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In an effort to bring more people into the library, staff partnered with other departments to expand upon what is traditionally offered in a library setting. Late in the summer of 2019, Maintenance installed four large homasote panels on two walls and painted them white. This created a small gallery space, and students in the Fine Arts program hung their projects for all to see. Going forward, library staff hope to set up a rotating calendar where students, faculty, staff, and possibly the community can display their work.

In addition to the art panels, the Library Director received a mini-grant from the ACC Foundation in the amount of $989.50. With the funding, five stationary bike desks from FitDesk were purchased and two were placed next to the large windows overlooking the front lawn. (The other three bikes were put in locations around the College.) Students could pedal as they sat and did their homework. With the lack of an exercise room on campus, this gave students an opportunity to study and practice wellness at the same time.

Regarding the physical collection, the weeding of underused materials continued. For 2019 – 2020, attention was given to L (Education), where 235 titles were deaccessioned. Most of these books were 30 to 40 years old and outdated in the field. While an effort is made to build a solid collection across all disciplines, the new books that were purchased in this area emphasized early childhood education. Weeding also began in R, the Library of Congress classification for Medicine.

In order to keep better reference statistics, in early March staff added the category of “Educational Technology” to the tally sheet. While the category of IT (Information Technology) captured many of the IT-related functions library staff performed (changing passwords, helping students get on the wireless network, etc.), staff noticed that there was a large subset of activity that could be recorded separately. Thus, the category of “Educational Technology” was created, where transactions related to BlackBoard and myCommNet began to be recorded.

On Thursday afternoon, March 12, the college closed down all on campus classes, departments, events, etc. for the remainder of the academic year due to the COVID-19 pandemic. Over the next few weeks library staff slowly transitioned to an online environment along with the rest of the college, and system as a whole. Meetings were moved to the Microsoft Teams platform, and reference services were, too. Students could also reach staff via the as-lrcref@acc.commnet.edu group email, and phone calls to the reference desk were forwarded to this email. The acquisition of newspapers and some periodicals were halted, and all items that were checked out were extended to the summer. While the rest of the staff worked completely remote, the Director of Library Services visited the campus roughly every 10 days to sort incoming mail and attend to other issues that needed to be addressed in person.

Reference activity in April, May, and June was very light due to a variety of factors, including the time it took for staff and students to become familiar with the new tools at their disposal. It was a learning experience for all. Over time, however, interactions increased as people became more comfortable with the learning environment.
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 2019 – 2020 academic year, there were 295 new items added to the collection.
As expected, circulation is highest mid-semester during the spring and the fall. The stats also show that there are no circulation activities between April 2020 and June 2020, due to the Covid-19 pandemic.
Inter-Library-Loans
Books Borrowed from Other Libraries
AY 2019-2020

Inter-Library Loan
Books Lent to other Libraries
AY 2019-2020

Lending Total: 288  Borrowing Total: 154
Visual comparison of information literacy (IL) instruction by class subject, 2018-2019 vs. 2019-2020

English, Psychology, and History classes continue to be the highest percentage of IL instruction, with an increase in the number of Criminal Justice classes. New areas of instruction include Massage Therapy and Art History.
Ten-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 Academic 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. Spring 2020 IL instruction numbers likely were impacted by the shift to virtual learning, which began on March 13, 2020.

Visual comparison of classes and students per semester, Spring 2012 – Spring 2019 (summer instruction included)
Reference Statistics
2019 – 2020

Reference Statistics

<table>
<thead>
<tr>
<th></th>
<th>July</th>
<th>August</th>
<th>September</th>
<th>October</th>
<th>November</th>
<th>December</th>
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<tr>
<td>Reference</td>
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<td>27</td>
<td>196</td>
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<td>IT</td>
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<td>222</td>
<td>197</td>
<td>144</td>
<td>78</td>
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<td>Directional</td>
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<td>25</td>
<td>61</td>
<td>40</td>
<td>23</td>
<td>25</td>
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<table>
<thead>
<tr>
<th></th>
<th>January</th>
<th>February</th>
<th>March</th>
<th>April</th>
<th>May</th>
<th>June</th>
<th>TOTALS</th>
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<tbody>
<tr>
<td>Reference</td>
<td>31</td>
<td>128</td>
<td>32</td>
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<td>1</td>
<td>1</td>
<td>592</td>
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<tr>
<td>IT</td>
<td>182</td>
<td>191</td>
<td>90</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1410</td>
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<td>Ed Tech</td>
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<td>8</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>11</td>
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<td>Directional</td>
<td>44</td>
<td>36</td>
<td>17</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>285</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, etc.

Ed Tech: Assistance with BlackBoard and myCommNet

Directional: Location questions.
Total Sessions: 4042
Total Searches: 14095
Total Requests: 18887

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: 329
Total Searches: 1078
Total Requests: 256

Definitions:

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

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: 606

Total Searches: 2076

Total Requests: 1371

Definitions:

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

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: 825

Total Searches: 3077

Total Requests: 2629

Definitions:

Session: The number of times a person accessed Psychology and Behavioral Sciences Collection.

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: 456
Total Searches: 1698
Total Requests: 554

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.

Requests: The number of times a person clicked on the title of an article to view it.
Total Sessions: 434
Total Searches: 951
Total Requests: 547

Definitions:

Session: The number of times a person accessed SocINDEX with Full Text.

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: 1028
Total Searches: 1457
Total Requests: 1037

Definitions:

Session: The number of times a person accessed Gale Opposing Viewpoints.

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: 348
Total Searches: 1048
Total Requests: 556

Definitions:

Session: The number of times a person accessed Criminal Justice Abstracts with Full Text.

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.
### Library Satisfaction Survey

**AY 2019-2020**

<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>5</td>
<td>6</td>
<td>3</td>
<td>5</td>
<td>4</td>
</tr>
<tr>
<td>Online resource</td>
<td>8</td>
<td>7</td>
<td>5</td>
<td>7</td>
<td>4</td>
</tr>
<tr>
<td>Study space</td>
<td>6</td>
<td>5</td>
<td>3</td>
<td>7</td>
<td>1</td>
</tr>
<tr>
<td>Computers</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>Research Assistance</td>
<td>1</td>
<td>2</td>
<td>4</td>
<td>2</td>
<td>3</td>
</tr>
</tbody>
</table>

### I use the library at Asnuntuck and/or login remotely

- **Frequently**: 21%
- **Occasionally**: 37%
- **I do not use the library at ACC or online**: 42%
I am satisfied with the hours of the library

- Disagree: 5%
- Agree: 63%
- Strongly Agree: 32%

I would recommend this library to others

- Disagree: 20%
- Agree: 55%
- Strongly Agree: 25%
I am familiar with the electronic databases and resources on the website

- 37% Strongly Agree
- 26% Agree
- 37% Disagree

I am familiar with the interlibrary loan program

- 53% Strongly Agree
- 33% Agree
- 14% Disagree
Materials are available when you want them

- Disagree: 15%
- Agree: 60%
- Strongly Agree: 25%

Materials are easy to find

- Disagree: 20%
- Agree: 60%
- Strongly Agree: 20%
## 2019 – 2020 Survey Snapshot

<table>
<thead>
<tr>
<th></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>I use the library at Austin Community College or login remotely</td>
<td>5</td>
<td>9</td>
<td>10</td>
<td>- I have my laptop at school/business.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<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>I use the library at Austin Community College or login remotely</td>
<td>3</td>
<td>0</td>
<td>5</td>
<td>7</td>
<td>20</td>
</tr>
<tr>
<td>Materials are available when you want them</td>
<td>1</td>
<td>3</td>
<td>7</td>
<td>5</td>
<td>20</td>
</tr>
<tr>
<td>Materials are easy to find</td>
<td>8</td>
<td>3</td>
<td>4</td>
<td>3</td>
<td>21</td>
</tr>
<tr>
<td>I am familiar with the interlibrary loan program</td>
<td>5</td>
<td>2</td>
<td>4</td>
<td>3</td>
<td>19</td>
</tr>
<tr>
<td>I am familiar with the electronic databases and resources on the website</td>
<td>1</td>
<td>0</td>
<td>6</td>
<td>6</td>
<td>19</td>
</tr>
<tr>
<td>I would recommend this library to others</td>
<td>3</td>
<td>1</td>
<td>1</td>
<td>7</td>
<td>5</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<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>1</td>
<td>0</td>
<td>8</td>
<td>6</td>
<td>5</td>
</tr>
<tr>
<td>Please rate your satisfaction with online resources</td>
<td>2</td>
<td>0</td>
<td>7</td>
<td>5</td>
<td>6</td>
</tr>
<tr>
<td>Please rate your satisfaction with study space</td>
<td>2</td>
<td>2</td>
<td>8</td>
<td>3</td>
<td>3</td>
</tr>
<tr>
<td>Please rate your satisfaction with computers</td>
<td>1</td>
<td>1</td>
<td>5</td>
<td>7</td>
<td>3</td>
</tr>
<tr>
<td>Please rate your satisfaction with research assistance</td>
<td>1</td>
<td>1</td>
<td>4</td>
<td>7</td>
<td>4</td>
</tr>
<tr>
<td>Please rate your satisfaction with interlibrary loan</td>
<td>5</td>
<td>1</td>
<td>4</td>
<td>3</td>
<td>5</td>
</tr>
</tbody>
</table>

What service(s), material(s), or space(s) would you like to see added? - I would like to see longer skills center and library hours for those of us who will be taking evening classes.

Are there any additional comments that you would like to make? - Not N/A