92</td>
<td>71</td>
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<td>Loans: Projectors by faculty</td>
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<td>62</td>
<td>38</td>
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<td>Media deliveries and set up for classrooms</td>
<td>2,287</td>
<td>2,780</td>
<td>3,148</td>
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PART I:

REPORT FROM THE CHIEF LIBRARIAN
Executive Summary

The CSI Library has had an extremely productive and successful year in 2012/2013, despite a year of reduced budget and shortage of support 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: four (4) librarians published articles in refereed journals or chapters in books: Jonathan Cope, Wilma Jones, Mark Aaron Polger, and Amy Stemppler; six (6) faculty members presented at eight national conferences: Jonathan Cope, Valerie Forrestal, James Kaser, Mark Aaron Polger, Amy Stemppler, and Judy Xiao; and two faculty members, Rebecca Adler Schiff and James Kaser, received PSC-CUNY grants to support their research projects.

- We recruited two faculty members who joined us mid-year for the critical positions of Web Services Librarian, Assistant Professor Valeria Forrestal, and Acquisitions Librarian, Assistant Professor Kerry Falloon.

- Total allocation for expenditures on library materials amounted to **$861,322.75 (77.5/FTE)** for monographs, subscriptions, and supplies. This amount was 9% more than last academic year’s allocation—**$789,386.63 ($71.1/FTE)**.

- A total of **81,739** items were borrowed for use within and outside of the library, a decrease of 17.4% from the previous year (99,026 items). Items include the monograph collection, music scores, textbooks, theses, calculators on reserve, laptops, and the use of group study rooms. The substantial decrease in circulation statistics of monographs is mostly attributed to the significant increase in the availability and use of e-books. Use of Textbooks, Calculators, and Group Study rooms experienced a slight increase.

- The impact of the e-book collection has become apparent with the decrease in use of print monographs. The most used e-book databases were: i) Ebrary; ii) Cambridge Books online; iii) EBSCO e-books (a database on trial for 3 months in spring 2013); iv) Springer Link e-Books; and v) LWW Nursing Books Collection.

- Acquired and introduced “**Films on Demand,**” our first live streaming video platform of outstanding educational videos. It includes over 12,000 full length videos and over 175,000 video clips in the categories of documentaries, dramas, and newsreels from the world’s best producers. Includes closed-captioning and interactive transcripts for thousands of titles.

- A Library Technology Team, a group of four librarians and one technology specialist, developed and implemented online video tutorials, with the support and funding from a CELT mini-grant. These tutorials can be found on the Library’s Website at http://www.library.csi.cuny.edu/tutorials/
A fundraiser for the Library took place in February 2013 via an Appeal Letter for matching funds of $7,000. To the delight of many over $11,000 was raised.

Hosted a memorial service in November 2012 for the Late Pat Passlof, Professor of Painting, and internationally renowned for her abstract expressionist paintings. Donations in her memory were made to the Department of the Performing Arts and the Volpe Library Endowment. Over $3,000 has been raised, to date.

Two significant gifts were donated to the Library this academic year. They include History materials from Louise Winecup and an Italian Studies Collection from the estate of Nancy Dersofi, Professor of Italian Studies at Bryn Mawr.

Hosted Remembering Willowbrook, a traveling exhibition about the Willowbrook State School from the New York State Archives; and Laura Del Prete: A Selected Exhibition, a collage of mixed media by a 2004 CSI graduate.

The 2012 Self-Study of the CSI Library was submitted to the Associate Provost for Institutional Effectiveness and the Dean of Science & Technology. External evaluators were invited to the campus in May 2013.

A Signage Committee, a subcommittee of the Library’s Outreach and Marketing Committee, was formed to address standardization of language used in signs, flyers, and brochures created for the Library. Evidence of their work includes new signage with the college’s new brand logo replacing flyers for policy and informational signs.

The physical maintenance of the Library continues to be 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 and programs, including the New Faculty Orientation, the Remembering Willowbrook Traveling Exhibit, Continuing Education program, Faculty/Staff Recognition Ceremony, Lavender Commencement Ceremony, and the President’s Reception for Dolphin Winners at the 2013 Commencement Day.
This report will highlight many of the goals achieved in the Library during this past academic year with some historical perspective. Fewer initiatives were undertaken this academic year due to a much reduced budget allocation and the loss of several library faculty and staff members. Notwithstanding, this annual report will document the 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 objectives of accomplishments that have fulfilled each of the goals developed for 2012/2013. Part II of this document provides a summarized version of reports submitted by each of the coordinators of service points in the Library. Part III provides a list of goals and objectives for next academic year, 2013/2014. Lastly, Part IV provides a budget request for 2013/2014.

GOALS ACHIEVED IN 2012/2013
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 were developed in the 2012/2013 with the intent to also complete, strengthen, and improve upon some of the goals initiated in 2011/2012. These goals are:

- **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:** Overall Development of the Library

Along with the support and extraordinary 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 ongoing 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 $100,000.00 for 2013 CUNY Financial Aid Initiative, the Library was able to expand and strengthen general collections of print and e-book collections. A Collection Development grant from NYSED of $12,667.00, secured by Eva Dzurak and Wilma Jones, was used to boost the developing collections of Human Geography, Italian Studies, Latin-American Studies, and Social Work.

This past year’s collection development priorities continued to focus 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 November 2013; and developing the collections for the Global Studies program in September 2013.
Total additions to the collection stand at:

- 4,211 titles were added to the monograph collection, including:
  - 3,000 e-books
  - 936 monograph titles
  - 275 textbook titles
- 74 DVDs were added to the media collection;
- 12,000 full length live streaming films
- 96 musical score sheets;
- 3,524 e-Journals were added through periodicals databases; and
- 6 new databases were added to strengthen the electronic resources collection; 3 databases were augmented with additional titles. These 9 include:
  - Burney National Newspapers – 17\textsuperscript{th} & 18\textsuperscript{th} Century
  - EdITLib
  - Eighteenth Century Collections Online (augmented)
  - Films on Demand
  - Latino Literature
  - Making of the Modern World, (augmented)
  - National Geographic Magazine Archive, 1888-1994
  - Palgrave Connect eBooks
  - Springer Link eBooks (augmented)

(full description of these databases can be found on page 18)

Total expenditures for library materials to date amount to \$861,322.75, includes the following:

- Monographs (circulating books, & e-books) \$66,927.00
- Standing Orders/Reference \$22,120.57
- Textbooks \$20,000.00
- Electronic Resources (e-journals, images, & databases) \$593,578.38
- Periodicals \$99,585.05
- Microforms \$6,264.80
- DVDs and Videos \$4,142.59
- Office/Equipment Supplies \$5,802.64
- Contracts \$17,765.50
- Cataloguing Supplies \$7,002.22
- Membership Dues \$6,522.00
- Repairs \$190.00
- Archives & Special Collections \$11,422.00
Goal Two: Continue to improve access to the various collections available in and outside of the Library
- Continued to develop a local library collection in the Macauley Honors College space for students.
- Augmented e-book collections through various vendors and publishers as appropriate to match the college curriculum.
- Extended library hours to 3:00am for eight (8) days during final examinations week.
- Updated scanners in the Reference Reading Room to improve and expand access to research materials.
- Established guidelines for retrieving and returning microform materials from off-site storage and the Office of Inter-Library Loan will oversee services.

Goal Three: Continue to support learning and research by providing class, group, and individual instruction to students and faculty
- Developed a pre- and post-tests for library instruction targeted to English 151, along with learning goals.
- Accommodated the dramatic 30% increase in request for instruction for ENG 151.
- Continued efforts to integrate information literacy into the majors, particularly by disciplines within the Division of Science & Technology.
- Assessed the effectiveness of citation clinics and realized the opportunity to provided citation workshops in collaboration with Academic Support’s tutoring workshops held in the Library during final examinations. Attendance increased as a result of this collaboration.
- Developed additional online instructional tutorials as supplemental material to formal library instruction, supported by CELT mini-grants.
- Created online instructional tutorials as supplemental material to formal library instruction.
- Integrated or embedded online instructional materials into information literacy sessions.

**Goal Four:** Promote use of the services and resources of the library
- Continued to promote the CSI Library services and resources via exhibits, newsletters, Chat reference, CSI email-blasts, FaceBook, and Twitter. To date, the CSI FaceBook account has 468 followers and the CSI Twitter account has 178.
- The Greener Library Committee sponsored two programs featuring CSI faculty members, Professor Frederick Kaufman who spoke about his book on global food and global finance, entitled How Food Stopped being Food, and Professor Alan Benimoff discussed his ground breaking research on Hurricane Sandy and what we must do to protect Staten Island from future storms.
- Displayed numerous exhibits of book covers in the Volpe Rotunda all year round. Exhibits created include: *Black History Month, Women’s History Month, Asian Pacific Heritage Month, Italian Heritage Month, Jewish Heritage Month, Native American History Month, Constitution Month, National Information Literacy Awareness Month, International Geography Week & Geographic Information Systems Day, Earth Day, Flag Day, Books that support the Social Work Program, and Art books from around the world.*
- Designed several programs Sponsored by the Archives and Special Collections to specifically promote the resources and services of the unit. These included: “Staten Island and the war of 1812,” on Archives History Day; Faculty/Staff Author Talks featuring Professors David Allen, Jay Arena, Hildegard Hoeller, and Chris Verene; and “As I See It: A Photography Exhibit” featuring photographs by CSI students.
- Developed new standardized signage for library flyers for policy and informational signs, which includes the college’s new brand logo.
- Promoted the mobile app from the CUNY Catalog that allows library users to send title, call number and title location directly to their mobile phones.

**Goal Five:** Create a comfortable and welcoming environment that inspires individual and collaborative learning
- Reference librarians and the professional support staff continued to provide quality service to our patrons via the diverse avenues and interactions possible (i.e. in person, via telephone, e-mail, facebook, twitter, or chat/instant messaging).
- Assessed, revised, and replaced signage with standardized language in and around the Library building.
- Pursued the renovation and transformation of the 2nd Floor to create five group study rooms. Two of the rooms were created as seminar rooms specifically to support graduate students.
- Lighting in the Reference Reading Room was upgraded to warm [green] lighting.
Pursued the renovation of the rotunda, which continues to have chronic leakage problem. Problem remains unfixed.

Continued 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
- Developed guidelines for creating library policy and informational signs.
- Reviewed and updated collection development guidelines.
- Revised and update circulation policy – i.e. laptops and calculators.
- Reviewed Disaster Preparedness Plan and updated assignment of fire/emergency marshals.

Goal Seven: Create an environment conducive to support professional growth for all library faculty and staff
- Pursued the recruitment of new faculty and staff in order to continue to support and maintain quality services. Successfully recruited two (2) faculty lines in the following critical positions: (i) Web Services Librarian; and (ii) Acquisitions Librarian.
- Granted permission to replace three (3) college assistant lines to fill vacant positions in Circulations and Media Services.
- Supported two faculty requests for CSI travel grants, both of which were successful.
- Provided professional development support for junior and senior faculty members, as well as adjunct faculty. Discussed new databases and changes in existing databases.
- Invited Chris Cruz-Cullari, Director of the Office of Accessibility to update full-time and part-time faculty and staff regarding services to students with disabilities.
- Invited Heidi Bartel, Assistant Professor of Business to discuss effective use of clickers in the classroom.

Goal Eight: Development of the Library
- Submitted the 2000-2012 Library Self-Study to the Associate Provost for Institutional Effectiveness and the Dean of Science and Technology for review. Two external evaluators visited in May 2013.
- Presented a proposal for the cost of a roll down gate to secure the reserves collection. The gate was installed in spring 2013.
- A fundraiser for the Library took place in February 2013 via an Appeal Letter for matching funds of $7,000. To the delight of many over $11,000 was raised.
- Hosted a memorial service in November 2012 for the Late Pat Passlof, Professor of Painting, and internationally renowned for her abstract expressionist paintings. Donations in her memory were made to the Department of the Performing Arts and the Volpe Library Endowment. Over $3,000 has been raised, to date.
- Furthered 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.
  - Attended to PMP Goals concerning the Library.
  - Supported academic programs in their pursuit of accreditation, i.e. Business, Medical Lab Tech, Social Work, and Physical Therapy.
- Supported new academic initiatives, such as the Human Geography Program, Italian Studies baccalaureate program, the Latin-American studies and Autism Studies certificate program, and minor in Disability Studies.
- Utilized additional work-study students to support the services in Archives, Circulation/Reserves, Media Services, Technology Support, and Reference Services.
PART II:

ACHIEVEMENTS IN EACH SERVICE AREA
TECHNICAL SERVICES

Technical Services consists of Acquisitions Unit, Cataloguing Services 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:
Ewa Dzurak, Assistant Professor, Acting Acquisitions Librarian (September 2012 to February 2013)
Kerry Falloon, Assistant Professor, Acquisitions Librarian (March 2013 to present)
Paula Drakontis, Office Assistant

Activities:
- Recruited the new Acquisitions Librarian, Kerry Falloon, who comes with more than 10 years of experience in Acquisitions and Collection Development.
- Processed 450 invoices in the amount of $853,570.00 for library materials, subscriptions, supplies and services. Fully utilizing the New York State Procurement and CUNY Purchasing system, 71 requisitions were put through, with 27 being blanket orders.
- Acquired more than 2,100 new items, including 936 print monograph titles, 275 textbooks, 163 DVD titles. In addition, 12,000 titles of full-length streaming videos and 3,000 e-books were also purchased from various university presses or database aggregators.
- Accepted over 2,802 donated books and additional items, including two major donations, i.e., the Louise Winecup History Collection and the Nancy Dersofi Italian Studies Collection.
- Responded to more than 100 faculty requests for book or video titles submitted via e-mail, paper mail, telephone conversations, and the online faculty book request form. Email acknowledgements (203) were sent out to inform faculty that their requests had arrived.
- 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.
- Completed an Aleph Encumbrance Clean Up Project to close out old orders, thus eliminating roll over from year to year. Order records totaling 1,125 were closed prior to FY14.

Goals for the next academic year, 2013/2014:
- During the last week of May, review and close out all CSI order records for monographs and AV on order older than 60 days.
- Transition to ordering serials online.
- Update online request form for acquiring materials.
- Implement Patron Driven Acquisition pilot program for selection of individual electronic books
- Review and streamline all standing orders, vendor by vendor.
- 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 (retired October 2012)
Pamela Jones, College Assistant, Material Processor
Vincent Molini, College Assistant, Copy Cataloguer (through May 2013)

Activities

- Attended training for the implementation of new cataloging standard RDA: Resource Description and Access (RDA), organized by CUNY Cataloging Committee.

- Catalogued over 1,950 items, including new and gifted materials. Table 1 on page 13 provides a historical perspective of items added and withdrawn from the holdings over the past 6 years.

- Original cataloguing of Special Collection materials were processed once a week. To date, over 70 items were added to the library's holdings of book titles, including 20 CSI master's theses.

- Original cataloguing of visuals materials were processed regularly. To date, 74 DVDs and VHS video items were added to the library's holdings.

- Set up the acquisition and cataloging of eBooks through two vendor services (YBP and GOBI) in collaboration with Electronic Resources Librarian. Fourteen (14) records were downloaded and catalogued into CUNY+.

- A gift of musical scores was donated to the Music Program in 2011 in honor of Mrs. Rose Volpe. The remaining 96 items were catalogued this academic year, bringing the total to 988 items. Other gifts catalogued include the History materials from Louise Winecup and the Italian Studies Collection from the estate of Nancy Dersofi, Professor of Italian Studies at Bryn Mawr.

- 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, 404 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 2012 and 2013.

- Two hundred and seventy-five (275) textbooks acquired for fall and spring semesters were catalogued into CUNY+ reserve module. More than 60 textbook titles from prior academic year were removed from the reserves collection, and those in good condition and current for the circulating collection were re-coded 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 as deemed necessary.

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

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<tbody>
<tr>
<td>Book titles added</td>
<td>3716</td>
<td>3386</td>
<td>4103</td>
<td>2575</td>
<td>2333</td>
<td>1618</td>
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<tr>
<td>Added copies</td>
<td>365</td>
<td>448</td>
<td>1037</td>
<td>346</td>
<td>536</td>
<td>169</td>
</tr>
<tr>
<td>Added volumes</td>
<td>346</td>
<td>213</td>
<td>309</td>
<td>200</td>
<td>37</td>
<td>163</td>
</tr>
<tr>
<td>Total monographs added</td>
<td>4427</td>
<td>4047</td>
<td>5449</td>
<td>3121</td>
<td>2903</td>
<td>1950</td>
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<tr>
<td>Serials</td>
<td>4</td>
<td>7</td>
<td>23</td>
<td>8</td>
<td>4</td>
<td>2</td>
</tr>
<tr>
<td>Theses</td>
<td>9</td>
<td>4</td>
<td>27</td>
<td>6</td>
<td>17</td>
<td>20</td>
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<tr>
<td>DVDs and Videos</td>
<td>194</td>
<td>157</td>
<td>205</td>
<td>106</td>
<td>63</td>
<td>74</td>
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<td>Electronic materials</td>
<td>0</td>
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<td>32</td>
<td>1306</td>
<td>88</td>
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<td>CD ROMs/Music CDs</td>
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<td>128</td>
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<td>Musical Scores</td>
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<td>0</td>
<td>74</td>
<td>674</td>
<td>218</td>
<td>0</td>
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<tr>
<td>Withdrawn copies</td>
<td>1855</td>
<td>604</td>
<td>478</td>
<td>1132</td>
<td>759</td>
<td>224</td>
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<tr>
<td>Withdrawn titles</td>
<td>1007</td>
<td>2077</td>
<td>2239</td>
<td>964</td>
<td>435</td>
<td>180</td>
</tr>
<tr>
<td>Total items withdrawn</td>
<td>2862</td>
<td>2681</td>
<td>2717</td>
<td>2096</td>
<td>1194</td>
<td>404</td>
</tr>
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Goals for the next academic year, 2013/2014

- Train replacements of two college assistants in the unit.
- Clean up files in Aleph in preparation for migration to version 20.
- Catalog e-books purchased by CSI and CUNY.
- Catalog the titles from Films on Demand.
- Continue weekly cataloguing of special collection materials.
- Continue to replace fading labels (call #’s).
SYSTEMS MANAGEMENT REPORT

Staffing:
Brian Farr, College Laboratory Technician, Systems Manager
Abdourahman Diallo, College Assistant, Technical Support Staff
Michael Diaz, College Assistant, Technical Support Staff
Carl Haynes, College Assistant, Technical Support Staff (through May 2013)

Activities this academic year:
Activities 2012-13:

- Addressed numerous web security issues to insure continued availability of Library web presence.
- Maintained/updated inventory of computer hardware in the Library.
- Maintained aging PC hardware throughout the Library.
- Deployed and adapted systems for new faculty.
- Provided additional training for evening/weekend library technology staff to troubleshoot and repair library systems.
- Deployed new web server hardware for development of new CSI Library web services.
- Utilized one (1) work-study student to support tech support services during weekends.

Goals for next academic year, 2013/2014:

- Recruit and train new staff members for Tech Support.
- Develop new staffing models needed to support Reference and Instruction services.
- Continue to support Library Web servers.
- Create policy for Web-hosting of library and non-library units.
- Request and replace at least fifty (50) laptops for the Laptop loaner program.
- Continue to coordinate with Office of Information Technology to ensure timely installations/upgrades of computing resources 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 Circulation/Reserves Unit
Elaine Beurnier, Administrative Assistant
Barbara DuVal, Office Assistant
Jaison Abraham, College Assistant, Evening/Weekend Shelver/Counter Clerk
Grace Buono, College Assistant, Weekday Counter Clerk
Marie D’Amato, College Assistant, Weekday Counter Clerk
Stephanie Fazio, College Assistant, Evenings/Weekend Counter Clerk
Sarah Hennig, College Assistant, Evening/Weekend Counter Clerk
Mleeka Kahn, College Assistant, Weekday Shelver/Counter Clerk
Jill Lifschitz, College Assistant, Evenings/Weekend Counter Clerk
Angelina Raffaele, College Assistant, Weekday Shelver/Counter Clerk
Chuks Okoye, College Assistant, Evenings/Weekends
Olivia Porch, College Assistant, Evening/Weekend Shelver/Counter Clerk
Faisal Sharif, College Assistant, Evening/Weekend Shelver/Counter Clerk
Harold Sicker, III, College Assistant, Evenings/Weekend Counter Clerk
Marsha Turner, College Assistant, Stacks Maintenance Clerk

Activities this academic year:
- A total 81,739 loans were transacted through the Circulation/Reserves Unit. Twenty-seven percent of these transactions (22,081) were for circulating books (down 22% from 28,352 titles in 2011/2012) and the remaining 73% (59,658) were for items on reserves, such as textbooks, laptops, calculators, CDs, Theses, and geological stones, (up 2.5% from 58,154 titles in 2011/2012). Appendix A provides a chart that illustrates the statistics below-- 2008/2009 through 2012/2013.
  - The impact of the e-book collection has become apparent with the decrease in use of print monographs. The most used e-book databases were: i) Ebrary; ii) Cambridge Books online; iii) EBSCO e-books (a database on trial for 3 months in spring 2013); iv) Springer Link e-Books; and v) LWW Nursing Books Collection.
  - TI-89 calculators, (40) continue to be popular especially during mid-terms and finals. Usage increased 24% from 2136 in 2011/2012 to 2383 in 2012/2013.
Use of group study rooms increased 18% from 4372 students using the rooms in 2011/12 to 5158 in 2012/13.

Two hundred and seventy-five (275) new textbooks were received and processed during the 2012/2013 academic year. Textbooks continue to be the most heavily used items on Reserves. Frequently requested titles (in order of use) are by students in the following programs: Biology, Business, Chemistry, Mathematics, Geology, and Psychology.

Top Twenty (20) Textbooks checked out from the Reserves Collection in 2012/2013
1. Anatomy & Physiology - 6th edition by Saladin
2. Organic Chemistry - 8th edition by Carey
3. Biological Science - 4th edition by Freeman
4. These United States -- v.1, v.2, & v.3 by CSI-Core 100
5. Human Anatomy & Physiology – Laboratory Manual by Martin
9. Psychology: A Framework For Everyday Thinking by Lilienfeld
16. Chemistry 121 – Lab series
17. Accounting Principles - 10th Edition v.1 & v.2 by Weygandt

Goals for next academic year, 2013/2014:
- Create a mobile app course reserves items.
- Update call # cards in stack ranges to better facilitate locating of circulating books.
- Implement the circulation of DVDs.
- Revise and update circulation policy – i.e., fines.
**ELECTRONIC INFORMATION SERVICES REPORT**

**Staffing:** Linda Roccas, Professor, Electronic Information Services Librarian (retired February 2013)  
[Profs. Mark Aaron Polger and Ewa Dzurak assisted with the e-collections during the remainder of the year].

**Activities this academic year:**
- Facilitated the renewals, new acquisitions, and de-accessions of electronic subscriptions. The 2012/2013 expenditures on e-resources amounted to **$628,719.38**, approximately 5% lower than the previous year’s expenditures ($576,746.41).

- A total of **twenty-seven** (27) databases were funded by the **$261,383.92** 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.  
http://srms.library.csi.cuny.edu/resources/subject.jsp?preview&sub_id=112

- Maintained and promoted **210+** current and new electronic resources that include single e-journals, subject databases, and aggregated resources. The following chart illustrates the top 20 most accessed databases and the top 20 most downloaded databases at CSI:

<table>
<thead>
<tr>
<th>Most Accessed Databases</th>
<th>Searches</th>
<th>Most Downloaded Databases</th>
<th>Full-Text</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 EdITLib</td>
<td>185,894</td>
<td>1 EdITLib</td>
<td>380,516</td>
</tr>
<tr>
<td>2 Academic Search Premier</td>
<td>158,577</td>
<td>2 Academic Search Premier</td>
<td>87,322</td>
</tr>
<tr>
<td>3 Image Collection</td>
<td>147,561</td>
<td>3 JSTOR</td>
<td>51852</td>
</tr>
<tr>
<td>4 Gale Virtual Reference Library</td>
<td>64,650</td>
<td>4 Gale Virtual Reference Library</td>
<td>30,753</td>
</tr>
<tr>
<td>5 PsycInfo</td>
<td>58,521</td>
<td>5 eHRAF</td>
<td>24,705</td>
</tr>
<tr>
<td>6 JStor</td>
<td>52,733</td>
<td>6 ScienceDirect (Elsevier)</td>
<td>22,721</td>
</tr>
<tr>
<td>7 CINAHL Plus with Fulltext</td>
<td>37,839</td>
<td>7 PsycARTICLES</td>
<td>17,962</td>
</tr>
<tr>
<td>8 PsycARTICLES</td>
<td>30,380</td>
<td>8 CINAHL Plus with Full Text</td>
<td>12,764</td>
</tr>
<tr>
<td>9 ERIC</td>
<td>24,081</td>
<td>9 SAGE Premier Journals</td>
<td>10,750</td>
</tr>
<tr>
<td>10 MedLine with FullText</td>
<td>23,657</td>
<td>10 Education Full-Text</td>
<td>9,703</td>
</tr>
<tr>
<td>11 Health &amp; Psychosocial Instr</td>
<td>21,699</td>
<td>11 New York Times Historical</td>
<td>8,974</td>
</tr>
<tr>
<td>12 SocINDEX with Full Text</td>
<td>21,408</td>
<td>12 Lexis-Nexis Academic</td>
<td>8,086</td>
</tr>
<tr>
<td>13 Business Videos</td>
<td>20,489</td>
<td>13 Business Source Complete</td>
<td>7,767</td>
</tr>
<tr>
<td>14 MarketLine/Medtrack Profiles</td>
<td>20,486</td>
<td>14 American Chemical Society Jls</td>
<td>7,048</td>
</tr>
<tr>
<td>15 America: History &amp; Life</td>
<td>20,264</td>
<td>15 MedLine with Full Text</td>
<td>5,692</td>
</tr>
<tr>
<td>16 Business Source Complete</td>
<td>19,334</td>
<td>16 SocINDEX with Full Text</td>
<td>5,518</td>
</tr>
</tbody>
</table>
Seven (7) new e-resource packages were acquired this year by the CSI Library, three were purchased by the CSI Library and the remaining were from CUNY. They include the following:

- **Burney Collection Newspaper – 17th & 18th Century**
  1 million newspaper pages Newspapers, news books, Acts of Parliament, addresses, broadsides, pamphlets, proclamations The most comprehensive collection of early English newspapers Titles from London, British Isles, and colonies. **FROM CUNY**

- **EdITLib**
  The vision for EdITLib, the Digital Library for Education & Information Technology, is to facilitate learning, discovery and innovation by connecting scholarly research on Educational Technology/E-Learning with learning opportunities.

- **Films on Demand**
  Films on Demand is a state-of-the-art streaming video platform that makes it easier than ever to incorporate outstanding educational video content into your curriculum by providing easy integration with learning management systems, online lesson plans, distance learning courseware, or electronic card catalog systems. It includes over twelve thousands (12,000) of documentaries, dramas, and newsreels from the world's best producers including, Films for the Humanities & Sciences, Cambridge Educational, PBS, the BBC and more. Currently, the college subscribes to the Master Academic Collection (Humanities, Social Sciences, Science, Business & Economics, Health) and Archival Films & Newsreel Collection.

- **Latino Literature**
  This resource brings together more than 100,000 pages of poetry, fiction, and over 450 plays written in English and Spanish by hundreds of Chicano, Cuban, Puerto Rican, Dominican, and other Latino authors working in the United States. Among the gems of the collection are nearly 800 items (poems, novels, and plays) that have never been published before. Researchers will also find numerous Chicano folk tales and audio files of selected poems and plays. It contains over 133,465 pages.

- **National Geographic Magazine Archive 1888-1994**
  Featuring the complete archive of the magazine to the mid-1990s, National Geographic Magazine Archive includes every page and every photograph, all fully searchable through an intuitive interface. With standard library features and functionality common to all Gale Digital Archives, National Geographic Magazine Archive is a powerful tool for finding and reading through the 100+ years of impactful articles found in this archive. **FROM CUNY**
Palgrave Connect eBooks
This database from the publisher, Palgrave, offers over 3,000 titles in the Humanities, the Social Sciences and Business from recent years. These are available in collections organized by year of publication and by discipline. 2010-2012 EBOOKS FROM CUNY

Goals for next academic year, 2013/2014:

- Continue to promote new and current electronic resources to the campus community.
- Review and update the Electronic Resources Collection Development guidelines.
- Integrate e-resources into courses through websites or BlackBoard.
- Continue to convert print journals to online format.
- Employ the use of LibGuides to facilitate access to e-resources.
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.
- Continued to improve services to our patrons by collaborating with units in the Library.
- ILLIAD now has 1,257 registered users (416 faculty/staff and 841 students) up from 1,067 in May 2012.
- Fulfilled 2,292 of 2,812 requests of articles and books for students and faculty (1,528 articles and 764 books) 82% 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 2,417 of 8,129, 34% of requests from other institutions (1,132 articles and 1,285 books). This increase is as result of implementing ILLIAD and a microform/scanner, both of which have improved speed of delivery.
- The average turnaround time for items to reach CSI patrons is 9.63 days. Articles usually are received in 2.41 days while loans generally take longer 9.87 days. 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.

The two charts below demonstrate Inter-library Loan Transactions over the past seven (7) years:

<table>
<thead>
<tr>
<th>FISCAL YEAR</th>
<th>TOTAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>2012-2013</td>
<td>2292</td>
</tr>
<tr>
<td>2011-2012</td>
<td>2297</td>
</tr>
<tr>
<td>2010-2011</td>
<td>2420</td>
</tr>
<tr>
<td>2009-2010</td>
<td>2403</td>
</tr>
<tr>
<td>2008-2009</td>
<td>1277</td>
</tr>
<tr>
<td>2007-2008</td>
<td>1679</td>
</tr>
<tr>
<td>2006-2007</td>
<td>2326</td>
</tr>
</tbody>
</table>
ILL requests provided to other institutions

<table>
<thead>
<tr>
<th>FISCAL YEAR</th>
<th>TOTAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>2012-2013</td>
<td>2417</td>
</tr>
<tr>
<td>2011-2012</td>
<td>3397</td>
</tr>
<tr>
<td>2010-2011</td>
<td>3693</td>
</tr>
<tr>
<td>2009-2010</td>
<td>1953</td>
</tr>
<tr>
<td>2008-2009</td>
<td>1261</td>
</tr>
<tr>
<td>2007-2008</td>
<td>1570</td>
</tr>
<tr>
<td>2006-2007</td>
<td>1118</td>
</tr>
</tbody>
</table>

Top Ten Inter-Library Loan Requests by Department in 2012/2013

1. 339 - Biology
2. 319 - History
3. 255 - Education
4. 192 - Psychology
5. 184 - Nursing
6. 121 - English
7. 115 - Political Science/Economics/Philosophy
8. 101 - Media Culture
9. 100 - Sociology/Anthropology/Social Work
10. 91 - World Languages and Literatures

Goals for next academic year, 2013/2014:

- Continue to streamline and improve ILL/DD service for patrons utilizing ILLIAD.
- Expand IDS membership and services to help improve ILL/DD services.
- Attempt to streamline international ILL/DD services for rare items.
- Utilize Copyright Clearance Center service to process items for fees quicker.
- Experiment with SFX linker via ILL/DD to enhance usage.
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: Amy Stempler, Assistant Professor and Coordinator of Library Instruction

Nine (9) librarians participated in teaching library instruction, including the Coordinator of Library Instruction. They include: Rebecca Adler-Schiff, Jonathan Cope, Naomi Gold, Elizabeth Hicks, James Kaser, Andrew Leykam, Mark Aaron Polger, Amy Stempler, and Judy Xiao

Activities this academic year:
- Provided **274** library information literacy sessions, an increase of 7% over last year’s figures. Noticeable were significant increases in library instructions for the following departments: Business (30%), ENG 151 (25%), Psychology (30%), and Sociology/Social Work (50%).
- Instruction sessions were spread over **20** disciplines: **15** were for the 500 level or graduate courses, **85** were 200-400 level courses, and **178** were 100 level courses.
- **Four** (4) instruction sessions were provided to non-curricular courses. These include 1 remedial course and 1 for the AP Biology CSI High School Students.
- In collaboration with the Department of English, incorporated a pilot assessment (pre- and post-tests) into all Library Instruction sessions for ENG 151 courses.
- Created course-specific research guides using LibGuides for the following: BUS 211, ECO 212, ECO 213, ENG 111, ENG 151, MGT 210, NURS 110, NRS 700, POL 325, and PSY 201.
- The Archives partnered with several professors to create archives-based class projects. Classes were from English, History, Photography, Sociology, Psychology, and Education.
- Utilized the virtual library tour at NSO several times at the Recital Hall.
- Supported by a CELT mini-grant, four librarians and a media specialist designed several online instructional video tutorials on searching and locating resources in the Library: [http://guides.library.csi.cuny.edu/tutorials](http://guides.library.csi.cuny.edu/tutorials).
- Provided library instruction in the form of walk-in workshops to address special topics.
- Ten librarians participated in the New Student Orientation program for the second year, leading over 3,000 participants over an 8-week period in a tour of the Library.

Goals for next academic year, 2013/2014:
- Introduce information literacy online tutorials via research guides and during library instruction sessions.
- Institutionalize the pre-and post-tests for Library Instruction sessions for ENG 151 courses.
- Develop the Embedded Librarianship program to include multiple visits to the Library Learning Lab, visits to classrooms, consultations with students, or presence on Blackboard courses.
- 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.
- Present assessment projects at in-house professional service program.
- Design and conduct library workshops for faculty in January 2014.
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
Assistant to the Archivist (VACANT)
CUNY Office Assistant (VACANT)
Jeffrey Coogan, College Assistant, Archival Processor
Roman Yurchenko, College Assistant, Archival Processor

Activities this academic year:

- Continued to acquire Staten Island materials. New discoveries included 20 prints from photographer Larry Raccioppo, depicting the Kill Van Kull; several rare maps of Staten Island dating to the mid-19th and early 20th Centuries; several rare items relating to Staten Island architecture such as a 1922 1st edition of Ernest Flagg’s “Small Houses” and the 1987 architectural brochure detailing the entries for the Snug Harbor Music Hall design competition.

- Supplemented our collection of Staten Island histories with new items such as “Hurricane Sandy: The Storm that Changed Staten Island” and older and very rare titles such as “Happenings Before and After Staten Island Became Part of Greater New York.”

- Continued building our collection of Staten Island-based fiction with new titles such as Staten Island Noir and older titles such as “A Wideness in God’s Mercy.”

- Notable researchers visited the Archives and Special Collections to find materials for projects on the following topics: Greenbelt Environmental Education, Staten Island War Casualties, 19th Century Staten Island, Fresh Kills/Secession, Landfill Remediation, West Brighton Abolitionists, and the Transformation of the OPWDD.

- The Archives partnered with several professors to create archives-based class projects. Classes were from English, History, Photography, Sociology, Psychology, and Education.

- Processed the Dr. William Birenbaum Papers with a $20,000 processing grant from the donors, Helen and Charles Birenbaum.

- Completed the project to digitize CSI student newspapers and microfilm and digitize CSI student magazines with a $7,000 grant from the CSI Student Publications Board.
• Continued with processing of the records of the Interstate Environmental Commission, a government agency regulating the air and water pollution of New York, New Jersey, and Connecticut.

• Lent several rare items to the Museum of the City of New York, which were featured in the exhibit *From Farm to City: Staten Island 1661-2012*.

• Coordinated a series of programs, including: Archives History Day which featured the a presentation on the crucial transformations the War of 1812 brought to Staten Island and the New York City harbor; Faculty/Staff Author Talks featuring books by Professors David Allen, Jay Area, Hildergarde Hoeller, and Chris Verene; and Greener Library which featured Professor Alan Benimoff’s groundbreaking research on Hurricane Sandy and Professor Frederick Kaufman’s book on *How Food Stopped Being Food*.

• Curated a series of exhibitions in the alcove gallery off the library rotunda, including “Staten Island and the War of 1812” to commemorate the 200th anniversary of the War of 1812 and the monthly postcard display featuring the Norman L. Jeffer Historical Postcard Collection.

• Hosted *Remembering Willowbrook*, a traveling exhibition about the Willowbrook State School from the New York State Archives; and *Laura Del Prete: A Selected Exhibition*, a collage of mixed media by a 2004 CSI graduate.

• Installed the 2nd annual “As I See It” photography contest, an exhibition that encourages CSI students to take photographs of Staten Island.

• Acquired two new display cases for the Library Gallery Space.

**Goals for next academic year, 2013/2014:**

• Continue to seek out and acquire materials appropriate for the CSI Archives & Special Collections unit.

• Continue to collaborate with classroom faculty on curriculum-based projects using primary sources.

• Complete cataloging of the Interstate Environmental Commission Papers.
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 Systems Associate
Stanley Zimmerman, Senior College Laboratory Technician, Media Specialist
Lillian Werner, Administrative Assistant
Moshin Abassi, College Assistant, Classroom Support Services
Michael Caravella, College Assistant, Weekend Classroom Support Services
George Davis, College Assistant, Classroom Support Services
Michael DeAngelis, College Assistant, Classroom Support Services
Daniel Johnson, College Assistant, Video Editing Technician
Saer Kandji, College Assistant, Classroom Support Services
Elaine Rocco, College Assistant, Media Reservations Clerk
Denise Trapani, College Assistant, Media Reservations Clerk
Fletcher Vredenburgh, College Assistant, Weekend Classroom Support Services
VACANT, College Assistant, Weekend Classroom Support Services

Activities this academic year:
- There were 2,287 deliveries and set-ups of audiovisual software and equipment. Over the past two years there has been a consistent decrease in delivery of audiovisual materials as the installation and usage of SMART classrooms have expanded. A fourteen-year compilation of classroom deliveries appears on the next page.
- Support for 160 SMART rooms on campus continues to show a dramatic increase. As a result, College Assistants in Media Services are trained with skills to support the SMART rooms. During this academic year, there were 816 calls recorded for repair and/or assistance in SMART rooms.
- Services in support of non-classroom events throughout the campus included 762 deliveries and set-ups. Examples of these events and programs include the 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.
- 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, produced, and edited DVD for special events, such as, Commencement, COR100 Lectures series and other Class lectures, C-STEP, SEEK events, New Faculty Orientation, Housing Video, Phi Beta Delta, and Convocation.
Assisted with research of media equipment and software needed by faculty and administrators for their projects, e.g. video equipment appropriate for a grant proposal, digital camera appropriate for student housing environment, etc.

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

**Classroom Deliveries from 1998/1999 through 2012/2013**

<table>
<thead>
<tr>
<th>Year</th>
<th>FALL</th>
<th>WINTER</th>
<th>SPRING</th>
<th>SUMMER</th>
<th>TOTAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>2012-2013</td>
<td>1290</td>
<td>62</td>
<td>935</td>
<td>100</td>
<td>2,809</td>
</tr>
<tr>
<td>2011-2012</td>
<td>1451</td>
<td>49</td>
<td>1209</td>
<td>71</td>
<td>2,780</td>
</tr>
<tr>
<td>2010-2011</td>
<td>1649</td>
<td>41</td>
<td>1251</td>
<td>207</td>
<td>3,148</td>
</tr>
<tr>
<td>2009-2010</td>
<td>2430</td>
<td>49</td>
<td>1800</td>
<td>230</td>
<td>4,509</td>
</tr>
<tr>
<td>2008-2009</td>
<td>2094</td>
<td>75</td>
<td>1920</td>
<td>293</td>
<td>4,382</td>
</tr>
<tr>
<td>2007-2008</td>
<td>2215</td>
<td>39</td>
<td>1919</td>
<td>255</td>
<td>4,428</td>
</tr>
<tr>
<td>2006-2007</td>
<td>2520</td>
<td>62</td>
<td>2145</td>
<td>278</td>
<td>5,005</td>
</tr>
<tr>
<td>2005-2006</td>
<td>2369</td>
<td>36</td>
<td>2097</td>
<td>295</td>
<td>4,797</td>
</tr>
<tr>
<td>2004-2005</td>
<td>2549</td>
<td>2295</td>
<td>253</td>
<td>5,097</td>
<td></td>
</tr>
<tr>
<td>2003-2004</td>
<td>2516</td>
<td>2427</td>
<td>345</td>
<td>5,288</td>
<td></td>
</tr>
<tr>
<td>2002-2003</td>
<td>2266</td>
<td>2098</td>
<td>291</td>
<td>4,655</td>
<td></td>
</tr>
<tr>
<td>2001-2002</td>
<td>1914</td>
<td>1847</td>
<td>268</td>
<td>4,029</td>
<td></td>
</tr>
<tr>
<td>2000-2001</td>
<td>2052</td>
<td>1941</td>
<td>224</td>
<td>4,217</td>
<td></td>
</tr>
<tr>
<td>1999-2000</td>
<td>2166</td>
<td>2008</td>
<td>287</td>
<td>4,461</td>
<td></td>
</tr>
<tr>
<td>1998-1999</td>
<td>2051</td>
<td>2252</td>
<td>247</td>
<td>4,550</td>
<td></td>
</tr>
</tbody>
</table>

**GRAND TOTAL** 64,155

**Goals for next academic year, 2013/2014:**
- 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.
- Facilitate the implementation of DVDs for circulation.
- Institute record management for video and photograph requests.
REFERENCE SERVICES

Staffing:
Rebecca Adler Schiff, Associate Professor, Coordinator of Reference Services
Jonathan Cope, Assistant Professor, Virtual Reference Services

Full-time reference librarians include: Ewa Dzurak, Naomi Gold, Kerry Falloon (March-present), Valerie Forrestal (February-present), Elizabeth Hicks, James Kaser, Andrew Leykam, Mark Aaron Polger, Linda Roccas, Amy Stempler, Judy Xiao.

Adjunct librarians include: Bruce Abrams, Izabela Barry, Lois Cherepon, Rose Ann Delli Paoli, Catherine Healey, Lisa Holland, Phillip Klingle, Rebecca Lossin, Edith Schmeiser (through January 2013), and Michael Smith.

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

Activities this academic year:

- Reference Services is staffed by professional librarians 98hrs/week. The reference desk on the first floor is staffed by eleven (11) full-time librarians from 8 am – 7 pm during weekdays; and with ten (10) adjunct librarians who work weekday evenings from 6 pm – 10 pm and on weekends from 8:00 am – 10:00 pm. The library building remains open until midnight seven days a week. During final exams week the library had extended hours with professional librarians staffing the desk form 10 pm – 3 am.

- Promoted the new mobile app from the CUNY Catalog that allows library users to send title, call number and title location directly to their mobile phones.

- Chat reference service at the College of Staten Island Library continued at a robust pace during the 2012/2013 academic year, with 37% of the inquiries seeking reference. Remaining inquiries were categorized into the following categories: 17.3% for Library Information/Help, 9.3% requesting Title Search, 9% requesting technical assistance/password log-ins, 4.7% Citation Assistance, 4.1% seeking College Information, 5.5% Other, and a 16.4% Missed Questions. Technical connectivity and staffing account for causes of missed questions when the data was analyzed. A new model, using a commercial service (QuestionPoint), has been proposed by the Chat Coordinator, which he believes may reduce the amount of missed questions and address the developing needs of patrons by potentially providing chat reference service 24 hours a day. See Appendices B & C for charts about the trends in chat services.

- One hundred and eighty (180) questions were received via the Library’s e-mailbox. 147 questions were about job opportunities in the Library; 20 were directional; and 13 were reference questions.

- Reference Services meetings were held for full-time librarians in June 2013 and for part-time librarians in February 2013. Issues dealing with reference services in all its formats (in person; online) and time frames (weekdays, evenings, and weekends) were addressed. Chris Cruz-Cullari, Director of the Center for Student Accessibility was an invited guest and addressed many of the
librarians’ issues and concerns while working with the different populations of students with disabilities. The unique characteristics of new and current databases were presented and demonstrated by the Coordinator of Reference Services and several adjunct librarians.

- Continued the transfer of SMRS subject guides to LibGuides, which allows for more flexibility in creating content rich Web 2.0 research guides.

- Implemented a more formal procedure for in-depth research consultations available for all students. Library research consultations were scheduled in 1L-109A and documented on the WebCal.

- Evaluated the growing online reference collection, i.e., Gale, Oxford, Salem, SpringerLink, Ebrary, EBSCO e-books, Cambridge, etc., and submitted non-renewals for overlapping titles in the print collection.

- Analyzed the Citation Clinic data from Fall 2011 and spring 2012 which indicated fewer students for the identified dates. Addressed one of the findings by changing location of the service and collaborating with the Tutoring Team from Academic Instructional Support Services during finals week. Attendance in numbers have shown a significant increase.

- Added an additional scanner to the reference area to improve access to library materials.

- Continued daily record keeping of statistics during weekend, evenings, and extended hours to monitor patron usage of the reference area.

Goals for next academic year, 2013/2014:

- Complete transition from SMRS subject guides to LibGuides, which will allow for more flexibility in creating content rich Web 2.0 research guides.

- Develop a reference collection policy statement for the print collection and in particular the growing e-reference collection.

- Implement and monitor the new software for Chat Reference service.

- Explore the best service model for Chat Reference service.
PART III:

GOALS FOR NEXT YEAR: 2013/2014
Goals for 2013/2014

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 for the 2013/2014 academic year, with the intent to complete, strengthen, and improve upon some of the goals initiated in 2012/2013. These goals are:

- **Goal One:** Improve and strengthen the collections
  - Continue to emphasize collection development for core programs, academic priorities, and programs preparing for accreditation.
  - Acquire e-books as appropriate to match the college curriculum.
  - Continue to seek and acquire materials appropriate for the CSI Archives and Special Collections.
  - 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
  - Explore and develop student-centered apps for resources in the Library.
  - Redesign the Library Website and migrate content to new Web server.
  - Implement the circulation of DVDs.
  - Employ the use of LibGuides to facilitate access to e-resources.
  - Evaluate data from gap analysis project to determine strengths and weaknesses in the collection.
  - Explore new service model for physical and virtual reference services (i.e. renovation of the reference area; new platform for chat reference, etc.)
  - Convert remaining print journals to electronic format.
  - Catalog the titles in the Films on Demand database
  - Continue to streamline and improve Inter-Library Loan/Document Delivery services for patrons.
  - Institute a records management tool for video and photograph requests.

- **Goal Three:** Continue to support learning and research by providing class, group, and individual instruction to students and faculty
  - Evaluate pre- and post-assessment for library instruction sessions of ENGL 151 courses.
  - Continue efforts to integrate information literacy into the majors, in particular disciplines in the Division of Science & Technology.
  - Collaborate with classroom faculty on curricular-based projects using primary resources.
  - Integrate or embed online instructional materials into information literacy sessions.
  - Provide walk-in workshops to address special topics.
  - Introduce information literacy online tutorials via research guides and during library instruction sessions.
  - Develop the embedded librarianship program.
  - Design and conduct library workshops for 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 different avenues and media such as e-mail, 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 diverse interactions (i.e. in person, via telephone, e-mail, or chat/instant messaging).
- Install new standardized signage in and around the Library building.
- Pursue the renovation of the rotunda, which appears to have chronic leakage problem.
- Continue to seek support for 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
- Review guidelines for promoting events/programs from the Outreach/Marketing Committee.
- Create e/reference collection development guidelines.
- Review and update e-resources collection development guidelines.
- Review Disaster Preparedness Plan and update assignment of fire/emergency marshals.
- Institutionalize guidelines for signage in the Library.

Goal Seven: Create an environment conducive in support of professional growth for all library faculty and staff
- Initiate a draft of departmental standards for tenure and promotion.
- Pursue the recruitment of new faculty and staff in order to continue to support and maintain quality services. Current needs include an Instruction/Reference Librarian to support the library instruction program, particularly during evenings and weekends and a College Laboratory Technician to support technical issues that arise during evening/weekends.
- Continue to provide professional development support for junior and senior faculty members, as well as adjunct faculty.
- 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
- Respond to External Evaluators’ review of the 2000-2012 Library Self-Study.
- Present a proposal for the cost of new carpet for all three floors and additional furniture and equipment.
- 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 2013/2014
BUDGET REQUEST FOR 2013/2014

Budget Request for materials and resources
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 mission has been a challenging feat to achieve in the face of reduced resources (i.e. budget and staff). With the continued expanding enrollment, there continues to be heavy usage of not only of the facility, but specifically for e-resources and items on reserve, such as calculators and group study rooms. In addition, several program initiatives have become academic priorities that need the support of library resources. These include new resources for the following programs: Italian Studies, Latin–American Studies, Autism studies, and Global Studies. Also, with the development of the new academic structure of Schools, the appropriate resources to support the accreditation of these programs will also be needed.

The CSI Library anticipates the receipt of approximately $689,000.00, which includes the expected base allocation of $265,000.00, student technology Fee of $260,000, Matching Funds and Grants $60,000.00, and CUNY Financial Aid Textbook Initiative for $104,000.00. Given the progressively reduced budget over the past two years, the CSI Library has prepared a list of ‘low-use’ electronic subscriptions to be cancelled in order to be able to acquire necessary and heavily-used resources that will be accommodated by the expected budget. It is hoped that allocations for library materials will 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 in a timely manner.

With the renovation and transformation of the west wing of the 2nd Floor to include five group study rooms, the CSI Library requests $26,000.00 to adequately fund furnishings of these rooms early in the academic year in order to reduce the increased demand in usage by mid-semester. Two of the rooms were designed as a graduate student seminar room, a purposeful agenda of the Library to support the retention of students in graduate programs at CSI. Replacement of the carpet on all floors of the Library is sorely needed. It is estimated that $67,000.00 will be needed for the first floor. Hence, a total of $93,000.00 is needed for furniture and carpeting this academic year.

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. We have assessed the anticipated needs of the Library with regards to staffing, especially with the anticipated increase in use of the facility when the residence halls open in August 2013. We anticipate that additional staff will be needed to buttress the skeletal crew during evenings and weekends. We therefore request the addition of one (1) faculty line for the position of Evening/Weekend Instruction Librarian; one (1) fulltime clerical staff (CUNY Office Assistant) for Technical Services; and one (1) technology support staff member (College Laboratory Technician) to provide support and supervision during evening and weekend shifts. In addition, we continue to pursue the request the replacement of one (1) fulltime clerical staff (CUNY Office Assistant) for the Archives and Special Collections unit, a position that is critical to maintaining the day-to-day operations of the unit.
Conclusion
As we approach a second academic year with the former Provost, Dr. William Fritz, as the Interim President, we hope that Library will continue to receive higher or the same priority given over the past four years. The Library remains committed to supporting CSI’s strategic plan as it purports to expand with additional schools and thus be better positioned to compete with aspiring and peer-institutions. As such, the Library will seek additional resources to: (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.
## Library Budget Request for 2013/2014

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APPENDIX B: Chat by Question Type – 2012/2013
APPENDIX C: Chat Numbers by Time of Day/Day of the Week – 2012/2013
## Appendix D: Cost of Database Subscriptions, 2009/10 – 2012/13

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APPENDIX E – PROFESSIONAL STAFF AND CLERICAL STAFF

Professional Staff – Full-time
Wilma Jones, Professor, Chief Librarian

Rebecca Adler Schiff, Associate Professor, Head of Reference
Jonathan Cope Assistant Professor, Instruction/Reference Librarian
Alex Dudek, Information Technology Specialist
Ewa Dzurak, Assistant Professor, Cataloging Services Librarian
Naomi Gold, Assistant Professor, First Year Experience Librarian
Elizabeth Hicks, Assistant Professor, Evening/Weekend Instruction Librarian
Kerry Falloon, Assistant Professor, Acquisitions Librarian (March 2013 – present)
Brian Farr, College Laboratory Technician, System Manager
Valerie Forestal, Assistant Professor, Web Services Librarian (February 2013 – present)
Antonio Gallego, HEO Assistant, Assistant Director of Media Services
James Kaser, Professor, Archivist
Mark Lewental, HEO, Director of Media & Library Technologies
Andrew Leykam, Assistant Professor, Coordinator of Inter-Library Loan
Mark Aaron Polger, Assistant Professor, Instruction/Reference Librarian
Linda Roccos, Professor, Electronic Information Services Librarian (through February 2013)
Amy Stempler, Assistant Professor, Coordinator of Library Instruction
Judy Xiao, Associate Professor, Reference Instruction Librarian
Stanley Zimmerman, Senior College Laboratory Technician, Media Specialist

Professional Staff – Part-time
Bruce Abrams, Adjunct Assistant Professor
Izabela Barry, Adjunct Assistant Professor
Lois Cherepon, Adjunct Assistant Professor
RoseAnn Delli Paoli, Adjunct Assistant Professor
Catherine Healey, Adjunct Assistant Professor
Lisa Holland, Adjunct Assistant Professor
Phillip Klingle, Adjunct Assistant Professor
Rebecca Lossin, Adjunct Instructor
Edith Schmeiser, Adjunct Assistant Professor (through January 2013)
Michael Smith, Adjunct Assistant Professor

Clerical Support Staff – Full-time
Elaine Beurnier, Administrative Assistant, Circulation/Reserves
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
Mosin Abbasi, College Assistant, Classroom Delivery Services
Jaison Abraham, College Assistant, Evenings/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
George Davis, College Assistant, Classroom Delivery Services
Michael DeAngelis, College Assistant, Classroom Delivery Services
Abdourahman Diallo, College Assistant, Technical Support Staff
Michael Diaz, College Assistant, Evenings/Weekend Shelver/Counter Clerk
Stephanie Fazio, College Assistant, Evenings/Weekend Counter Clerk
Barbara Forchette, College Assistant, Copy Cataloguer (through October 2012)
Carl Haynes, College Assistant, Technical Support Staff (through May 2013)
Sarah Hennig, College Assistant, Evenings/Weekend Counter Clerk
Daniel Johnson, College Assistant, Video Editing Technician
Pamela Jones, College Assistant, Material Processor
Mleeka Kahn, College Assistant, Weekday Shelver/Counter Clerk
SaerKandji, College Assistant, Classroom Delivery Services
Jill Lifschitz, College Assistant, Evenings/Weekend Counter Clerk
Vincent Molini, College Assistant, Copy Cataloguer (through May 2013)
Chuks Okoye, College Assistant, Evenings/Weekends
Olivia Porch, College Assistant, Evening/Weekend Shelver/Counter Clerk
Angelina Raffaele, College Assistant, Weekday Shelver/Counter Clerk
Elaine Rocco, College Assistant, Media Reservations Clerk
Faisal Sharif, College Assistant, Evening/Weekend Shelver/Counter Clerk
Maria Sinclair, College Assistant, Chief Librarian’s Office
Harold Sicker, III, College Assistant, Evenings/Weekend Counter Clerk
Denise Trapani, College Assistant, Media Reservations Clerk
Marsha Turner, College Assistant, Stacks Maintenance/Counter Clerk
Fletcher Vredenburgh, College Assistant, Weekend Classroom Delivery Services
Paula Yee, College Assistant, Material Processor
Roman Yurchenkov, College Assistant, Material Processor