Library Hours and Staff

56.5 hours per week during fall and spring semesters. Summer semester, 45.5 hours

Fall/Spring
Monday and Tuesday  8:00 a.m. - 8:00 p.m.
Wednesday and Thursday  8:00 a.m. - 6:00 p.m.
Friday  8:00 a.m. - 4:30 p.m.
Saturday  10:00 a.m. - 2:00 p.m.

Summer Semester
Monday - Thursday.  8:30 a.m. -  6:00 p.m.
Friday  8:30 a.m. -  4:00 p.m.

LRC Staff Members

Full-time
Samuel R. Brown, Director of the Learning Resources Center/Library
Elaine Milnor, Circulation Supervisor
Jaime Hammond, Reference/Serials Librarian
John Leonetti, Reference/Library Instruction Librarian
Liz Frechette, Reference/Library Instruction Librarian
Alison Wang, Head of Technical Services/System Librarian
Glenda A. McMillian, Secretary
Dennis O’Connor, Circulation/ILL Assistant

Part-Time
James Zanone, Technical Services Assistant
Gretchen Gallagher, Technical Services Assistant
Bonnie Knapik, Evening Circulation Assistant
Liza Zandonella, Evening/Weekend Circulation Assistant
Jocelyn Miller, Evening/Weekend Reference Librarian

Full-time  5 professionals:
   Director
   2 Reference/Instructional Librarians
   Serials/Reference Librarian
   Technical Services/System Librarian
3 paraprofessionals:  
Circulation Supervisor  
Interlibrary Loan/Serials Assistant  
1 secretary

**Part-time:** Five Educational Assistants (EA's) for a total of 2,079 hours to provide evening and weekend services at the circulation desk and help in technical services. One professional at 24 hours/week to provide reference services. The LRC employed six student workers in the library for a total of 1,461 hours.

**Electronic Classroom**

L523 is used for Library Instruction and as a general research and report writing area for students. One student worker staffed the room and provided general assistance to students for six hours per week, Monday-Thursday.

**L501**

This area is called the “Library Oasis..A Quiet Place to Study and Read,” and is reserved for quiet study for students. Paperback book and periodical racks and “reading corners” have been created. Students were encouraged to informally borrow these paperbacks and return them on their own.

**Library Online Databases**

With the iCONN collection for academic libraries, the NVCC community had access to a total of 32 online resources.

**Interlibrary Loan**

We use mainly OCLC and Connecticut’s ReQuest to fill interlibrary loan requests. NVCC continues to be a net lender. We loaned 753 items and borrowed 599 items. Remote access for faculty and student-initiated ILL is also available.

**Budget**

The materials budget for the entire LRC was $155,000 and $63,815 for educational assistants.
Annual Report Summary Statistics, 2010-2011

Main Library — gate count  150,266
Circulation Transaction Counts  8,495
Periodicals (active subscriptions)  354
Items added  1,578
Items withdrawn  5,634

Summary of Reference & Library Instruction

Total reference transactions  =  4,741
Total L. I. Sessions  =  115
Total L.I. Students Served  =  2,004
Total database searches  =  155,099

Total Item Counts: 72,027

<table>
<thead>
<tr>
<th>Item Type</th>
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<tbody>
<tr>
<td>Book</td>
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<tr>
<td>e-Book</td>
<td>20,828</td>
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<tr>
<td>DVD</td>
<td>2,179</td>
</tr>
<tr>
<td>Other</td>
<td>5,683</td>
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**Bulletin Boards and Displays:**

Our displays and bulletin boards throughout the library and the adjoining hallway focus on topics that educate and inform.

**Ongoing:** Displays throughout the year, highlighting new library items

- 5/11 “High-Tech Tools”
- 4/11 “Disability Awareness Month”
- 4/11 “Disability Awareness Month”
- 3/11 “Great Reads”
- 3/11 “Women’s History Month”
- 2/11 “Black History Month”
- 1/11 “Martin Luther King Day”
- 12/10 “Seasonal Holidays”
- 10/10 “Hispanic Heritage Month”
  Hispanic culture, foods, literature, arts themes
- 10/10 “Halloween Frights”
- 9/10 “Take a Hike”
  New England theme
- 7/10 – 8/10 “Create an Oasis”
  Gardening themes
- 7/10 – 8/10 “Get Fit – Get Healthy”
  Food choices and exercise themes
- 7/10 – 8/10 “Summer Get-Aways”
  Travel theme

**Library Events & Collaborative Programs**

Throughout the year: the library assisted with Advising and Registration of new students.

- 5/11 “National Days of Remembrance”: Holocaust Names Reading Program
  Assisted in organizing the program, held in the library.
5/11 NVCC “Exam Cram” - library component
Assisted in publicizing the event and staffing the library in a jointly sponsored event among several college departments.

4/11 Participated in training on new library equipment for patrons with low vision

12/10 NVCC “Exam Cram” - library component
Assisted in publicizing the event and staffing the library in a jointly sponsored event among several college departments.

10/10 “Library Appreciation Breakfast”
Assisted in organizing, setting up and hosting, for NVCC Maintenance and IT Departments.

10/10 Max R. Traurig Library
Ribbon-Cutting Ceremony: opening of the new library facility.

10/10 Max R. Traurig library
Halloween readings for children of the NVCC Child Development Center.

Substantive achievements in the Library during 2010-2011

Library Instruction program
• Library Instruction has a new classroom on the 4th floor with new furniture and a new instruction station classroom with overhead projection.
• We are developing a mission statement with learning objectives that will be completed over the summer.
• We continue to offer Library Instruction to Danbury classes.
• We have developed and incorporated Lib Guides, an online/accessible approach to guiding library research for specific assignments, in several sessions.
• We continue to offer a flexible selection of Library Instruction options, including having Librarians embedded in individual course programs, one-on-one appointments with students or student groups with respect to projects, and the Roving Librarian at the A.C.E.

Library Technology & Collection Development:
• Library home page redesign
• Integrate Library System – Voyager upgrade to the web based structure. This provides new search and social networking features;
• Library Mobile access allow student to use smart phones to access library databases and catalog to allocate related library resources;
• E-books collection adds rich additional resources to the library. Total 28,000 titles are accessible to users on/off campus.
Reference Services
• Our patient and friendly Reference team communicates continuously in an effort to provide the same quality of service throughout the academic day, to patrons on ground, online, and by telephone.
• We have successfully transitioned to our new home in L524, with full coverage from 9 AM to closing on weekdays, and Saturdays 10-2.
• With much greater visibility and foot traffic we have significantly increased our volume of successfully answered Reference questions.
• We continue to update our robust Reference collection to support and complement academic content with current source material.
• We are developing a Reference mission statement which will be completed over the summer.

Archives Project:
• Produced an exhibition of archival photographs from the Mattatuck Stage Society’s 1977 production of Hair: The American Tribal Love-Rock Musical, for the Leadership Center (S502).

Serials
• The periodicals have been moved to the former Reference area shelves, creating a more attractive and less obstructed 4th floor reading area.
• The former periodical shelving was repurposed by the facilities staff into beautiful display shelves for the DVD collection.
• Electronic subscriptions have been added in several areas of the collection.

Collaboration Studio
• The L524 Collaboration Studio opened in the fall of 2010. The Collaboration Studio houses three workstations equipped with a 42” flat panel monitor and seating and connections for up to 6 users.
• Student and faculty/staff use of the Collaboration Studio has been increasing steadily.
• Several marketing tools have been developed for the Collaboration Studio, including demos, presentations, posters, flyers, and social networking announcements.
• Jaime Hammond has agreed to lead the effort to increase the usage of the Collaboration studios in L524. She will focus on faculty and student outreach and on creating fun and innovative activities to draw in members of the campus community.

Physical Library
• The library has undergone a complete facelift, with updated flooring, ceiling tile, doors, and wall paint.
• Several main service points have been relocated in order to provide a more logical entry point and a more removed quiet study area.
• A $10,000 LSTA federal grant was received and allowed for the library to update all of the existing adaptive technology as well as provide training on both hardware and new software additions.

Circulation
• Successful transition of the circulation functions to the fifth floor, in the library reconfiguration.
• Circulation desk now on 5th floor
• Reserve items – 450 items instead of 100 last year; Netbooks; Mac Adaptors
• All required processing of new items, establishing protocols and procedures for lending, training Circulation staff on use.
• Reconfigured circulation staffing to maximize staff strengths and accommodate staff challenges

NEASC
Three of the NEASC Self-Study subcommittees are headed by members of the library staff: Elaine Milnor—Standard 5 (Faculty); Liz Frechette (co-chair with Ruth Urbina-Lilback)—Standard 4 (Academic Programs); and Jaime Hammond—Standard 10 (Public Disclosure). John Leonetti and Alison Wang are members of the Standard 7 (Library and Other Information Resources) subcommittee and Samuel Brown is a member of the Standard 9 (Finance) subcommittee.

Future challenges in the Library

Library Instruction program
• Effective assessment continues to be a challenge; we will be addressing that with the integration of classroom clickers for fall 2011.
• The sharp increase in fall of 2011 of the First Year Experience program’s Library Literacy segment is anticipated to be a challenge for staffing and scheduling.

Reference
• Sustaining the coverage of the Reference desk on Sundays with no increase in staffing, added to the increased responsibilities of Reference Librarians to be away from the Reference desk for activities taking place both on and off campus, may cause both staffing and scheduling challenges.

Archives
• Limited time and staff to prepare and carry out a plan of action that meets Archival standards, or to continue work started on the Oral History Project.
Serials
• Registration and access to electronic periodical subscriptions is challenging due to the many complexities and variances in procedure for each publisher.

Collaboration Studio
• Many students are unaware that laptops can be borrowed from the library, therefore preventing them from taking full advantage of the Collaboration Studio. More targeted marketing is planned.
• The Collaboration Studio needs devoted staffing for troubleshooting the equipment. A student worker has been requested from financial aid.

Physical Library
• Signage continues to be a necessity and is in the process of being designed and ordered.

Circulation
• Delivering optimal services to patrons while also facing challenges to staff the circulation desk adequately.
• Processing hundreds of new Reserve items annually in a timely manner – very small window of opportunity for accomplishing this at the beginning of the semester.

Collection development
• The library needs more faculty to become involved in ordering books for the collection since they are subject specialists and know best the curricular needs of their academic areas. All book orders should be sent to Alison Wang for processing.