Max R. Traurig Library

Annual Report 2015-16

Naugatuck Valley Community College

Max R. Traurig Library

Annual Report 2015-16

Accomplishments, Challenges, and Goals

This year brought many changes to the Library, particularly with regard to the new library system and information literacy. Key accomplishments of the year include:

- Introduced qualitative student data collection into FYE sessions by using pre/post confidence questions and an open ended observation question. Coded qualitative data. A focus group on student reading habits was also held in May.
- Updated FYE sessions in collaboration with FYE faculty to increase participation and improve outcomes.
- Adopted programmatic approach to PTA instruction through faculty collaboration.
- Created and published 19 new LibGuides. LibGuide views increased significantly over FY15.
- Hosted 8 Spotlight Events, introducing students, faculty and staff to new resources and services.
- Participated in system-wide migration to new library system. Technical Services Librarian Alison Wang co-chair two of the RFP committees. Jaime Hammond, Library Director, is co-chair of the implementation steering committee, representing the 12 community colleges.
- Collaborated with GEAR UP on multiple library instruction sessions for Waterbury Public School students.
- Updated library website to make it easier for faculty to differentiate between the 3 types of library instruction (traditional, 5x5, and embedded).
- Added guitars, calculators, and laptops for home use to circulating collection.
- Expanded embedded librarian program.
- Upgraded library calendar, added ability to schedule appointments with librarians and reserve new study carrels on 4th floor.
- Co-created and supported Financial Literacy workshop series in conjunction with Dean of Community Engagement and United Way of Greater Waterbury.
- Co-sponsored One Book, One College initiative including book discussions, film viewings, speakers, and other events.
- Library staff presented at local, state, and national conferences.
- Partnered with Student Services in support of START sessions.

Despite the many accomplishments of this year, the Library faced some challenges:

- Many staffing changes, particularly in Circulation and Technical Services.
- Significant staff work time required for participating in migration.
- Increasing costs of databases coupled with ongoing budget constraints
- Ongoing demand for defined quiet study areas and increased staff coverage of 4th floor areas.
- Loss of academic book vendor on state contract significantly increased workload in technical services; required reference department to develop and deploy new ordering procedures.

The Library's Goals for 2016-17:

- Successfully implement new Integrated Library System and Discovery Layer
- Expand marketing of resources and services
- Expand support of faculty and student research
- Increase student reading for pleasure and discovery
- Implement Open Educational Resources and support campus copyright support
- Foster effective communication within and outside of the Library

---

Information Literacy

The reference librarians continued to work with the new Framework for Information Literacy, which was initially adopted in FY15. By creating a new instruction modality, the "Max's 5x5" series of five 25-minute targeted sessions, librarians were able to engage more faculty and students in their classrooms and online. The librarians updated the website to reflect this new offering, and created marketing materials that were delivered to all faculty at the beginning of the semester. The reference librarians also increased the number of sections that had embedded librarians, and more Danbury classes had library instruction than ever before. In addition, reference librarians experimented with Camtasia and other tools to create original videos and quizzes that could be embedded in Blackboard Learn and posted on YouTube. A series of Blackboard workshops was also given at the beginning of the fall semester, and several faculty members requested that the session be repeated for their classes in the spring.

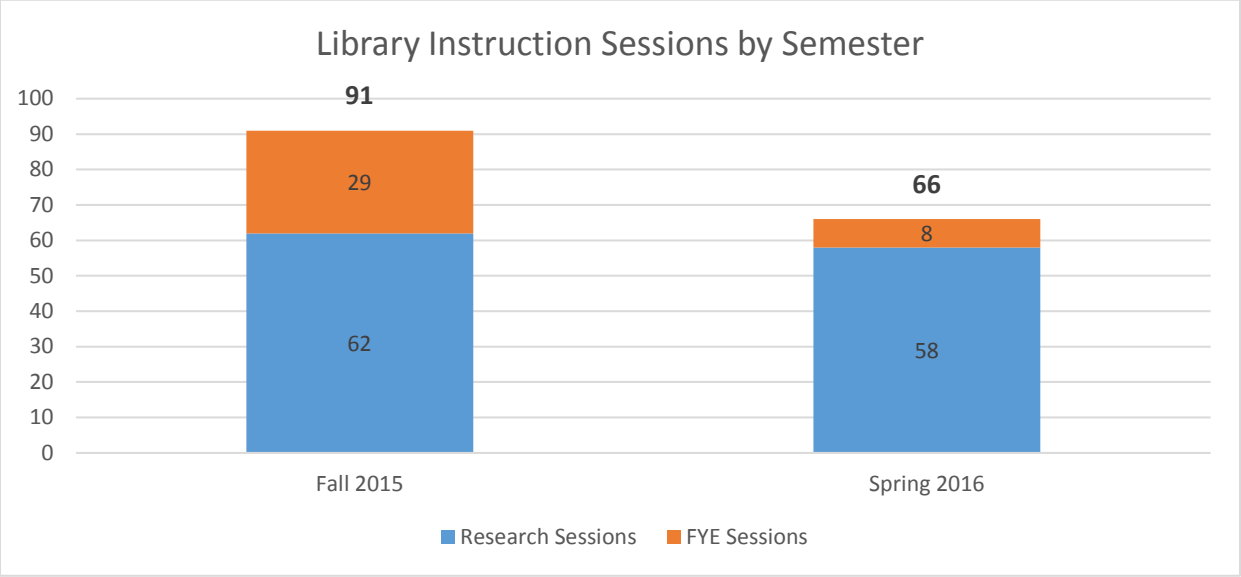
The reference team also collaborated with faculty on a variety of projects. Jenna Barry, reference librarian, served as a member of the Honors Committee, and provided students in the Honors Capstone course with information literacy instruction. Liz Frechette worked with Danbury faculty to increase instruction in Danbury by over 200% from FY15. Jenna, Liz, and John Leonetti each worked with the Library Media Specialist from a Waterbury public high school to increase information literacy amongst 9th and 10th graders participating in the Gear Up program. The team also worked with the FYE committee to update the FYE instruction session. Qualitative assessment was incorporated into this new session, and a focus group was held in May to discuss student reading habits. Feedback from this session was also coded and provided great insight into important themes, which will in turn be used in a student survey to be given in FY17.

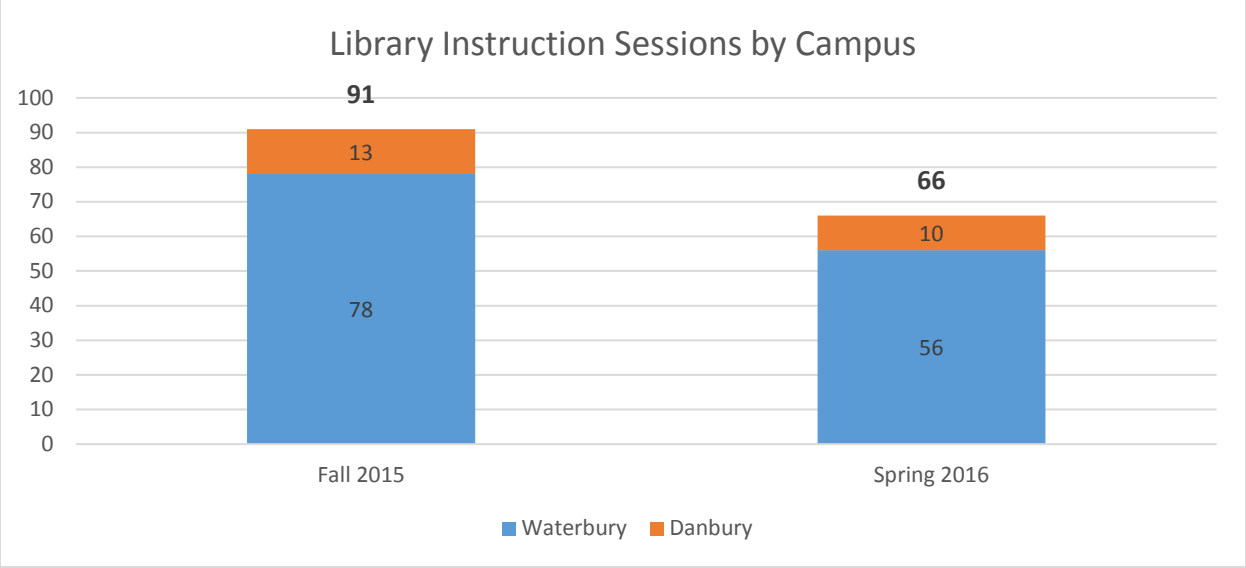
The Library has partnered with the Physical Therapist Assistant (PTA) program to develop a program-based approach to information literacy. This approach entails reviewing the 4 semester program and determining where research instruction can be inserted to ensure progressive learning throughout the program. A review of program outcomes done in 2015-16 demonstrated that many programs lacked

outcomes relating to student research. In 2016-17, a review of course outcomes will inform the expansion of the program based information literacy approach beyond PTA.

Library Instruction

Library instruction sessions once again increased in 2015-16, despite the number of FYE sections continuing to decline over the prior 2 years. Non-FYE sessions increased from 94 to 120, and the total number of sessions increased from 138 to 157 over 2014-15. Sessions taught in Danbury increased in both semesters over the previous academic year.



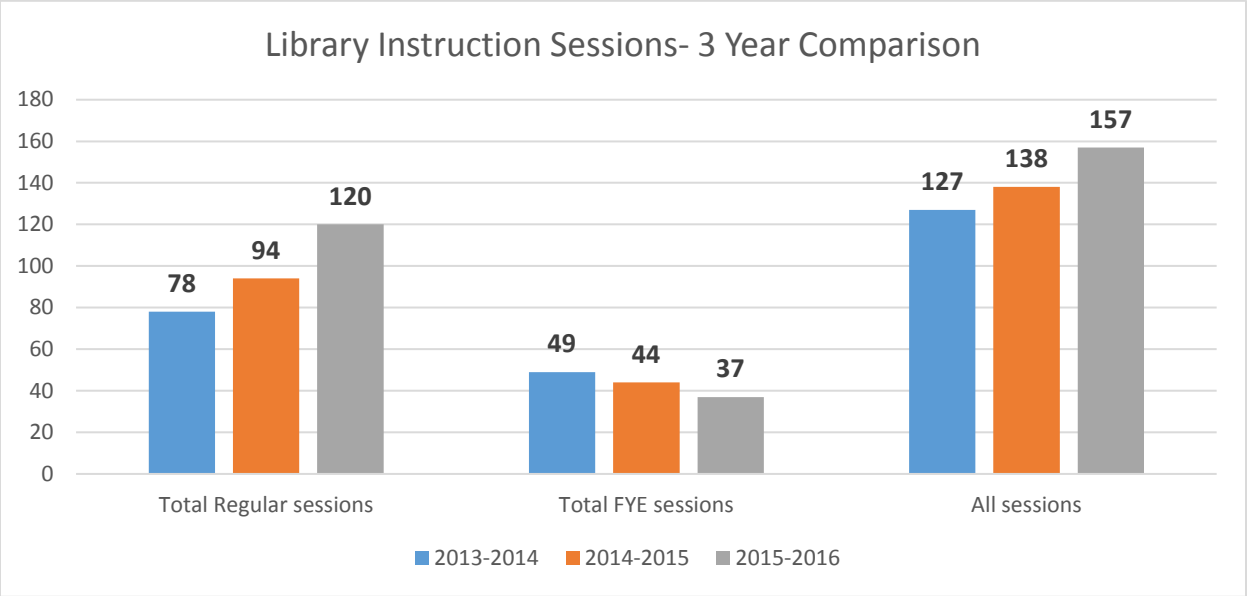


The reference librarians also expanded the embedded librarian program, which is designed as a partnership between faculty and librarians to provide ongoing support to a particular class. This

program, as well as the other aspects of the librarian liaison program, were formalized in 2014-15 and an informational brochure was created for faculty outreach. Librarians continued to expand the number of course in which they were "embedded" in 2015-16, and started becoming embedded in online and Danbury courses. Students with embedded librarians expressed positive feedback. The following quotes are examples of feedback from an online psychology course:

"I watched all of the videos and went to the links associated with the paper. The videos the librarian posted were helpful to figure out how to find our library's database and the best way to search for articles. I think this is something that would be good to include in your future classes!"

"I did use the librarian service for my paper. [The librarian] was wonderful with helping me with the research paper!"



21st Century Library Technology

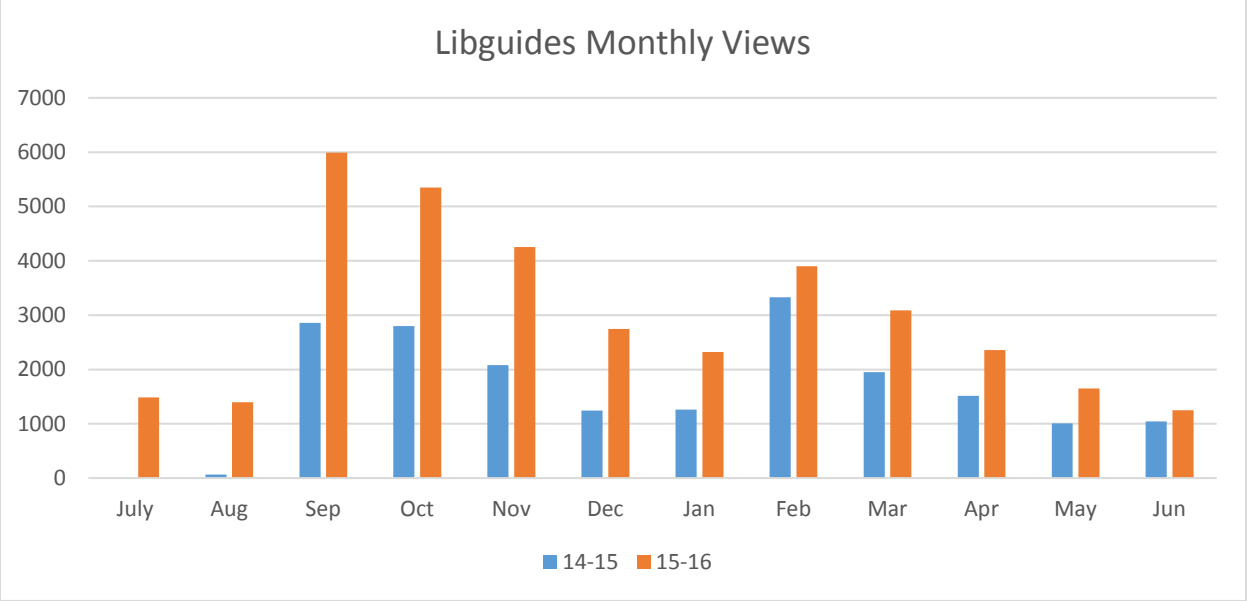
Librarians also developed videos and online quizzes to support student learning. Videos developed for embedded courses received a notable number of views in 2015-16. For example:

"What is peer review?" 132 views
"Finding psychology articles" 218 views

Quizzes were embedded into LibGuides, library research guides developed by NVCC librarians, to support student learning. Examples of these include History 101 and an MLA quiz.

Librarians created 19 new LibGuides during the year, ranging in topic from Digital Arts to Botany. The number of views per guide increased significantly- the top ten guides in 2013-14 averaged 633 views and in 2014-15 that number increased to 836, but in 2015-16, the average was nearly 2100. The top guide remained the same, but nearly quintupled in views:

Top 10 LibGuides 2014-15	***Views***	***Top 10 LibGuides 2015-16***	***Views***
PSY H111 General Psychology I	1359	PSY H111 General Psychology I	6554
Library Facts for Faculty	890	Databases/Magazine/Journal Articles	2709
IDS H101 First Year Experience	853	IDS H101 First Year Experience	2298
Psychology	813	HIS H101 Western Civilization 1	1755
Great Web Resources	806	DAT H101 Introduction to Digital Arts	1433
ESL H169 Reading and Writing VI	784	Library Policies	1429
Library Policies	776	ENG H101 Composition	1242
HSE H281 Human Services Field Work I	735	HIS H201 US History	1173
Physical Therapy	705	Legal Resources	1096
ENG H101 Composition	641	Library Facts for Faculty	882



Last year, selected LibGuides were added to faculty course shells directly through Blackboard thanks to a collaboration between Alison Wang and Carrie Horvath, Director of Distance Learning. This year, the

Director of Distance Learning embedded the link into the default course shell, meaning that future courses would automatically be integrated with library resources.

New material types were introduced in 2015-16 with the introduction of laptops that could be taken off campus, guitars, calculators, and changes in the USB loan rules. Students took advantage of these new items to support their studies on and off campus.

Outreach to Students, Staff, Faculty, and the Community

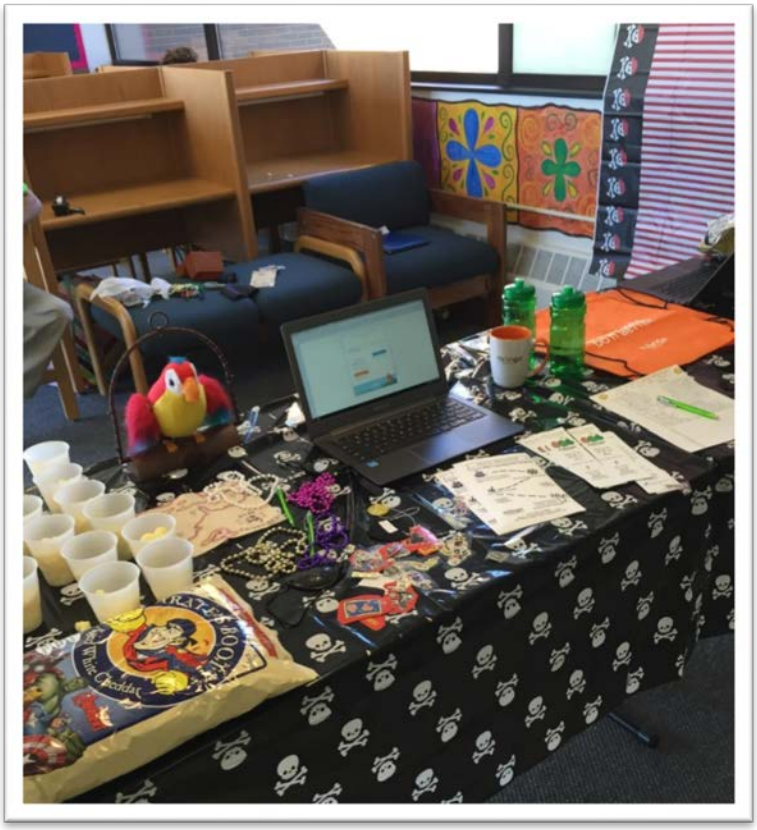
The Circulation Supervisor and staff developed a series of events and displays to increase student and faculty/staff outreach and engagement throughout the year. Elaine Milnor, Circulation Supervisor, hosted two faculty/staff Book Discussion meetings:

Last Night at the Lobster, by prize winning author Stuart O'Nan, 1/16
Hotel du Lac, Booker Prize winning novel by Anita Brookner, 6/16

Circulation also supported Library-wide events by serving refreshments and assisting with logistics and activities during Exam Cram and National Library Week. In addition, they developed a series of book and bulletin board displays for the following events:

Hispanic Heritage Month
One Book – One College
Black History Month: "Black Inventors"
Award Winning Films
NVCC Faculty Authors
Women's History: "Women of Accomplishment"
National Poetry Month
National Library Week
Tax Season Materials
Congratulations to the Class of 2016!
Seasonal Displays: national and world holidays
"Notable Days" like Ides of March.
Ongoing displays of new books and DVDs, themed book displays

The reference librarians organized and ran many outreach activities throughout the year. The reference librarian's "Write a Letter Month" project not only attracted many interested students, but the poster created for the event won a 2016 Connecticut Library Association Publicity Award, which was given at the annual conference in Hartford:



"Talk like a Pirate Day" Spotlight Series showcased the Mango Languages Database to students, staff and faculty

Eight "Spotlight Series" events were held in the 5th floor walkway, as librarians encouraged students, staff, and faculty passing by to learn about library databases, services, and other helpful tools. Spotlight events topics were:

Mango Languages
Statista
Films on Demand
Digital Public Library of America
Research within Reach (ways to connect with librarians)
Google Drive
Credo Reference and
National Library Week

The Library also collaborated with Student Activities, CAPPS, the CJPCO, the Hispanic Student Union, the Child Development Center (CDC), and many more groups on events throughout the year. Exam Cram, the Job Search fair, and visits by the Bucks Hill School and the CDC's Poetry Jam were highlights of the year:

Librarians Liz Frechette and Jenna Barry teach Bucks Hill School children as part of an HSU event.

The Child Development Center Poetry Jam brings families to the Library- and families are encouraged to become patrons!

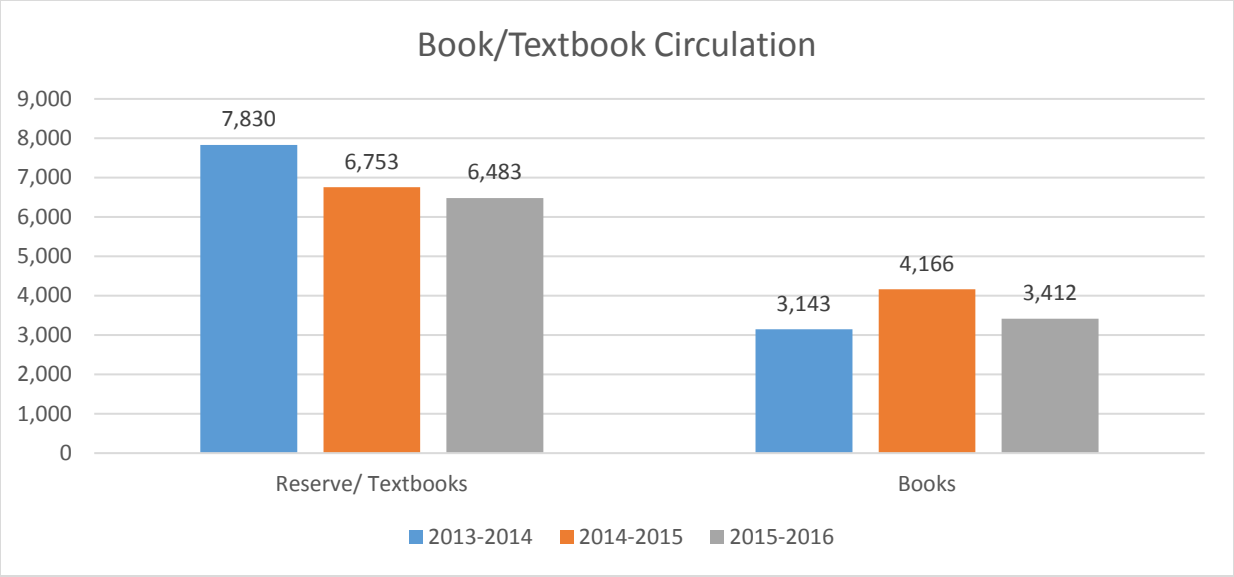
The Library staff also supported new student registration by serving as presenters for the START sessions, and sometimes hosting the sessions themselves on the 4th floor of the Library. Participation in events such as Orientation, Open House, and even the Brass City Comic Con showcased the Library's collection and services to new and current students and their families.

Collection and Circulation

Library Holdings by Record Type	New in 2015-16	Total
Art	0	23
Book	1148	31362
Cassette	0	27
CDROM	0	20
Computer Accessories	0	23
DVDs	156	2790
Music CDs	2	2102
Netbooks and Laptops	30	45
Nooks	0	10
Periodical	0	16
Reference	6	4503
Reserve (Non Textbook)	2	127
Textbook	274	1582
USBs	21	41
VHS	8	3059
Total Items	**1647**	**45730**

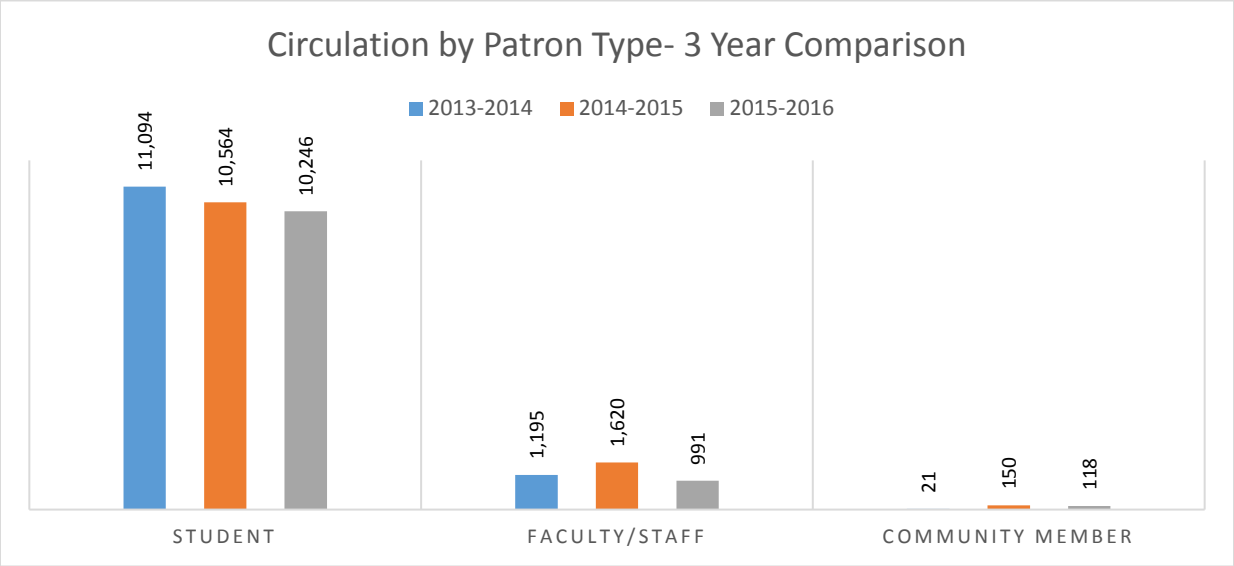
In 2014-15, the entire collection was shifted and some of the shelves were removed in order to add study carrels on the 5th floor for more quiet study space. This new study space proved to be very popular with students, so in 2015-16, shelving was removed from the 4th floor and more study carrels were added. These carrels, while open to anyone, were marketed to the Honors students as an additional perk of being part of the program.

The textbook collection continues to be one of the most popular, yet labor intensive, areas of the library collection. Textbooks were borrowed over 6000 times this year- twice the number of non-textbook print titles. The suspension of statewide Interlibrary Loan services may have impacted the number of non-textbook print items borrowed this year- the service, which is very popular with students around the state, was shut down due to budget constraints. The implementation of the new shared library system promises to increase student use of books throughout the system in 2016-17.



Circulation and Technical Services staff have continued to collaborate on streamlining the textbook acquisition process to ensure student access to course materials.

Student use of library materials dropped slightly from 2014-15, but circulation per 1000 FTE is nearly identical. Faculty and staff circulation dropped this year, largely in part to the suspension of the statewide ILL program.



The number of textbooks made available to students at the Danbury campus continues to increase. Requests for other materials will need to be addressed in order to provide equitable library services to Danbury students in the next academic year. Out of 154 items currently available in Danbury, 48 were added in 2015-16, a 45% increase over 2014-15.

Assignment of duties in the Circulation department continues to be a challenge due to staff departures, but new additions in 2015-16 have stabilized the EA staff- a primary goal for this year. Continued turnover in work study students, while expected, creates an ongoing need for training. The addition of several new item types, including laptops for home use and guitars, created a need for ongoing training and development of procedures. A large music donation was received at the end of 2014-15, including nonfiction, scores, and CDs. Jenna Barry and Andrew Ardizzoia, instructor of music, collaborated on reviewing the donation and the selected titles were added to the collection in 2015-16.

Shelly-Ann Minott, Work Study student, tries out one of the new guitars. Guitars can be borrowed for a week.

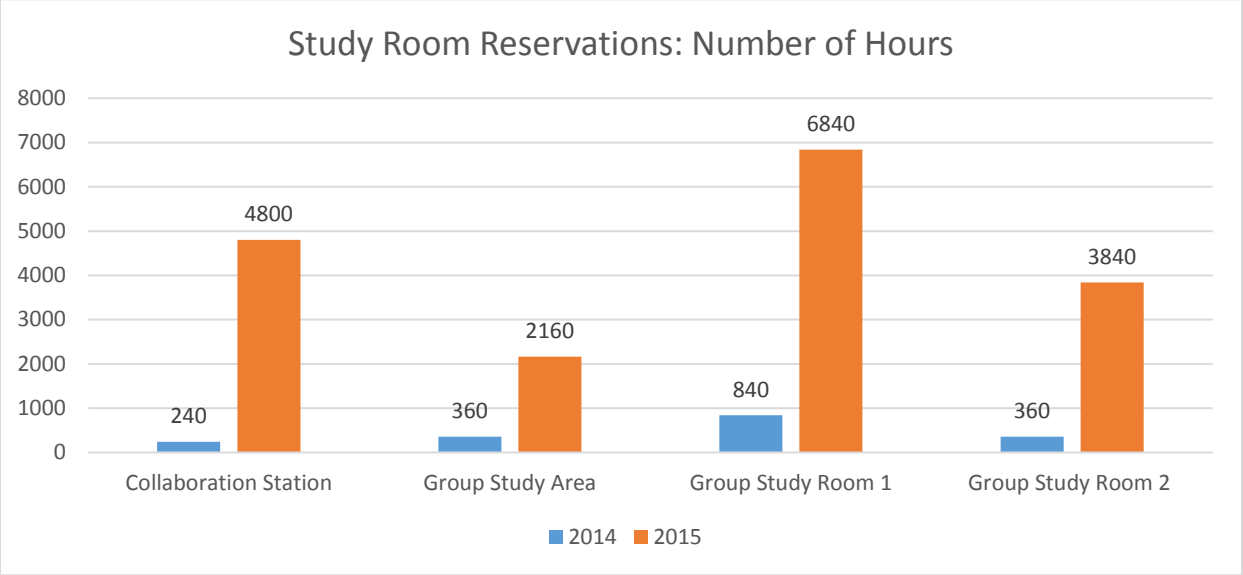
While textbooks, laptops, and USBs circulate the most heavily, fiction titles also appeared in the most popular title lists. *Hotel on the Corner of Bitter and Sweet*, a novel by Jamie Ford, was the most popular non-textbook title in 2015-16, followed by a large selection of fiction and nonfiction ESL readers, *Jane Eyre* by Charlotte Bronte, and *All the Light We Cannot See*, a novel by Anthony Doerr.

Space and Use

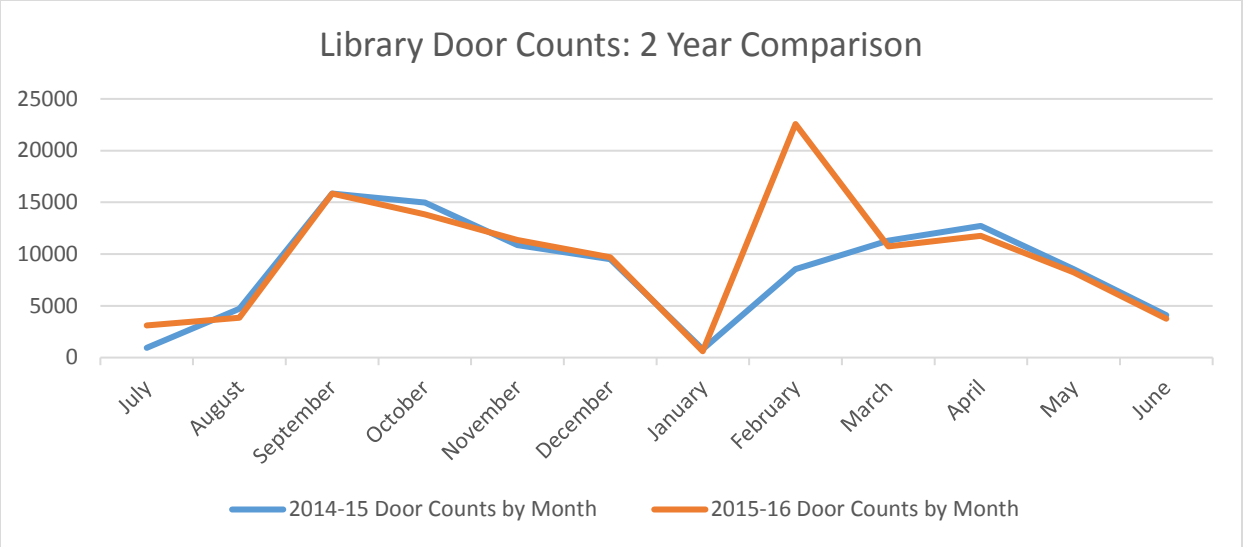
New chairs were purchased with Capital Bond funds for the 5th floor student computer area, completing the updates to the renovation that was done years before. New study carrels were added on the 4th floor and the VHS collection was shifted. Empty stacks were cleaned and used for storage.

Circulation staff developed a new system for notifying students of reserved study rooms. New signs and posters were purchased to market library events and classes, theme weeks such as National Library Week, and to better guide students browsing by subject in the stacks. Digital displays and self-check kiosks were used to advertise events and other information digitally. The library website and Facebook page were continuously updated to reflect upcoming One Book events, changes in hours, and new items available for student use.

Study room bookings increased significantly in 2015-16 over the prior year, as students became accustomed to the new system implemented in 2014-15:



Door counts, which measure the number of times people pass through the security gates on either floor, were up approximately 12% over 2014-15, from 102,883 to 115,409. A change in the IP addresses for the college in January of 2016 caused a "backup" of door counts, which is reflected in the large bump in February of 2016, as seen in this chart:



The addition of the new study carrels in the 5th floor stacks provided more much needed quiet study space for students. Students also utilized the text service to request staff assistance when students were not respecting the policy of quiet in designated areas.

Library Scholarship

Representation on College Committees 2015-16

Committee	Current Representative	Current Alternate	Start Date	Notes
4CS Promotion	Liz Frechette	Alison Wang	2015-16	Only 4CS members eligible
4CS Tenure	Alison Wang	Liz Frechette	2015-16	Only 4CS members eligible
AFT Promotion	None			AFT holds election
Curriculum and Educational Affairs (CEAC)	Jaime Hammond	John Leonetti	2014-15	
Academic Standards	Liz Frechette	John Leonetti	2007	Term ends 2016
Student Affairs	Alison Wang	Elaine Milnor	2009	
Educational Technology Committee	Alison Wang		2014	
ADA Review Committee	John Leonetti		2013	
Faculty Senate	Jenna Barry		2015-16	
GEACC	Jaime Hammond	Alison Wang	2014-15	
Library Advisory Committee	Jenna Barry		2015-16	
Honors Committee	Jenna Barry		2015-16	
One Book Committee	Jaime Hammond		2015-16	

Presentations Given by Library Staff

Moderator, "ACRL Credentialing Forum"
Jaime Hammond
Webinar
September 24, 2015

Poster session: "FYE and the Library: Assessment in Action for First-Year Information Literacy"
Jenna Barry & Jaime Hammond
General Education Assessment Panel Presentation, NVCC
October 8, 2015

Panel session: "Update on Value of Academic Libraries Initiative"
Jaime Hammond
American Library Association Midwinter Meeting, Boston
January 10, 2016

Poster session: "Core Concepts in Your Classroom: The Max's 5x5 Instruction Series"
Jenna Barry
Engaging with the ACRL Framework for Information Literacy, University at Albany
March 10, 2016

Welcoming Remarks, "CSCU Libraries Alma Project Kickoff"
Jaime Hammond
Central Connecticut State University
March 22, 2016

Breakout session: "FYE and the Library: Assessment in Action for First-Year Information Literacy"
Jaime Hammond & Jenna Barry
FAC Annual Conference, Housatonic Community College
April 8, 2016

Library Facts

Library Hours
Regular semester hours open: 64.5
Summer hours open: 48.5

Fall/Spring Semester Hours	
Monday to Thursday	8:00 am to 8:00 pm
Friday	8:00 am to 4:30 pm
Saturday & Sunday	10:00 am to 2:00 pm

Summer Semester Hours	
Monday to Thursday	8:00 am to 6:00 pm
Friday	8:00 am to 4:30 pm
Saturday & Sunday	Closed

Library Staff

Full Time

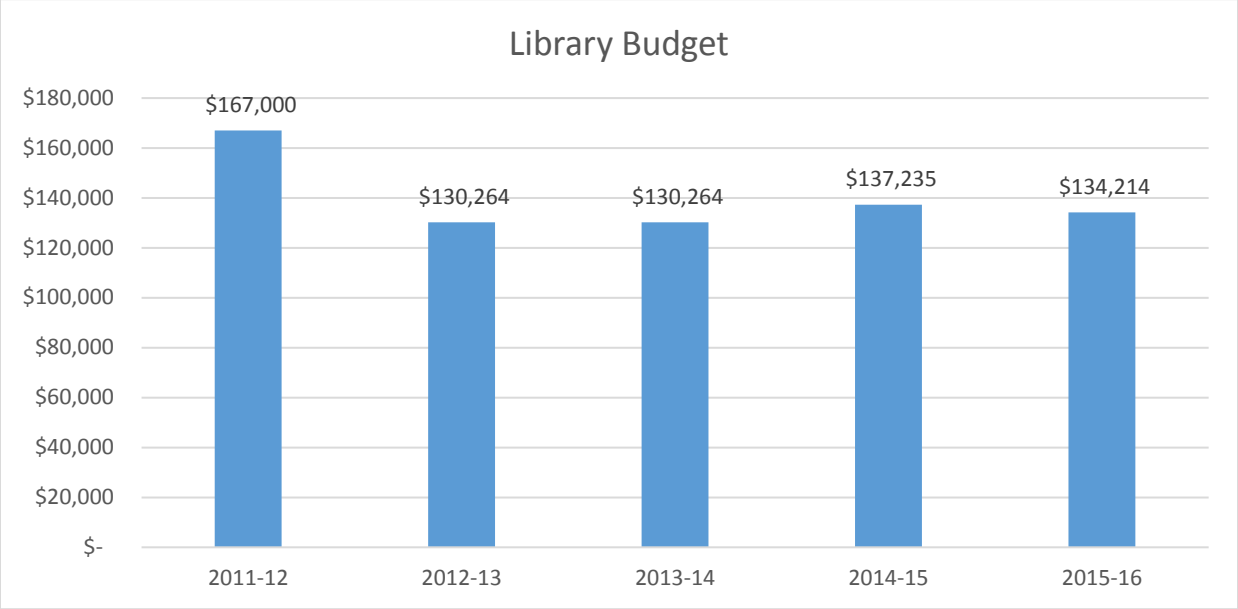
Jaime Hammond, Director of Library Services
Jenna Barry, Librarian
Elizabeth Frechette, Librarian
John Leonetti, Librarian
Alison Wang, Librarian
Elaine Milnor, Library Associate

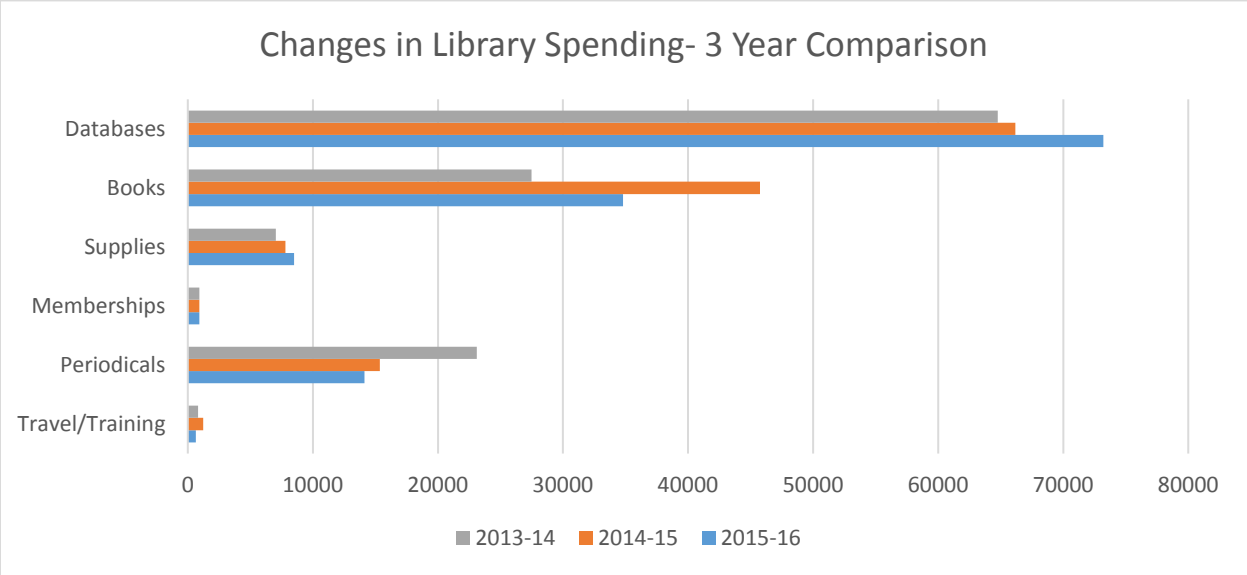
Part Time

Tiara Arnold, Librarian
Martha Neault, Circulation Assistant (hired August 2015)
Jeffrey Kinnard, Circulation Assistant
Michelle Victory, Circulation Assistant
Liza Zandonella, Circulation Assistant
June Artman, Technical Services Assistant (hired June 2015)
James Zanone, Technical Services Assistant (resigned May 2016)

Angel Bleggi, Work Study student, poses with the "Bookmas Tree" she built in December 2015.

Library Budget





*Note: Abberations in the state contract with the Library's book vendor resulted in a decrease in book spending in 2015-16.

Summary

The Max R. Traurig Library continues to be a heavily utilized, vibrant, and inviting space for students, staff and faculty alike. Challenges in enrollment, interlibrary loan delivery, and the book vendor state contract contributed to some declines in use, but increases in instruction, door counts, and room bookings demonstrate the Library's dual roles as a vital component of instruction and a place for students to study and research continue to expand. The Library's 2016-17 goals of integrating new research technology while continuing to support student study needs promise to bring exciting developments in the new academic year.