Library

Summary Report

2018 - 2019

Prepared by:

Library Staff

December 2019
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2018 – 2019 Overview

In January 2019, Angelina Hinojosa went from splitting her time between being the Interim Director of the Academic Tutoring Center and Information Literacy Librarian to full time Director of the Academic Tutoring Center. To fill the vacant 17 hours per week in the Library, a search was performed and Dr. Tabitha (Tabbi) Heavner was hired as the new part-time Information Literacy Librarian. Since Angelina was a year round employee, and the part-time staff worked only during the fall and spring semesters, the contracts of the part-timers were extended to year round to compensate for the loss of Angelina over the summer months.

On the IT front, two new high-speed scanners were purchased – one for the Library and one for the Homework Lab. The previous scanners were older and slower, and students frequently complained that it took too long to scan a book or document. The new scanners are fast and efficient, and they appear to be used more than the previous equipment.

The main Library printer was upgraded to a printer/copier/scanner. Students can use this printer to scan directly to email or save to a USB. While not used as much as the other two new scanners, students benefit from this new technology, too. In addition, a portable Blu-Ray player was purchased so students could follow up and watch movies in the Library that were originally shown in the Film History class.

At the urging of Library staff, print quotas for students were instituted a few years ago. After the student reached 500 prints, they would have to ask a librarian for additional copies. This was done in the hopes of limiting paper and toner, and it gave librarians the opportunity to instruct students on how to limit printing, such as printing multiple slides per page with PowerPoint and instructing them to read abstracts before printing entire articles. In the fall of 2018 the IT Department switched print servers, which resulted in the loss of the quotas. Although the quotas are no longer in place, librarians do remind students of their printing options when the opportunities arise.

The collection received modest attention in 2018-2019. More print periodical subscriptions were discarded, which enabled Library staff to relocate all of the subscriptions on just one wall. What was once 100+ subscriptions in 2012 has been reduced to 51 in the spring of 2019. As for books, Library of Congress call numbers J (Politics), K (Law), and M (Music) were weeded.

As for transactions at the circulation and reference desks, staff created a generic library patron card to track usage of materials used in the library. Books that students used and left on tables, carts, etc. had previously not been tracked. By creating the generic card, these materials were gathered by student workers and checked out to the card and back in. This enabled staff to capture the activity in the circulation system to reflect a more accurate total of which resources were being used.

Reference transactions declined in 2018-2019. While there are no concrete reasons for the decrease, it should be noted that IT and Directional questions increased. The decline could be attributed to a number of factors, including fewer library related assignments, especially during the Spring semester.
Library staff reviews professional literature, responds to faculty, staff, and student recommendations, and relies on professional knowledge to build a well-rounded collection to suit the needs of Asnuntuck Community College.

In the 2018 – 2019 academic year, there were 338 new items added to the collection.
As expected, circulation is highest mid-semester during the spring and the fall.
English, First Year Experience, and Business classes continue to be the highest percentage of IL instruction. Early Childhood Experience (ECE) had an increase, while other subjects remained steady. One ECE class made continuous use of an IL librarian during different phases of a single project.
Nine-year summary of classes and students taught per school year: after a dip in the 2016-17 school year, which mimics the 2013-14 school year with even lower enrollment numbers, the number of classes taught remains steady. 2016-17 was the first year that the IL librarian was also managing the tutoring center. The line graph below shows that, while there may be a correlation between students taught and overall enrollment for the 2013-14 school year, the same relationship does not exist for the 2016-17 school year. In fact, the inverse is true; enrollment from 2015-16 to 2016-17 increased significantly, while students receiving IL instruction went down between those two years.
Visual comparison of classes and students per semester, Spring 2012 – Spring 2019 (summer instruction included)

Very little IL instruction occurs during the summer sessions. The trend is two more productive years, followed by one year of reduced call for IL instruction. If most students attend ACC for only two years, theoretically every student receives IL instruction at least once during their tenure at ACC.
The number of courses and students instructed in IL has been consistent for two years.
Reference Statistics
2018 - 2019

Reference Statistics

<table>
<thead>
<tr>
<th>Month</th>
<th>July</th>
<th>August</th>
<th>September</th>
<th>October</th>
<th>November</th>
<th>December</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reference</td>
<td>45</td>
<td>39</td>
<td>152</td>
<td>121</td>
<td>88</td>
<td>59</td>
</tr>
<tr>
<td>IT</td>
<td>109</td>
<td>161</td>
<td>283</td>
<td>212</td>
<td>220</td>
<td>120</td>
</tr>
<tr>
<td>Directional</td>
<td>3</td>
<td>2</td>
<td>10</td>
<td>32</td>
<td>12</td>
<td>9</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Month</th>
<th>January</th>
<th>February</th>
<th>March</th>
<th>April</th>
<th>May</th>
<th>June</th>
<th>TOTALS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reference</td>
<td>24</td>
<td>100</td>
<td>48</td>
<td>57</td>
<td>35</td>
<td>9</td>
<td>777</td>
</tr>
<tr>
<td>IT</td>
<td>121</td>
<td>221</td>
<td>155</td>
<td>200</td>
<td>132</td>
<td>88</td>
<td>2022</td>
</tr>
<tr>
<td>Directional</td>
<td>4</td>
<td>28</td>
<td>31</td>
<td>45</td>
<td>27</td>
<td>26</td>
<td>229</td>
</tr>
</tbody>
</table>

Definitions:

Reference: Questions involving professional knowledge of a resource, such as the catalog, database or Internet. Research assistance, evaluation of sources, resource retrieval, etc, are also included.

IT: Assistance with technology, such as printers, log-ins, password resets, Blackboard, etc.

Directional: Location questions.
Definitions

Session: The number of times a person accessed Academic Search Premier.

Search: The number of times a person entered terminology in the search box and executed the search.

Requests: The number of times a person clicked on the title of an article to view it.
Total sessions: 378 43% increased from AY 2017-18
Total searches: 1198 25% increased from AY 2017-18
Total Requests: 815 320% increased from AY 2017-18

Definitions:

Sessions: The number of times a person accessed Health Source: Nursing/Academic Edition.

Searches: The number of times a person entered terminology in the search box and executed the search.

Requests: The number of times a person clicked on the title to access the full article.
Total Sessions: 466    Total Searches: 1658    Total Requests: 1432

Definitions

Session: The number of times a person accessed the database.

Search: The number of times a person entered terminology in the search box and executed the search.

Requests: The number of times a person clicked on the title of an article to view it.
Total sessions: 905    Total searches: 3416    Total Requests: 2875

Definitions
Session: The number of times a person accessed Psychological and Behavioral Sciences Collection.
Search: The number of times a person entered terminology in the search box and executed the search.
Request: The number of times a person clicked on the title to access the full article.
Total sessions: 516   Total searches: 1453   Total Requests: 1586

**Definitions:**

Session: The number of times a person accessed Science Reference Center.

Search: The number of times a person entered terminology in the search box and executed the search.

Request: The number of times a person clicked on the title to access the full article.
Total sessions: 498       Total searches: 1539       Total Requests: 854

Definitions:

Session: The number of times a person accessed Social Science Index.

Search: The number of times a person entered terminology in the search box and executed the search.

Retrieval: The number of times a person clicked on the title of an article to view it.
Total sessions: 598       Total searches: 2002       Total Requests: 1374

Definitions:

Session: The number of times a person accessed Topic Search.

Search: The number of times a person entered terminology in the search box and executed the search.

Request: The number of times a person clicked on the title to access the full article.
Library Satisfaction Survey

<table>
<thead>
<tr>
<th>Service</th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Somewhat Satisfied</th>
<th>Somewhat not Satisfied</th>
<th>Not Satisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>Book collections</td>
<td>22</td>
<td>14</td>
<td>9</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td>Online resource</td>
<td>24</td>
<td>12</td>
<td>7</td>
<td>0</td>
<td>3</td>
</tr>
<tr>
<td>Study space</td>
<td>23</td>
<td>10</td>
<td>8</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td>Computers</td>
<td>24</td>
<td>10</td>
<td>8</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Research Assistance</td>
<td>21</td>
<td>11</td>
<td>6</td>
<td>1</td>
<td>3</td>
</tr>
</tbody>
</table>

I would recommend this library to others

Strongly Agree: 51%
Agree: 45%
Disagree: 4%
Materials are available when you want them

- Strongly Agree: 49%
- Agree: 45%
- Disagree: 6%

Materials are easy to find

- Strongly Agree: 42%
- Agree: 52%
- Disagree: 6%
### 2018 – 2019 Survey Snapshot:

<table>
<thead>
<tr>
<th>I use the library at Assumption and/or login remotely</th>
<th>Frequently</th>
<th>Occasionally</th>
<th>I do not use the library at ACC or online</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>20</td>
<td>28</td>
<td>14</td>
<td>-Not currently needed for my degree -</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Statement</th>
<th>Strongly Disagree</th>
<th>Somewhat Disagree</th>
<th>Agree</th>
<th>Somewhat Agree</th>
<th>Strongly Agree</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Materials are available when you want them</td>
<td>2</td>
<td>1</td>
<td>9</td>
<td>13</td>
<td>24</td>
<td>49</td>
</tr>
<tr>
<td>Materials are easy to find</td>
<td>2</td>
<td>1</td>
<td>10</td>
<td>15</td>
<td>20</td>
<td>48</td>
</tr>
<tr>
<td>I am familiar with the interlibrary loan program</td>
<td>18</td>
<td>9</td>
<td>9</td>
<td>4</td>
<td>11</td>
<td>51</td>
</tr>
<tr>
<td>I am familiar with the electronic databases and resources on the website</td>
<td>7</td>
<td>5</td>
<td>4</td>
<td>15</td>
<td>16</td>
<td>47</td>
</tr>
<tr>
<td>I am satisfied with the hours of the library</td>
<td>2</td>
<td>2</td>
<td>7</td>
<td>12</td>
<td>24</td>
<td>47</td>
</tr>
<tr>
<td>I would recommend this library to others</td>
<td>2</td>
<td>0</td>
<td>6</td>
<td>15</td>
<td>24</td>
<td>47</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Statement</th>
<th>Very Dissatisfied</th>
<th>Somewhat Dissatisfied</th>
<th>Satisfied</th>
<th>Somewhat Satisfied</th>
<th>Very Satisfied</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Please rate your satisfaction with book collection</td>
<td>2</td>
<td>0</td>
<td>9</td>
<td>14</td>
<td>22</td>
<td>-Need more-</td>
</tr>
<tr>
<td>Please rate your satisfaction with online resources</td>
<td>3</td>
<td>0</td>
<td>7</td>
<td>12</td>
<td>24</td>
<td>-They like-</td>
</tr>
<tr>
<td>Please rate your satisfaction with study space</td>
<td>3</td>
<td>0</td>
<td>8</td>
<td>10</td>
<td>23</td>
<td>-Do not prefer-</td>
</tr>
<tr>
<td>Please rate your satisfaction with computers</td>
<td>0</td>
<td>0</td>
<td>8</td>
<td>10</td>
<td>24</td>
<td>-Like computer-</td>
</tr>
<tr>
<td>Please rate your satisfaction with research assistance</td>
<td>3</td>
<td>1</td>
<td>6</td>
<td>11</td>
<td>21</td>
<td>-</td>
</tr>
<tr>
<td>Please rate your satisfaction with Interlibrary loan</td>
<td>4</td>
<td>3</td>
<td>14</td>
<td>8</td>
<td>13</td>
<td>-</td>
</tr>
</tbody>
</table>

| Comments                                                                    | -ability to check movies physically out of the library for film history class or any other class. |
| Are there any additional comments that you would like to make?             | -No                                                             |