MAX R. TRAURIG LIBRARY
LEARNING RESOURCES CENTER
ANNUAL REPORT
July 2011-June 2012

Library Hours and Staff

60.5 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.
Sunday 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 Librarian
John Leonetti, Reference Librarian
Liz Frechette, Reference Librarian
Alison Wang, Head of Technical Services/System Librarian
Dennis O’Connor, Circulation/ILL Assistant

Part-Time
James Zanone, Technical Services Assistant
Gretchen Gallagher, Technical Services Assistant
Naomi Toftness, Evening Circulation Assistant
Liza Zandonella, Evening/Weekend Circulation Assistant
Tiara Arnold, Evening/Weekend Reference Librarian

Full-time 5 professionals:
Director
3 Reference/Instructional Librarians
Technical Services/System Librarian

2 paraprofessionals:
Circulation Supervisor
Interlibrary Loan/Serials Assistant
Part-time: Five Educational Assistants (EA's) 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.

Electronic Classroom

L410 is used for Library Instruction and as a general research and report writing area for students.

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 858 items and borrowed 831 items. Remote access for faculty and student-initiated ILL is also available.

Budget

The materials budget for the entire LRC was $167,000 and $66,685 for educational assistants.


<table>
<thead>
<tr>
<th>Description</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Main Library—gate count</td>
<td>260,762</td>
</tr>
<tr>
<td>Circulation Transaction Counts</td>
<td>11,651</td>
</tr>
<tr>
<td>Periodicals (active subscriptions)</td>
<td>318</td>
</tr>
<tr>
<td>Items added</td>
<td>1,793</td>
</tr>
<tr>
<td>Items withdrawn</td>
<td>1,255</td>
</tr>
</tbody>
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Summary of Reference & Library Instruction

<table>
<thead>
<tr>
<th>Description</th>
<th>Count</th>
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</thead>
<tbody>
<tr>
<td>Total reference transactions</td>
<td>5,832</td>
</tr>
<tr>
<td>Total L. I. Sessions</td>
<td>106 (includes 10 in Danbury)</td>
</tr>
<tr>
<td>Total L.I. Students Served</td>
<td>1,855</td>
</tr>
<tr>
<td>Total database searches</td>
<td>194,560</td>
</tr>
<tr>
<td>Item Type</td>
<td>Item Count</td>
</tr>
<tr>
<td>-----------</td>
<td>------------</td>
</tr>
<tr>
<td>Book</td>
<td>40,176</td>
</tr>
<tr>
<td>e-Book</td>
<td>20,825</td>
</tr>
<tr>
<td>DVD</td>
<td>2,354</td>
</tr>
<tr>
<td>Other</td>
<td>6,784</td>
</tr>
<tr>
<td>Total</td>
<td>70,139</td>
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Library Displays and Bulletin Boards

The Circulation Staff created library displays focusing on topics that educate and inform, with the occasional element of “fun” added in. We also included topics that showcase the multitudinous cultural and ethnic backgrounds of our students and of society at large. These themes are woven into displays like the “Hispanic Heritage Month”, and also into broader topics like the historical and multicultural background of world-wide seasonal holidays.

Ongoing: New books, DVDs and CDs

Summer 2012: Staff Favorites (books, media, magazine, etc.)

6/12 Juneteenth (celebrating African American freedom)
5/12 Oscar-nominated Films
4/12 Celebrate Women’s History
2/12 Black History Month
1/12 Martin Luther King
12/11 Seasonal Holidays
11/11 Thanksgiving
10/11 Halloween Frights
10/11 Steve Jobs & Apple Computer
8/11 Summer Travel
9/11-10/11 Hispanic Heritage Month

Library events and collaborative programs

The Library partnered with Arts and Humanities to hold a series of book discussions, events and displays centered on The Book Thief, a novel by Markus Zusak. Over 100 copies were distributed to the college community in this pilot One Book, One Community program. The Library hosted 4 discussion group meetings, and worked with COM100 students on a dramatic reading of selections from the text.

“National Days of Remembrance”: Holocaust Names Reading Program Assisted in organizing the program, held in the library on April 11, 2012.
The “Read to Me” series of library programs continued with readings in the Fall and Spring semesters. The programs featured readers and audience members from among NVCC students, faculty and staff.

Library Programs: October 2011 and April 2012
"Read to Me" - the library's ongoing program of readings for the NVCC community, featuring NVCC students, faculty and staff reading and discussing favorite selections of their own choice.

Substantive achievements in the Library during 2011-2012

*Instruction librarians have developed an assessment program that will kick off with the Fall 2012 semester.

*2011-12 was spent doing an environmental scan of mission statements and outcomes, mapping outcomes to ACRL standards, and exploring methodologies.

*Librarians created Subject/Course Research Guides [http://nvcc.libguides.com/index.php]

*The NVCC library is one of the four pilot libraries in the Blackboard Learn Implementation and will provide electronic reserves for courses.

*The Library provided additional access to full text online periodicals

*The Circulation staff has begun an on-going program of in-depth cross-training, in order to develop multiple competencies among each staff member for optimal service at the circulation desk.

Library Technical Services Annual Report
FY 2011/2012
Alison Wang – Head of Technical Services/System Librarian

The Library Technical Services Department had a busy and very productive fiscal year, 2011/2012, as we usually do. Staff in the Tech. Services understands that we are the backbone of the library. Though we do not see students face to face on a daily basis, our work builds a bridge which connects the learner and the information resources. All information, such as electronic databases, eBooks, printed materials, media items, new technology devices and more, through our hands are revealed to our users both on campus and remotely. In this fiscal year, we focused on the following projects:

1. **Textbook:** Textbook is a special collection for NVCC students. The current collection is held in circulation with reserve status. Technical Services changed heavy load and complicated processing procedures to simple and efficient one. The most important change is this collection is now accessible for students. We are working on Textbook database management. Our goal is to have Textbooks waiting for student at the beginning of each semester.
2. Library Purchasing & Collection Development: Since FY 2011/2012, all library purchasing has been done in the Technical Services department. After the library’s secretary position vanished, staff in the department absorbed extra work load. We have been handling orders of staff’s office supplies, faculty special direct orders, electronic database renewal, new technology items order and setup, new electronic database trial and purchasing, such as Films On Demand, Ebrary, library materials in all formats purchasing and processing. In FY 2011/2012, 1800 items have been added to the library collection.

The library operating budget was monitored and managed.

3. Subject/Course Research Guide: is a research services tool for learners. That includes course-related research guides, FAQs, Library Facts for Faculty, First Year Experiences etc. http://nvcc.libguides.com/index.php. The most popular guides were viewed by student from 300 to 700 times. The library also received positive feedback from students, For example: “This was a very helpful website. I like the way it had sections and everything was so much easier to find here. I really like the fact that this was only related to human services classes which made it easier to find article, journals and books related to human services.” “I really like this. This website really helped me looking at books. Sometime i felt like i had to go to the library for a book, but having this website was excellent because if worse comes to worse I could of found a book on here and get research. I also think that it was so much easier finding articles here then on the library websites because this website really just specifically focuses on human service.”

We adopted the tool - Libguide and set up a platform for librarians to contribute their expertise in guiding student learning. This platform also engaged a lot of cooperation between librarian, students and faculty.

4. Printed Periodicals Overlap Study: in FY 2011/2012, the library faced budget reduction and the growing of users’ expectations. In order to effectively use the available budget, we initiated Printed Periodical Overlap Study. This internal library collection analysis study involved all librarians and faculty. The study goals are to identify duplication of periodical titles that library paid for in both printed and electronic format; to identify the needs of students and faculty; and reallocate dollar amount to necessary collections.

Now we’ve reached our first goal: identify duplicate purchasing. Technical Services provides collection information on both printed and electronic collection and has set up the ongoing study work flows. This project continues in FY 2012/2013.

5. Integrated Library System (ILS) Upgrade/Training: ILS had major upgrade this year from version 7 to version 8. The major upgrade involves hundreds of XML, CSS, html, etc. files to be updated and modified. The upgrade was done smoothly and seamlessly. This major infrastructure of library system impacts our users in allocating library materials. Currently, NVCC library ILS is advanced setting among Connecticut’s twelve Community Colleges. We adopted current library technology, open source: connected with WorldCat, Google Books; Social Networking; Simultaneous search with all Community Colleges in Connecticut; citation link, embedding with Connecticut State library resources etc.
Library home page **MOBILE Access** is successfully done and available for users. Library Web Site is continuously maintained, renewed, and managed by the Technical Services. As we all know that “behind each Click, there is hard work.” If you go to our library OPAC, Library Home Page, and Subject/Course Research Guide, you will see our original designs professionally done. Multiple library technology trainings were done among library staffs.

6. **Others:**
   a. **Entertainment DVD Collection:** For easy access to entertainment DVD collection, the DVD collection was divided into two sections: educational and entertainment DVD collections. Regardless how it eventually works, 600 items were relabeled and 1200 records were updated.

   b. **New Student Orientation/Circulation Coverage:** Technical Services staff also actively participated in other library and college activities. FY 2011/2012, represented the library in college’s New Student Ordination and carried out circulation duties as needed.

   c. **NEASC Committee:** actively participated in NEASC Standard Seven committee in providing statics information, virtual documentary room, and self-study

In the past year, we are glad that we are able to provide services to our students, faculty and community users. We will continuously provide our best services to reach our goal: STUDENTS’ SUCCESS