

HUNTER COLLEGE LIBRARIES
Annual Report Appendices
Unit Reports

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Access Services Annual Report 2013-2014

Staff

Jocelyn Berger-Barrera, Evening/Sunday Supervisor
Gowan Campbell, Stacks Manager; Interim ILL Supervisor; ILL Loan Specialist
David Donabedian, Head, Access Services
Maria Guallpa, Stacks Manager
Harry Johnson, Circulation Manager (from July until November 1)
Roxanne Pacifico, Audio Visual Reserve Manager
Jeanne Yan, Reserve Supervisor

College and Student Assistants

Circulation:	Eric Torkiver (SA)	Sapphire Balkum (CWS)
Susmita Akter (CWS)	Maxim Vater (CWS)	Victoria Burnett (CWS)
Ruslan Basin (CA)		Ross Condon (CWS)
Bianca Brusch (CWS)	A/V Reserves:	Priscilla Cruz (CWS)
Monique Caine (CA)	Fanny Jerez (ICIT CA)	Silin Dang (CWS)
Leslie Campos (CA)	Kate D'Auria (ICIT CA)	Fresa Estevez (CWS)
Shirley Chen (CWS)	Shun Yan Li (CA)	Nathan Heffron (CA)
Jamila Dilone (CWS/SA)	SM Maftun Ahmed (CWS)	Joyce Huang (CWS)
Mario Garfano (CA)	Aicha Bangoura (CWS)	Faquir Hussain (CWS)
Sierra Greggs (CWS)	Hadeer Elsabai (CWS)	Meiling Jin (CWS)
Nathan Heffron (CWS/CA)	Lun Fung Ng (SA)	Nida Khan (CWS)
Jamie Jones (CA)	Oliver Lopez (SA)	Sina Kim (SA)
SherryAnn Juman (CWS)	Allison Ng (SA)	Amy Lam (CWS)
Chekeshia Kane (CWS)	Nazihah Uddin (CWS)	Kenney Ley (SA)
Igor Kozlov (CWS)	LieLei Wang (CWS)	Lily Li (CWS)
Esther Lerch (CWS)	Laura Rojas (CWS)	Shunyan Li (CA)
Patricia Lusty (CWS)	Esther Lerch (SA)	Kwok Pan Man (CA)
Matias Madrid (CWS)	Sobia Abdullah (CWS)	Garreen Mao (SA)
Dorothy Marcello (CWS)	Joseph Vella (SA)	Vivian Martin (CWS)
Gabriela Martinez (CWS)	Giselle Jack (SA)	Danielle McNulty (CA)
Danielle McNulty (CA)	Shu Xin Lei (SA)	Josephine Medina (CWS)
Crystal Mejia (CWS)	Sujen Rashid (CWS)	Christine Merceron (CWS)
Wilmer Perez (CWS)	Fatima Syed (CWS)	Lisha Mo (SA)
Christopher Quiah (CA)	Igor Kozlov (CWS)	Mark Narvaez (CWS)
Ashvini Singh (CWS)	Danielle Hibbard (CWS)	Jhoana Navarro (CWS)
Fatima Syed (CWS)	Daniel Vite (CWS)	Bryan Nazario (CWS)
Peace Titilawo (CWS)	Kistina Gurung (CWS)	Sujen Rashid (CWS)
Adriana Velazquez (CWS)	Najia Anni (CWS)	Melanie Rodcus (CWS)
Annalice Weatherly (CWS)	Dorothy Marcello (CWS)	Brillinia Rodriguez (CWS)
Leslie Wong (CWS)	Kelly Yu (CWS)	Diana Rodriguez (CA)
	Shirley Chen (CWS)	Clifford Rosen (CWS)
Course Reserves:	Fresa Estevez (CWS)	Amna Samad (CWS)
Gissele Cardenas (CA)	Haby Ly (CWS)	Livia Shehu (CWS)
	Raqiba Ahmed (CWS)	

Simiao Chen (CA)
Tonja Deleston (CA)
Jonaise Privette (CA)

Interlibrary Loan:
Nathan Heffron (CA)
Diana Rodriguez (CA)

Stacks/Microforms:
Sobia Abdullah (CWS)
Jessie Almonord (CWS)
Alan Au (SA)
Katherine Ayala (CA)

Bayan Shuai (CWS)
Sandrea Sicangco (SA)
Eric Torkiver (SA)
Anna Umanskaya (CWS)
Abraham Velez (CWS)
Kelly Yu (CWS)
Xin Zhao (CA)

Mission

Access Services provides library patrons with a friendly introduction to the Library at two public service points: Circulation/Reserves and A/V Reserves, the latter now also providing support for microforms and printing. From these service points and in work behind the scenes involving stacks maintenance, interlibrary loans and copyright permissions and questions of fair-use, the department of Access Services strives to support the Hunter community and library patrons CUNY-wide.

The primary goal of Access Services is to make the Cooperman Library's over 700,000 materials accessible in support of the academic mission of the College. The Circulation Department plays a key part in reaching this goal. The newly created Circulation/Reserve desk combines the functions of the circulation and reserve services. Staff provides directional assistance, library hours, registration for library privileges, and help in performing the usual circulation and reserve functions. In addition, staff collects fines, processes book replacements and places/lifts registration stops on the delinquent accounts of student patrons. The unit also participates in the CUNY-wide Courtesy Discharge Program and the intra-library delivery service, CLICS. The former allows patrons to return standard loans from any CUNY college library to another and the latter allows for the borrowing of materials between CUNY libraries. These continue to be popular services.

On the Library's 3rd floor, the print reserve services offered at the Circulation/Reserve Desk enable students to obtain required readings for their classes. The Reserve staff catalogs and secures thousands of items each year and offers services such as Electronic Reserves (ERes). ERes is electronic reserves software that enables students to access linked journal articles from the Library's subscription databases, scanned book chapters, and other materials that faculty place on Course Reserves as required course readings.

On the second floor, the A/V Reserve Desk loans laptops, headphones, calculators, and other devices to support technology and education. Reserve CDs, DVDs, video cassettes are also circulated at this location. The staff oversees the assignment of the majority of the library's group study rooms, as well. The second floor also offers dedicated space for charging various

electronic devices. The services delivered by the unit formerly known as Microforms and Printing are now, and will be, administered by the A/V Reserve staff. These services remain important in reaching Access Services' primary goal. The collection accommodates more than a million pieces of microfilm and microfiche owned by the library. College Assistants working in the A/V Reserve Unit are responsible for assisting library patrons in locating these materials as needed and also for assisting them with the use of the reader/printer equipment. In addition, College Assistants also assist Library patrons with laser printing and accessing their jobs from the print cue, and various other quick OneCard issues if possible.

The Stacks staff is integral in fulfilling the mission of Access Services. The staff is responsible for processing, receiving, and sending items for CUNY Libraries Inter-Campus Services (CLICS). The service enables CUNY patrons to request books from any CUNY library to be delivered to a particular location. They are also responsible for shelving books, maintaining order through shelf-reading, searching for missing items, and assisting disabled students. Staff members also help students that are uncertain about the LC classification system. Additionally, the stacks staff is responsible for shifting collections to provide for a better organization of materials. The Stacks manager makes daily sweeps through building and notes and reports to Building and Grounds such problems as burned out lights, broken toilets, leaking ceilings. The facilities maintenance performed by all Stacks Services staff keeps the building well organized, safe, and clean. This year, Stacks also provided people to work at the seventh floor entrance/exit to the Cooperman library. This entrance remained open even after the third floor was open to patrons. This location was to be staffed at all hours that the library was open.

The Interlibrary loan supervisor supports the curriculum and research needs of faculty and students by expanding access to available materials. This is done by facilitating the requests for items the library does not own by the fastest and most economical means. Staff also assists patrons in using the new patron-initiated ILLiad Interlibrary Loan system.

The position of the Evening/Sunday Supervisor is responsible for general supervision of the main library, Circulation, Reserves, Microforms, and the labs during evenings and Sundays.

Highlights

After working for the Hunter College Libraries since the mid-1980s and coordinating the Circulation Unit for over 20 years, Harry Johnson resigned to take retirement in the fall. Mr. Johnson's retirement was celebrated with a party held in his honor.

On July 1, 2013, Gowan Campbell stepped into the role of ILL Loan Specialist He had been serving in this capacity since January of that year on a substitute line.

Maria Guallpa took up the mantle of the library's Stacks Manager on December 19, 2013. This unit had been directly supervised by the Head of Access Services, David Donabedian and by Night/Weekend Supervisor, Jocelyn Berger-Barrera.

The ICIT department hired Kate D'Auria as a College Assistant on July 1, 2013 to replace Jeffrey Estepan. This position works closely with the A/V Reserve unit.

By the fall of 2013, David Donabedian's and John Carey's book chapter, "Critical Information Literacy and the Technology of Control: The Case of Armenia," was published in *The Global Librarian*, both in e-format and in a print version. Both librarians were recognized, with other Hunter faculty authors, for their contributions at the April 2013 Library Day celebration.

As forecast in last year's report, the ongoing Library renovation brought about the relocation of the Circulation Desk, circulation work areas and offices, and Stacks reshelfing area. This was completed by the start of the fall 2013 semester and saw the creation of a combined Circulation/Reserve Desk on the third floor and an A/V Reserve Desk on the second floor. Due to the combining of the circulation and print reserve operations, part and full-time staffing at the Circulation/Reserve Desk has been increased, as has the presence of full-time staffing. Because of the lack of a full-time Circulation Manager, providing adequate staffing and training has proved to be a formidable challenge.

The Circulation unit has lacked a full-time manager since November of 2013. Last fall our move to the Circulation/Reserve Desk necessitated new procedures, training and an increased daily workload for those working and supervising this area. With the departure of our circulation manager, the increased workload has been absorbed, in varying degrees, by all members of Access Services. While functional, this is not optimum.

A full time Circulation Manager is required if Hunter's Main and branch libraries are to administer policies and procedures consistently, keeping current with changes throughout the CUNY library system. This includes introducing Circulation/Reserve Desk staff to integrated library system software upgrades and the considerable work of interviewing, hiring, scheduling and training a large staff of part-time student employees. The Libraries' hiring a full-time circulation manager is integral to insuring that customer service, especially the resolving of patron issues, is of consistent quality. This person would keep current with changes in CUNY policies, ALEPH updates, CLICS and work with the print reserve supervisor to coordinate training for the Libraries' print reserve service.

Keeping Hunter's branch libraries abreast of changes in policies and procedures and reinforcing training on a regular basis is also an important aspect of the role the circulation manager must play if the high quality and level of services are to remain strong.

As we have seen over the last year, the major benefit of having a combined circulation and print reserve desk for our patrons is ease of use. Students can now borrow materials from the stacks and the reserve collection without having to travel between desks. Ease of travelling to the Reference Desk has also been increased. Because of the elimination of travel between service points, it is also easier for patrons to pay library fines.

Circulation Statistics from 7/01/08-6/30/14

*** 7/1/2013 to 6/30/2014**

	Main	Reserve	Social Work	Health
Check Outs	54478	101221	10124	2998
Renewals	20909	879	1281	343
Check Ins	55448	101172	10277	3026
Holds/Recalls	17356	0	1454	497

7/1/2012 to 6/30/2013

	Main	Reserve	Social Work	Health
Check Outs	57752	89094	10627	3185
Renewals	24047	1446	1357	379
Check Ins	57771	89071	10557	3179
Holds/Recalls	17548	0	1573	591

7/1/2011 to 6/30/2012

	Main	Reserve	Social Work	Health
Check Outs	65055	86285	11111	4331
Renewals	27998	1485	1352	708
Check Ins	65071	86274	11072	4309
Holds/Recalls	18154	0	1789	830

7/1/2010 to 6/30/2011

	Main	Reserve	Social Work	Health
Check Outs	69921	83557	14127	5771
Renewals	29748	1920	1799	753
Check Ins	69521	83566	14234	5753
Holds/Recalls	22327	0	1858	1268

7/1/2009 to 6/30/2010

	Main	Reserve	Social Work	Health
Check Outs	76630	65638	16670	5779
Renewals	31828	2051	1758	1274
Check Ins	76923	65642	16698	5798
Holds/Recalls	23335	0	2018	878

7/1/2008 to 6/30/2009.

	Main	Reserve	Social Work	Health
Check Outs	80321	57706	16434	5461
Renewals	31948	1304	1840	768
Check Ins	78372	57743	16401	5435
Holds/Recalls	22165	0	1908	1142

Analysis of Circulation Statistics

Once again it was necessary to estimate the loan figures for May and June, but it is unlikely that the solid figures for those months, when they arrive, will change the picture significantly. The loans figure has decreased by more than three thousand since last year, and has hit an all-time low for the eleven years we have been keeping these figures. Still, it is a comparatively small decrease.

Year	Main	Reserve	SSW	HPL
2003-2004	75,359	77,815	23,242	7,414
2004-2005	70,993	58,367	17,170	5,809
2005-2006	69,056	45,355	18,587	5,527
2006-2007	86,534	40,103	20,267	5,316
2007-2008	91,037	56,832	18,845	5,430
2008-2009	80,321	57,706	16,434	5,461
2009-2010	76,630	65,638	16,670	5,779
2010-2011	69,921	83,557	14,127	5,771
2011-2012	65,055	86,285	11,111	4,331
2012-2013	57,752	89,094	10,627	3,185
*2013-2014	54,478	101,221	10,124	2,998

Interestingly, while the loan figures at Hunter Main Circulation, Health Professions library, and the Silberman School of Social Work *have* dropped, the Hunter Main Reserve loan figures, which have been steadily increasing since FY 2007/2008, made a dramatic rise this year of more than eleven thousand. A combination of factors may lie at the root of this, to wit: 1) The expansion of our already burgeoning laptop loan program. In addition to the 54 Macs and 27 Dells we had before, we have acquired, since last spring, 61 iPads and 4 Lenovo ThinkPads. This in juxtaposition with 2) steady financial support for the library's textbook fund, so that we are able to purchase multiple copies of assigned texts, especially the more expensive math and science texts, for reserve loan purposes, and 3) an overall rather poor economy which produces college students who are not well able to afford textbooks at today's inflated prices, ensures that Reserve and its auxiliary AudioVisual Desk are where the growth is in today's Hunter library. At Circulation, there's not a lot of growth and newness possible; they only check books out, and, hopefully, check them in again when they return. If it were possible for us to keep track of e-book statistics and include them in the circulation figures, then we might see different numbers, but perhaps the e-book numbers would not be regarded as belonging to circulation. Overall, however, loan figures are still strong enough, especially for Hunter Main.

As mentioned earlier, the figures for May and June had to be estimated because it was necessary to turn in the annual report early, as has become the custom within the last few years. This warrants a quick look at FY 2012 -13's **estimated** totals, here:

Estimated Total of FY 2012-13				
	Main	Reserve	Social Work	Health
Check Outs	59793	89637	10937	3441
Renewals	25016	1554	1425	432
Check Ins	60841	89575	10896	3511
Holds/Recalls	17631	0	1579	639

Compared with the actual totals for the year, here:

Actual Total of FY 2012-13				
	Main	Reserve	Social Work	Health
Check Outs	57752	89094	10627	3185
Renewals	24047	1446	1357	379
Check Ins	57771	89071	10557	3179
Holds/Recalls	17548	0	1573	591

In most cases, the estimated figures are reasonably close, though there is a difference of more than two thousand between estimated and actual checkouts for Hunter Main. It is important to present estimates in our annual report so as to have an idea of the library's loan statistical behavior for the following year, but the margin of error, which varies from year to year, is something we need to continue to be wary of.

(*Totals for SPRING 2014 semester had to be estimated for both Incoming and Outgoing Requests due to time constraints and missing statistics for the month of May and June.)

Analysis of CLICS Annual Totals 2008-2014

HC OUTGOING REQUESTS (Hunter Books Going to other Schools)

	FALL 2008	SPR 2009	FALL 2009	SPR 2010	FALL 2010	SPR 2011	FALL 2011	SPR 2012	FALL 2012	SPR 2013	FALL 2013	SPR 2014*
BARUCH	187	139	216	167	132	146	119	129	119	118	116	X
BMCC	26	42	71	37	51	46	67	32	43	62	47	X
BRONX	15	19	34	40	17	27	14	15	17	24	17	X
BKLYN	165	233	243	234	174	184	164	164	132	153	137	X
CCNY	184	201	254	200	261	253	139	163	136	183	112	X
CSI	29	62	74	67	49	68	51	49	55	82	36	X
GRAD CTR	1103	1226	1707	1154	1331	1176	901	1,095	971	1,023	1022	X
LAW	6	2	5	0	0	3	1	5	27	0	1	X
HOSTOS	33	13	17	22	10	15	8	6	6	10	10	X
JOHN JAY	115	103	140	121	102	107	62	99	72	105	62	X
KBOR	35	44	72	35	73	51	29	29	42	25	27	X
LAGUAR	34	40	52	40	36	36	18	27	28	44	26	X
LEHMAN	79	109	106	79	93	82	68	61	70	60	53	X
MEDGAR	14	10	13	17	5	13	10	9	9	7	11	X
CITY TECH	29	36	38	21	38	39	27	27	36	25	20	X
QUEENS	159	165	233	203	158	161	126	137	124	120	102	X
QBOR	11	35	47	28	17	21	26	29	19	20	18	X
YORK	25	32	33	40	24	28	16	26	10	21	12	X
TO TALS	2249	2511	3355	2505	2571	2456	1846	2102	1916	2082	1829	2311

HC INCOMING REQUESTS (Books from other Schools Coming to Hunter)

	FALL 2008	SPR 2009	FALL 2009	SPR 2010	FALL 2010	SPR 2011	FALL 2011	SPR 2012	FALL 2012	SPR 2013	FALL 2013	SPR 2014*
BARUCH	178	249	340	303	197	241	152	249	151	169	120	X
BMCC	116	167	206	182	110	166	134	125	105	117	104	X
BRONX	47	69	83	95	59	59	49	46	40	47	27	X
BKLYN	248	332	448	387	293	291	204	269	187	229	163	X
CCNY	162	194	277	287	177	224	147	175	123	179	116	X
CSI	105	116	178	180	140	181	115	146	101	95	55	X
GRAD CTR	168	237	198	225	179	264	171	222	171	196	96	X
LAW	5	7	2	4	0	5	1	6	8	1	0	X
HOSTOS	49	106	131	126	63	92	73	93	83	50	40	X
JOHN JAY	74	164	175	113	92	93	80	116	66	106	55	X
KBOR	71	130	165	171	101	127	125	134	105	162	75	X
LAGUAR	86	178	188	171	90	124	80	131	84	112	84	X
LEHMAN	93	120	195	210	129	142	98	114	88	93	83	X
MEDGAR	33	93	134	135	79	117	52	99	83	1	14	X
CITY TECH	72	120	145	144	76	129	60	116	79	91	76	X
QUEENS	234	303	499	456	296	341	228	336	219	274	184	X
QBOR	33	53	107	106	60	82	89	92	72	65	54	X
YORK	34	61	101	123	97	119	103	98	92	105	62	X
TO TALS	1808	2699	3572	3418	2239	2797	1961	2567	1857	2092	1408	2416

As a rule, CLICS outgoing and incoming figures seem to be lower in the fall than in the spring. We can only speculate as to the reason for this. We don't seem to be returning yet to the peak figures of Fall 2009 and Spring 2010, and in fact our Fall figures show an all-time low for the

CLICS service. We can hope that the numbers are bottoming out in both Circulation and CLICS. However, it is important to note that patrons are still requesting physical books at substantial levels. As the Hunter Libraries acquire more e-books like other CUNY libraries, it remains to be seen to what degree the stubborn demand for print books will affect circulation figures further.

Stacks

This has been a year of significant change in the Stacks Department as demonstrated by the following projects that have been completed since the Fall of 2013:

❖ Shifting Projects from 06/12/2013—08/15/2013

Section	Date
JX – KZ	06/12/ 13-06/18/13
L-LT	06/19/13-07/01/13
F	06/13/13-07/01/13
P-PZ	06/27/13-07/03/13
Q-QE	07/05/13-07/0 9/13
Reference: E-GR	07/09/13-07/ 11/13
BF-BX	07/11/13- 07/16/13
ML	07/10/13-07/16/13
N-NX	07/03/13-08/01/13
QH-R	07/15/13-08/15/13

- ❖ At the end of December 2013, in collaboration with the Technical Services Department, preparation began for the offsite move to Brookdale Storage scheduled for January 15th, 2014. Massive reshelfing of books back to stacks was given priority so that those books could be RED DOTTED by the librarians preparing collections to be taken to the new off-site location.
- ❖ In a meeting on January 7th, it was decided that the 7th floor was to be given priority to be cleared. Therefore, all RED DOTTED books from that floor were pulled out from the shelves and moved to the 4th floor Reference area and the 2nd floor behind A/V department. In order to keep books in order and to make things easier for movers, RED DOTTED books beginning with call number starting with C from B1 were also moved to the fourth floor.
- ❖ However, before this could be done, it was necessary to create space on the fourth floor for books coming from the 7th floor and B1. As a result, all census books located on the fourth floor were weeded or placed as discards.
- ❖ Since having an accurate count of all RED DOTTED books was crucial to match shelving capacity at offsite location, on January 14, 2014 red dotting was suspended and

the count of each RED DOTTED book in the library began. Stacks' staff, with the help of other department units, counted approximately 54,000 marked RED DOTTED books.

- ❖ Eventually, the College and the Libraries decided against housing materials at the Brookdale campus in favor of storing materials onsite using compact shelving; the scanning process began in January. Stacks staff were trained to begin the on-shelf scanning of more than 54,000 RED DOTTED books in the library. This was done in alphabetical order. Scanning of all RED DOTTED books was completed by February 21, 2014. All of these files were saved inside the T Drive in library's Laptops. For assurance reasons, files were also sent via email to Anne Larsen, Library Building Consultant and Yingwen Huang, Serial Assistant.
- ❖ While scanning was progressing, it was noticed that some red dots were vulnerable to falling off. Anne anticipated the need to preserve the intellectual and physical effort already expended on marking these books for storage, and to this end, label protectors were ordered and staff began to use them to affix some red dots more firmly. It was agreed that label protectors will be placed on those books that were not yet scanned, since scanned books were already recorded in a database.
- ❖ On April 2nd, we were informed that Steven Kowalik, the Zabar Art Librarian, would be involved in an on-going process of marking more books within the 7th floor's N classification. He eventually marked the following range with red dots: **N6490 to N8640**. Those books were scanned and files were sent to Yingwen Huang only as Anne Larsen is no longer with Hunter College library.
- ❖ Finally, on April 15, NUC and Parliamentary Proceedings that were located on the 4th floor reference area were packed and removed from the 4th floor.

Future Projects

- ❖ Over the next year, we anticipate moving all materials off of floors 6 and 7 and moving all RED DOTTED books to compact shelving storage that will be installed on B1. Before this can be done these materials and the bound journals may have to be temporarily stored somewhere off-site and be unavailable for access until such time that the compact shelving is ready to receive them.
- ❖ Once all RED DOTTED books are first moved to compact shelving or stored temporarily off-site, shifting of all books on the Main library's regular shelves will commence. Finally, the entire collection will be rearranged. This rearrangement of materials will be done by professional movers. However, after it is completed, the collection will have to be shelf-read and end row signs changed to reflect the new order in the stacks.
- ❖ The majority of the end row signs are falling off or missing among the stacks; therefore, there is the need to secure or replace them with better tape or a different method. These end row signs are very important to students as well as to staff when retrieving books from shelves as well as shelving because they indicate what call number range are located in each aisle.

Stacks Maintenance

Search statistics for missing books for the period of 2008-2014

	*7/1/13- 6/30/14	7/1/12- 6/30/13	7/1/11- 6/30/13	7/1/10- 6/30/11	7/1/09- 6/30/10	7/1/08- 6/30/09
Missing	489	372	335	413	472	393
Claimed Returned	45	41	62	57	61	73
Successful	203	128	363	325	389	297
Unsuccessful	252	215	96	89	83	96

The number of missing books slightly increased and unsuccessful searches doubled during FY: 7/01/12-6/30/13. For the current search statistics (FY: 7/01/12-6/30/14) we are providing only estimates, since we do not yet have data for the month of May and June. According to our estimates, number of missing and claimed returned book will also increase for next FY.

Hours Worked by Student Aides and Work Study

	7/1/13- 6/30/14	7/1/12- 6/30/13	7/1/11- 6/30/12	7/1/10- 6/30/11	7/1/09- 6/30/10	7/1/08- 6/30/09
SA Hours	1355	676	1241	2684	3584	3444
CWS Hours	3649	2582	2485	2649	1337	1625

In order to meet the deadlines for the offsite move, the amount of hours for part-time staffing, mainly SAs and CWS, increased. A total of 84 extra hours of CWS and 24 extra hours of SAs staffing were used during this process. Soon, many of the staff ran out of hours and as a result, financial aid office was contacted to ask for CWS contract extension. We were able to obtain some extra hours but not for all of our staff. Our next option was to transfer them to SAs, however due to limitations in budget we were not able to do so.

The importance of completing major projects, such as the off-site move and shifting, has contributed to the increase in work hours from CWS as well as SAs. This is reflected in the table above where we can observe that the total hours of SAs was doubled compared to FY: 7/1/12-6/30/13. We can also see that stacks is continuously relying more and more on CWS hours to have the right amount of staffing and keep stacks collection organized. Another event that contributed to the increase in SAs and CWS hours was due to the staffing of the 7th Floor Desk/entrance. Many of the hours previously dedicated to shelving books, shelf reading and book pick-ups, were used for staffing the 7th floor desk, which in turn led to stacks being understaffed at the beginning of the semesters as CWS usually are not able to begin working at that time.

Books were selected for red dotting based on their loan history or number of check-outs. Since January, it has become apparent that patrons have been looking at some of these books within the library or have borrowed them. In February, 9 red dotted books returned to the Circulation/Reserve Desk were either viewed in the library or borrowed while in March and

April the number used books were 20 and 22 respectively. It is too soon to tell whether this pattern will continue but use will be monitored over the next year.

Audio Visual Reserves and Microforms

In the fall semester of 2013, reserve books and electronic reserves, were moved to the third floor circulation desk. The second floor desk, now titled the Audio Visual Reserve Desk, continues to loan out reserve CDs, DVDs, and Video Cassettes as well as the current week of the New York Times and Wall Street Journal. The A/V desk loans out laptops for use within the library for 3 hours, or all day laptops, which are due one hour prior to closing. iPads are loaned out for three days.

Users must have a valid CUNY ID to borrow A/V Reserve items. A/V Reserve items such CDs, DVDs, and Video Cassettes may be checked out for 2 hours and used within the Library only. However, some CDs and videos may be borrowed for seven days. The initial charge for late fees for seven-day loans is \$1.00 per day. All personal A/V materials have a call # that is assigned by the A/V Manager. All A/V reserve materials accrue overdue fines if the patron does not return it on time. The charge for the late fee is now \$5.00 per hour.

The A/V Reserve Department is supervised by Roxane Pacifico and her two College Assistants, Fanny Jerez and Kate D'Auria. The ICIT department hired Kate D'Auria as a College Assistant on July 1, 2013 to replace Jeffrey Estepan. Shun Yan Li, also a College Assistant, works two mornings per week at the A/V Desk. There are also five Student Aides who work approximately ten hours per week and twenty-five College Work Study students. The CAs supervise the A/V Reserve Desk staff during the evenings. The assistants provide technical assistance on how to use the Macintosh/Dell laptops, iPads, and to assist the A/V reserve staff with the usual duties within the department.

Having two separate desks has enabled the A/V Reserve staff to be able to focus more on laptop maintenance, such as cleaning the screens and keyboards, cleaning the T drives more frequently on the Dell laptops, and keeping the laptops and batteries fully charged.

Microforms

Microforms is tended by A/V Reserve college assistants on an on-call basis. The student worker is also responsible for keeping the two laser printers stocked with paper, for the use of internet browsers in the Reference area. These printers, and the other printers and photocopiers in the library, are entirely administered by the OneCard office in HN116. There are two printers in Printing and Microforms on the fourth floor, and one printer each on the first floor and the first basement levels, near the stairwell doors on those floors. The printers formerly on the sixth floor have been moved to the second floor, including the color printer. All of the printers are kept stocked by William Vasquez, with paper procured by the Systems department directly from the college. The student workers' schedules vary so much that this was deemed the best way of ensuring consistency in paper stocking.

This spring the main library, in cooperation with the OneCard Office, introduced wireless printing. *OneCard Mobile Printing* offers the Hunter community the option of printing via email

with several pick-up locations around campus. Printing in color and black & white are possible options.

All other black and white laser printers are HP's LaserJet P4015dn. The color printer is an HP Color LaserJet 4600.

The Printing and Microforms division of the department of Access Services also has two microfilm/fiche readers: one Canon MS300II Microform Scanner with roll film/fiche carrier, and one ST200X Series Digital Film Viewer. The ST200X reads and prints both microfilm and fiche, but is also able to scan them and create PDF, JPG, or PNG files from them, as well as to read, print and scan from ultra-fiche and opaque cards. The "print" button on the MS300II is still broken, so that machine can only be used for viewing. It has been moved down to archives, where it might come in useful.

Laptops

In order to borrow a laptop at the A/V Reserve desk, one must be a current Hunter College Student with no blocks on their record, have a current valid Hunter Student ID, and have another photo ID such as a driver's license, or passport. Alumni, staff, IELI, Non Hunter students, and faculty are not allowed to borrow laptops. All students must read, and sign, that they understand the liability agreement form before borrowing the laptop. The laptops are loaned for a maximum of 3 hours and may not be renewed. The overdue fines are \$40 per hour or \$10 for every 15 minutes a laptop is returned late.

There are currently 54 Macs available for a 3-hour loan inside the library, 14 all day Dells and 4 all-day Lenovo ThinkPads, which are due 1 hour before closing, nine Dells for 3-hour loan inside the library, and four Dells for Hunter College High School students for 3-hour use inside the library.

Rashaan Doctor is currently updating the Mac laptops and will begin updating the Dells/Lenovos when the Macs are complete. His updates to the Macs include an OS update to the Mac laptops that is now up to 10.7.5, and adding and/or updating: Adobe Acrobat Pro, Endnote, Firefox, Safari, Chrome, IBM SPSS, Adobe Flash, Mathematica, McAfee, Microsoft Office Suite, Adobe CS Suite, and Zotero. Rashaan has also repaired laptops with screen damage, missing or broken keys, and hard drive issues.

In August 2013, A/V received eight MacBook Pros from ICIT. One is currently being used as the iPad refresh station. In the fall 2013 semester, A/V received 10 new Dell laptop chargers from ICIT. In May 2014, A/V received 15 new Mac batteries, 20 new mac chargers, 2 new Dell replacement batteries, and is awaiting two new Lenovo ThinkPad chargers.

Laptop Statistics

In July 2010- December 2010 - 2,098 Dell laptops were circulated and 5,695 Macs were circulated.

In January-May 2011- 778 Dell laptops were circulated and 4,071 Macs were circulated.

In July 2011-May 2012 -3120 Dell laptops were circulated and 15,197 Macs were circulated.

In July 2012-May 2013 -7644 Dell laptops were circulated and 15,149 Macs were circulated.

In June 2013- May 2014- 3138 Dell laptops were circulated and 23,365 Macs were circulated.

iPads

In order to borrow an iPad at the A/V Reserve desk, one must be a current Hunter College Student with no blocks on their record, have a current valid Hunter Student ID, and have another photo ID such as a driver's license, or passport. Alumni, staff, IELI, Non Hunter students, and faculty are not allowed to borrow iPads. All students must read, and sign, that they understand the liability agreement form before borrowing the iPad. The laptops are loaned for a maximum of 3 days. The overdue fines are \$50 per day. The cost of loss or damage to the iPad is \$500.00

In October 2013, 30 iPads with cases and chargers arrived to loan out for 3 days. The total number of iPads available for 3-day loan is now down to 26, as four iPads were lost or stolen by patrons during the spring 2014 semester. The iPad loan program is popular, with February 2014 having the highest number of check outs so far.

October 2013 # of loans	10
November 2013 # of loans	113
December 2013 # of loans	181
January 2014 # of loans	16
February 2014 # of loans	281
March 2014 # of loans	264
April 2014 # of loans	181
May 2014 # of loans*	201

*May totals from May 1- May 23

Several iPads were also loaned for a semester for class use. In the fall 2013 semester, 31 were loaned out for three separate classes. In spring 2014, 11 iPads were loaned out for the semester to Professor Zimmerman's German 302 class. There is a total of 32 iPads available for semester loan. There are two iPads available for library faculty to borrow.

The iPads that are loaned out for three days are loaned with basic apps installed on them. The students are able to download their own apps and adjust their own settings. The reference librarians had asked A/V to keep track of what apps students were installing onto the iPads, so that Systems could eventually load these commonly used apps onto the iPads. The most common apps downloaded were Wikipedia, Chrome, Adobe Reader, Calculator, and YouTube. All of these apps are now included on the iPads.

Once the iPads are returned, the user's data must be removed. The A/V staff refreshes the iPads by using a program installed on one of the MacBook Pro laptops called Apple Configurator. Systems prepared settings onto this program which erases the user's data, any apps they downloaded, and their settings, but still keeps the basic apps on the iPad.

Problems with the iPads

There are some issues with refreshing the iPads. The iPads come with an option to put on a passcode. The A/V staff reminds all students upon checking out that if they choose to put on a passcode, they either must remove it before return, or tell the passcode to the staff when they are returning. If the student puts on a passcode and fails, or refuses, to tell the A/V staff, when returning, the A/V staff becomes locked out of the iPad and it cannot be refreshed until the passcode has been removed.

An iPad also cannot be reset if a student fails to sign out of their iCloud account or if a student has linked the "find my iPad" setting to their account. Once this occurs, the student must come back and type in their passwords to remove/unlink the accounts; or if possible, the iPad must be "prepared" again, meaning it must go through the process of being erased completely and having all the basic apps loaded onto it again.

The iPads are also loaned out with a charger. This charger has a USB cord that can be disconnected from the piece that plugs into the wall. This is a problem because students have been replacing the library's USB cords with their own damaged ones. In the spring 2014 semester, A/V started to mark each USB cords to help prevent this, however this still results in some being switched out. In May 2014, A/V received 20 new USB cords to replace damaged ones.

Wireless Keyboards and Mice

In the fall 2013 semester, the A/V desk received four wireless keyboards and four mice for use with the iMac Co-Lab computers on the third floor. These items can be checked out for a 2-hour loan and renewed if needed longer. The overdue fines for not returning are \$5 per hour. The items are labeled A, B, C, and D and must be used with the computer with the corresponding letter.

Library Study Rooms

The A/V Reserve Desk makes room reservations for disabled and non-disabled students during the semester. Before students use the study rooms, they must go to the A/V Reserve Desk to fill out a confirmation slip. The use of the confirmation slip ensures that the space is correctly

scheduled and that those who have reserved it will not be disturbed. If the rooms are closed, the student will have to go to the Public Safety officer, by the library's entrance, to have the door unlocked. The A/V Reserve Desk no longer makes any reservations for rooms located in B1 and B2 - all students are welcome. B112 reopened in 2012; students and Faculty may use the room for three hours. Room 706 reopened for the fall 2013 semester, and room 709 reopened during finals of the spring 2014 semester.

Non-disabled students are allowed to reserve the study rooms for no longer than two hours. Students must make their reservation within twenty-four hours in advance to ensure room will be available to them. Disabled Students may have as much time as they need. Room 206 had been closed for the spring semester in 2014, but reopened for finals. Disabled students were allowed to use room 114 during finals as well.

Disabled study room reservations are made by the students or the Access Accommodations department located on the second Floor Thomas Hunter Room 205.

Electronic and Print Reserves

The Reserve Department supports the academic mission of the College by providing patron access to required readings for their classes. At the Circulation/Reserve Department, the student aides, college work study and college assistants assist patrons with their use of the reserve module. The ERes module search menu consists of the following: course number, course name, department, instructor, title of item, author, and department. The patron uses one field to retrieve the material for their class to read or print. Next, a call number and bibliography information will appear on the screen with its location. Some of the ERes materials are PDF files which students can print on campus or off campus. Professors participating in ERes were assigned a password for their classes. This password will enable the student to access PDFs.

Users must have a valid CUNY ID to borrow Reserve items. Reserve items may be checked out for 2 hours and used within the Library only. All personal reserve materials have call # which is assigned by the Reserve staff. All reserve materials accrue overdue fines if the patron does not return it on time. The initial charge for the late fee is \$5.00 per hour.

The Reserve Department is supervised by Jeanne Yan and her three College Assistants, Gissele Cardenas, Tonja Deleston, and Jonaise Privette. The College Assistants catalog, barcode, input, and scan materials into the Electronic Reserve database and input *personal items* into the Aleph Staff Menu they also shelves, and organize the reserve collection. The CAs works 20 hours per week and assists the A/V department on the weekends.

In May 2013 the library hired Jonaise Privette as a college assistant to replace Roxane Pacifico who is now the A/V Reserve Manager.

In July 2013 all books had to be manually relocated, reorganized, and reshelfed when we moved from the 2nd floor to the new renovated 3rd floor reserve collection.

As of August 2013 the reserve fines increased from \$1.20 to \$5.00 all reserve stickers had to be updated, changed and maintained.

As of January 2014, the ICIT department hired Gissele Cardenas as a college assistant to replace Maria Gualpa who is now the Stacks Manager.

In March 2014 the acquisition departments order a Tool kit titled, *What is Zoning?* For Professor Angotti, Tom Urban Planning 739 class. The tool kit may be used for two hours in the library. The tool kit consist a guidebook, game board, blocks, individual activity sheets and infrastructure tiles.

In April 2014 the Reserve staff removed 120 books from reserve to the Stacks department the project will continued into summer 2014.

Input of Work to be placed on ERes

Items to be placed on reserve are brought to the Circulation/Reserve Department by course instructors. The items are then prepared for use by College Assistants in the order in which they were received. All materials will be proofread, scanned, and uploaded to the ERes site. All photocopies submitted to the reserve desk must include the signed copyright compliance agreement on the accompanying Reserve Request Form. All materials brought to the Circulation/Reserve desk will be input into two databases - Aleph Staff Menu and the ERes site. Professors can bring their personal books to be placed on Reserve. The Reserve department does not scan from textbooks; all professors must provide their materials to the library.

Electronic Reserve

By faculty request, selected journal articles, exams, lecture notes, and book chapters are converted to electronic format and posted to the ERes database (<http://hunter.docutek.com/eres>). Reserve staff members create accounts for all participating professors, assign passwords, link journal articles from the Library's subscription databases, scan, and link other materials by using the persistent link.

Faculty members also have the choice of managing their own reserve pages. If instructors wish to manage their own pages, the Reserve department creates an account and password and gives professors limited access to ERes. The Reserve department provides the service of inputting and retrieving library materials for professors. The library also inputs data for their personal materials. The professors are responsible for linking full text journal articles and/or placing their own texts, images, and sounds to the ERes site. The ERes site now hosts an interactive form by which a professor can declare interest in managing his or her own pages. There is, also, a new interactive form for requesting database articles be linked to ERes and another for requesting library books be placed on reserve.

ERes Activity

June 2009 - 116 professors participating in ERes/20 professors were managing their own sites

June 2010 - 114 professors participating in ERes/20 professors were managing their own sites

May 2011 - 152 professors participating in ERes/38 professors were managing their own sites

May 2012 - 163 professors participating in ERes/26 professors managing their own site

May 2013 - 239 professor participating in ERes/ 36 professors managing their own site

May 2014- 252 professor participating in ERes/ 42 professors managing their own site

2010 - 2,691 documents were added to ERes

2011 - 6,133 documents were added to ERes

2012 - 9,539 documents were added to ERes

2013- 10,969 documents were added to ERes

2014- 11,502 documents were added to ERes

Electronic Reserve continues to be a popular option for faculty and students. Reserve materials continue to fluctuate from year to year. Faculty member continue to use course reserve each semester to provide access to materials for specific classes. E-Reserve is still popular with the students enabling them to access on or off campus. This school year 252 faculty member participated, an increase from 239 who participated last year.

More professors are ordering and placing their personal book on reserve due to stricter enforcement of copyright policies concerning e-reserves.

Reserve Holdings

2011-2012

Library Books- 2290

Personal Books-1400

2012-2013

Library Books- 2,147

Personal Books-920

2013-2014

Library Books-1,886

Personal Books-2,700

Problems

1. Ongoing issue with patrons mutilating Reserve material. In the future can the library purchase e-books for books that are mutilated?

2. Have better communication with faculty members concerning ordering/ placing materials on ERes before the beginning of the semester.

3. Have better ventilation and lighting in the staff area.
4. We are still waiting for the back-ends of the shelves for the Stacks and Reserve collection.

Copyright Assistance

The Copyright Assistant supports staff and faculty with fair use analysis for reserve materials, and secures permissions if needed. The Assistant also advises faculty and administration on the use of copyrighted material in other venues. The below portion of the report regarding copyright was compiled by Malin Abrahamsson, Acquisitions Manager and Copyright Assistant at the Cooperman Library.

New Procedures

Since the implementation of the E-Reserves & Copyright Clearance Request Form in the fall of 2012, the use of this online form has steadily increased and this year's use is up 160%. In all, faculty requested that a total of 1,018 items be added to E-Reserves (compared to a total of 391 items for last year). Out of the 1,018 items, assistance with copyright clearance was requested for 75%, or 769 items.

Based on these numbers, it's clear that the form is serving its intended purposes, and that faculty, more often than not, requests the library's assistance with copyright clearance. To that effect, the Copyright Assistant has continued to work closely with reserve staff at the Cooperman Library and the branch libraries to put processes in place that allow for expedient responses to copyright related issues or concerns. Throughout the year, the Reserve Managers have actively initiated contact between the Copyright Assistant and faculty members in need of assistance, and between reserve staff with important questions.

2012-2013 Academic Year	Option 1 (© assistance)	Option 2 (No © assistance)	TOTAL REQUESTS
Summer & Fall 2012 →	7	29	36
Spring 2013 – >	199	156	355

# of requests/semester	206	185	391
2013-2014 Academic Year	Option 1 (© assistance)	Option 2 (No © assistance)	TOTAL REQUESTS
Summer 2013 →	41	29	70
Fall 2013 – >	362	117	479
Spring 2014* →	366	103	469
# of requests/semester	769	249	1,018

* – As of May 21, 2014

Continuing Education

In November of 2013, Malin Abrahamsson attended the afternoon symposium “MOOCs: Copyright Management for Online Courses” at Brooklyn College Library, and in December, she attended a copyright and fair use presentation at John Jay College. In March, Malin attended the afternoon Circulation & Reserves SIG Meeting at METRO, and in April, Malin attended a lunch time presentation of SIXP (new reserve materials management software) held at John Jay College.

Presentations

Throughout the year, Malin Abrahamsson has actively collaborated with the Instructional Design Librarian Stephanie Margolin on several instances. With the goal of reaching and informing faculty and staff about copyright, Malin and Stephanie participated in ACERT’s biannual Guided Explorations program for faculty in January, and in February they presented their program “How to use (and transform) stuff you don’t own” at ACERT Lunchtime Seminar.

Going Forward

A member of the CUNY Copyright Committee since the fall of 2011, Malin Abrahamsson has agreed to serve as interim co-chair together with Stephanie Margolin for the 2014 calendar year. They hosted the first committee meeting at Hunter College Library in April.

Ms. Margolin and Ms. Abrahamson recently initiated a collaboration with Sean Molly, Jack Kenigsberg, and Andrew Laudel: Hunter instructors and recipients of a Faculty Innovations in Teaching and Technology (FITT) grant. The goal is to develop resources for how to best

introduce the notion of intellectual property into the general curriculum the instructors' English 120 multi-modal classes in the fall.

Interlibrary Loan

Overview

Interlibrary Loan and Document Delivery (estimated for May and June 2014)

Total Transactions	9,425
ILL Borrowing	5,270
ILL Lending	4,155
ILL/DD Charges paid	\$25,272.45

Personnel/Staffing

1 Substitute ILL Specialist (HEA)

1 College Assistant, 1 Student Aide (30 hours/week)

The Evening/Sunday Supervisor has been trained as the ILLiad backup.

Both Lending and Borrowing figures have decreased very slightly. We must keep in mind that both May and June figures had to be estimated this year.

The Most Borrowed titles for 2012/2013 were Picasso by Wilhelm Boeck (5 times); Akademische Fest-ouverture, op. 80 by Johannes Brahms, and Understanding Generalist Practice by Karen Kay Kirst-Ashman (3 times). Each of these was the result of multiple requests by a single patron. No other title was borrowed more than twice.

The Borrowing Requests by Department show a decided pattern, in comparison with last year – some departments use ILL a great deal, some don't use it at all, and everything in between, but the same three departments as last year had the largest number of requests: Psychology once again led the field, with 494 requests, Social Work again ran second with 380 requests, and Art was again third, with 359 requests. This year the Library itself came in fourth, with 291 requests. I don't feel we have completely accurate figures on this, however, as we have either a large number of undeclared majors, or a large number of ILL patrons who feel no need to ensure that the information in their ILLiad records is accurate, or perhaps both: the real leader is the "department" known as "Choose a Department" (the default position of the "Department" menu in ILLiad) with 1,299 requests. Similarly, the "department" known as "undecided" had a strong showing, with 412 requests.

The Most Requested Journals (Borrowing) reports show some patterns and repetitions from the previous year. Radiochimica Acta was #4 last year, with 11 requests, and is #1 this year, with 15. The Journal of Elder Abuse and Neglect is still a favorite: 14 requests last year, 20 this year. (Requests in this category are further broken down by department, which can make it difficult to be sure of totals; 7 of this year's requests for the latter title were listed separately under our old

friend “Choose a Department”). A strong leader, in a variety of categories, is the several incarnations of the Dissertation Abstracts International, largely because a lot of patrons seem to be unaware that the publication is more about Abstracts than about Dissertations.

The Most Loaned Journals (Lending) reports show the JOURNAL OF REPRODUCTIVE AND INFANT PSYCHOLOGY as having the most supplied articles, 51. We have this British journal bound from 1987, and online from July 1996. It has always been our most popular journal for ILL Lending.

Interlibrary Loan Statistics (Including Document Delivery)

YEAR	TOTAL	BORROWING	LENDING
2013/2014	9,425	5,270	4,155
2012/2013	9,489	5,282	4,207
2011/2012	10,400	6,500	3,900
2010/2011	8,082	6,108	1,974
2009/2010	5,264	3,252	2,012
2008/2009	5,852	2,713	3,139
2007/2008	5,009	2,475	2,534
2006/2007	5,346	2,660	2,686
2005/2006	6,349	3,848	2,501
2004/2005	6,024	3,607	2,417
2003/2004	7,892	4,476	3,416
2002/2003	8,217	4,253	3,664

Comparative Interlibrary Loan Statistics

	2013/2014	2012/2013	2011/2012	2010/2011
ILL CHARGES	\$24,909.20	\$21,168.50	\$25,000.00	\$24,000
DDS CHARGES	\$363.25	\$4,526.04	\$12,000.00	\$19,000
TOTAL CHARGES	\$25,272.45	\$25,694.54	\$37,000.00	\$43,000

TRANSACTIONS	2013/2014	2012/2013	2011/2012	2010/2011
TOTAL ILL/DDS	9,425	9,489	10,400	8,082
TOTAL NON-CUNY	9,119	9,075	9,880	7,682
TOTAL CUNY	306	414	520	400
% CUNY	3%	4%	5%	5%

Comparative Document Delivery Statistics**

	2013/2014	2012/2013	2011/2012	2010/2011
TOTAL**	7	102	280	559
CISTI/INFOTRIEVE	1	10	0	0
British Lending Library	6	92	280	559
Chemical Abstracts DD	0	0	0	0

** Document delivery numbers are also included in the Interlibrary Loan borrowing statistics of this annual report.

ILL/DD Articles Received

YEAR	TOTAL	ILL	DD	% DD OF TOTAL
2013/2014	3,585	3,578	7	.2
2012/2013	3,832	3,730	102	3
2011/2012	4,600	4,320	280	6
2010/2011	4,478	3,929	559	12
2009/2010	2,072	1,604	568	28
2008/2009	1,732	1,106	626	36
2007/2008	1,601	885	716	45
2006/2007	1,435	874	561	40
2005/2006	1,855	1,181	674	35
2004/2005	1,722	1,132	590	34
2003/2004	2,247	1,765	582	25
2002/2003	2,386	1,558	828	34

Changes

This year there was more emphasis on part-time support in ILL, with the addition of CA Nathan Heffron to the team for several hours a week, Mondays and Tuesdays. He mainly worked in Circulation, as Eric Torkiver mainly worked in Stacks, but both put in some hours a week in ILL, Eric assisting with lending and Nathan with borrowing. Nathan's contribution especially freed Mr. Campbell's hands for other matters, and was a great help to him.

In August Mr. Campbell created an invoicing system for billing other libraries when books we have lent to them go missing in transit. The former ILL supervisor did not, it was revealed, invoice other libraries on a regular basis. ALA guidelines state that the borrowing library is responsible for the replacement of such books. Indeed, we have often had to pay invoices for lost or damaged items we've requested from other libraries. It is important that we fully reciprocate so that our partners share the fiscal burden of replacing lost materials.

In October, Mr. Campbell instituted a shipping log for non-OCLC lending, which is a help to him in keeping statistics, as well as in keeping track of these otherwise un-noted items.

It came to Mr. Campbell's attention this spring that the lending occasionally got to be too much for Diana Rodriguez and Eric to handle without assistance, and he began putting in some of his own time each week on article lending. While borrowing is of primary importance for our own patrons, lending is the face we show to other libraries, especially to our many partners in Information Delivery Services, and it is very necessary to keep turnaround time for lending as brief as may be.

**Annual Report
of the
Archives & Special Collections
of the
Hunter College Libraries, CUNY
2013 - 2014**

**Prepared By:
Julio L. Hernandez-Delgado, Associate Professor
Head, Archives & Special Collections
June 2, 2014**

MISSION AND PURPOSE:

The Archives & Special Collections of the Hunter College Libraries serves a dual purpose. The archival wing of the unit houses institutional records, manuscript collections, and publications that are primarily associated with Hunter College. Surviving records highlight the establishment and evolution of select administrative offices, academic departments, and studies programs. Personal and professional papers are from individuals who were affiliated with Hunter College. The Special Collections wing of the unit houses rare and/or unique monographs, faculty publications, master's theses, college catalogs, and yearbooks.

PERSONNEL:

**Julio Luis Hernandez-Delgado, Association Professor
Head, Archives & Special Collections**

Archives & Special Collections Activities:

Prof. Julio L. Hernandez-Delgado continued to administer Archives & Special Collections on a daily basis and supervised 1 full professor, 1 adjunct professor, 2 College Assistants, and 1 Student Aide.

During the academic year 2013 - 2014, Prof. Hernandez-Delgado continued to reexamine key archival collections. With the assistance of Dr. Louise S. Sherby fourteen archival collections were revised along with their corresponding finding aids. They included:

Administrative Council of the Board of Higher Education, 1944 - 1971
Beatrice Fry Hyslop Papers
Classics Department Collection, 1908 - 1965
Hunter College Administrative Committee Collection, 1933 - 1970
Hunter College Publications Collection, 1870 - 2014
Hunter College Student Club, Organizations, and Publications Collection, 1910 - 2010
President Robert David Cross Collection
President George Samler Davis Collection
President Mary Latimer Gambrell Collection
President Thomas Hunter Collection
President John Joseph Meng Collection
President James Michael Kieran Collection
President George Nauman Shuster Collection
President Jacqueline Grennan Wexler Collection

The revision of the aforementioned archival collections will facilitate and enhance their use by researchers.

Library Activities:

Prof. Hernandez-Delgado attended monthly Unit Heads meetings throughout the academic year 2013 - 2014.

Prof. Hernandez-Delgado and Dr. Sherby assisted Mr. Samuel Lemley, an intern from the Palmer School of Library and Information Science of Long Island University, with the Special Collections Preservation Survey Project that he administered and supervised.

Prof. Hernandez-Delgado and Dr. Sherby assisted in preparing an exhibit on the history of Hunter College Library for the grand opening of the renovated 3rd floor of the library.

Prof. Hernandez-Delgado conducted research consultations with two undergraduate students.

Prof. Hernandez-Delgado and Dr. Sherby selected materials from Archives & Special Collections that were displayed at the Hunter College Homecoming event of 2014.

Prof. Hernandez-Delgado and Dr. Sherby met with 12 members of the Queens Chapter of the Alumni Association of Hunter College on May 6, 2014.

Prof. Hernandez-Delgado and Dr. Louise S. Sherby spoke on March 11, 2014, at the ACERT Lunch time Seminar titled: The Changing Library: How Technology Enables us to Rethink Services and Resources.

Professional Activities:

Prof. Hernandez-Delgado and Dr. Sherby addressed Professor Wendy Hayden's English Rhetoric classes on the variety of archival resources that were available for their respective class assignments.

Prof. Hernandez-Delgado co-chaired the meeting of the LACUNY Archivist & Special Collections Round Table which was held at the CUNY Dominican Studies Institute Library and Archives at City College, CUNY on April 25, 2014.

Dr. Louise S. Sherby Assistant Head, Archives & Special Collections

Dr. Sherby continues to demonstrate that she is an invaluable member of Archives & Special Collections. During the 2013 - 2014 academic year Dr. Sherby facilitated the information needs of administrators, faculty, students, and independent researchers by providing them access to archival collections, master's theses, books, CUNY, Hunter College, and student publications, yearbooks, and digital images.

Archives & Special Collections Activities:

During the academic year 2013 - 2014, Dr. Sherby organized the Milton J. Gold Papers and received \$5,000.00 from the estate of Florence J. Bloch to process said papers. Dr. Sherby recently began to process the Mim Kolker Kelber Papers and has taken a special interest in revising the Jacob P. Adler Photograph Collection and the Jewish Studies Program Collection.

Dr. Sherby assisted Prof. Hernandez-Delgado by proof reading several finding aids from collections that were recently organized and/or revised. Displaying finding aids on our website that are appropriately outlined and well written enhances the search process for researchers seeking to secure information on their respective topics.

Dr. Sherby worked closely with Mr. Samuel Lemley, an intern from the Palmer School of Library and Information Science of Long Island University, who initiated a preservation survey of Special Collections. This project is expected to be completed by December 2014.

Dr. Sherby and Prof. Hernandez-Delgado addressed the classes of professors Wendy Hayden, Clay Williams, and Stephanie Margolin on the variety of archival resources in our repository that were assigned for their respective class assignments. Lastly, Dr. Sherby conducted three consultations in Religion with several students.

Library Activities:

Dr. Sherby continues to serve on the Library Web Committee and was a member of the Head, Social Work/Public Health Library Search Committee.

Professional Activities:

Served as alumni representative (School of Library Service) to the Columbia University Alumni Trustee Nominating Committee (term completed May 2014)

Served as alumni representative (School of Library Service) to the Columbia University Senate Library Committee

Member of the ACRL Professional Values Committee

Member of the ACRL National 2015 Conference Contributed Papers Subcommittee

Member of the NYS Board of Regents Advisory Committee on Libraries (RAC); chaired the LSTA Subcommittee

Interviewed on CCTV-America about Nobel Peace Prize

Co-Presented on Archives and Special Collections at ACERT, March 11, 2014

Conferences/Meetings:

Attended ALA Midwinter in Philadelphia, PA

Plans to attend ALA Annual, Las Vegas, NV

Attended METRO EAD and the Web Workshop, October 28, 2013

Attended Fall meeting of LACUNY Archivists RT, Hunter College

Mrs. Maria Enaboifo, Adjunct Professor

Archival Projects:

Mrs. Enaboifo had the opportunity to work on three collections (the Women's City Club of New York, CUNY Publications, and Alumni Association of Hunter College). She also replied to a variety of reference queries in person, on the telephone, and by email.

Collections:

The Women's City Club of New York, Inc.

Mrs. Enaboifo assisted Prof. Hernandez-Delgado in revising the collection and preparing a new finding aid.

CUNY Publications Collection

Mrs. Enaboifo revised the collection and completed the finding aid.

Archives of the Alumni Association of Hunter College

Mrs. Enaboifo assisted Prof. Hernandez-Delgado in completely revising the entire collection. Material that did not pertain to the collection were removed and set aside for the forthcoming Normal/Hunter College Collection. The finding aid is being finalized and is due to be completed in June 2014.

Flickr Collection

In January 2014, Mrs. Enaboifo took over the gathering of statistics from our Flickr collection. In June, she will begin uploading additional images to this database.

Book Repair

In May 2014, Mrs. Enaboifo will begin learning the process of book repair from Adrienne Fordon. This assists the Archives in getting many books mended, especially yearbooks that have fallen into disrepair.

Ms. Dane Guerrero, College Assistant

Administrative Duties and Archival Projects:

Ms. Guerrero maintained the office of Archives & Special Collections by replying to telephone calls and emails. Ms. Guerrero also facilitated patron requests for archival collections, materials, books, college catalogs, master's theses, and yearbooks.

Ms. Guerrero continues to box and mail all new master's theses in paper format to Hyland Software Inc. These master's theses are digitized and made available on a compact disk. The paper edition of the master's theses are cataloged and sent to the binders by our Technical Services Unit.

Ms. Guerrero assisted Prof. Hernandez-Delgado in processing the following collections:

Hunter College Publications Collection
Hunter College Student Clubs, Organizations, and Publications Collection
Lenox Hill Neighborhood House Collection
President Paul LeClerc Collection

Ms. Yingwen Huang, CUNY Office Assistant (formerly College Assistant)

Archival Projects:

Ms. Huang was promoted from College Assistant to CUNY Office Assistant in the Fall of 2013, and currently works with Prof. Lisa Finder in Technical Services. Before Ms. Huang was transferred to the aforementioned service unit, she processed the Mildred Speiser Papers and will shortly complete the finding aid to the President Donna Shalala Collection.

Ms. Huang continued to upload digitized images from our Wistarion collection to our Flickr account. She also continued to upload digitized articles from Hunter College publications to our article database titled Highlights from the Hunter College Archives.

Ms. Renata Contins, College Assistant

Archival and Special Collections Projects

During Ms. Renata Contins' brief stay in Archives & Special Collections (October 2013 - March 2014) she accomplished the following:

Updated the repository Flickr account by scanning and uploading new images.
Assisted Mr. Lemley with the Special Collections Preservation Survey Project.
Assisted in facilitating requests for archival and special collections items.
Inserted security strips in the repository Wistarion Collection.

Ms. Julie Sorokurs, Student Aide**Archival Projects and Special Collections Preservation Survey Project:**

Ms. Sorokurs has demonstrated a sincere dedication to our repository and performed admirably throughout the 2013 - 2014 academic year. Ms. Sorokurs organized the Helen Gray Cone Collection and the E. Adelaide Hahn Collection. Both of these collections should elicit significant interest by students and researchers in the fields of education and classical studies respectively. Ms. Sorokurs will resume organizing the Hunter College Concert Bureau Collection in the Fall of 2014.

Ms. Sorokurs volunteered to assist Mr. Samuel Lemley with the Special Collections Preservation Project by inputting specific data from Special Collections items into an online database that was created by Mr. Lemley.

Mr. Josh Smith, Student Aide**Special Collections Preservation Survey Project:**

Mr. Smith assisted Mr. Samuel Lemley with the Special Collections Preservation Survey Project by inputting specific data from Special Collections items into an online database that was created by Mr. Lemley.

Ms. Joanne Nzian, College Assistant**Special Collections Preservation Survey Project:**

Ms. Nzian assisted Mr. Samuel Lemley with the Special Collections Preservation Survey Project by inputting specific data from Special Collections items into an online database that was created by Mr. Lemley.

Mr. Samuel Lemley, Long Island University Library Intern**Administrator of the Special Collections Preservation Survey Project:**

Mr. Lemley's report detailing the preservation survey's findings follows this document.

BUDGET FOR FISCAL YEAR 2014 - 2015

For the Fiscal Year 2014 - 2015, we will require funding to employ 1 adjunct professor, and 3 College Assistants. The employment of professional and support staff play an essential role in the daily operation of Archives & Special Collections. In addition, we will require funding to replenish our inventory of archival boxes, file folders, plastic clips, Mylar plastic protective sheets, pencils, erasers, and writing pads. We would also like to secure funding to replace all 24 public chairs in our reading room.

Archives & Special Collections Statistics July 2013 - May 2014

Categories

June 2013 – May 2014

Reference Assistance

In Person Requests	36
Telephone Requests	46
Web Request	8
Email Requests	1
Mail Requests	<u>0</u>
Total	91

Master's Theses

In Person Requests	186
Telephone Requests	22
Web Requests	22
Email Requests	25
Mail Requests	<u>6</u>
Total	261

Archives Research

In Person Requests	377
Telephone Requests	63
Web Requests	144
Email Requests	176
Mail Requests	<u>5</u>
Total	765

Special Collections

In Person Requests	144
Telephone Requests	0
Web Requests	33
Email Requests	10
Mail Requests	<u>1</u>
Total	188

InterLibrary Loan

In Person Requests	18
Telephone Requests	0
Web Requests	44
ILL Office Requests	42
Email Requests	0
Mail Requests	<u>1</u>
Total	105

Categories**June 2013 – May 2014****Year Books (Wistarion)**

In Person Requests	176
Telephone Requests	14
Web Requests	11
Email Requests	7
Mail Requests	1
Total	209

Grand Total Requests**1,619****Scans/PDF's/Copies**

In Person Requests	3
Masters Theses	4
Archives Research	322
Special Collections	0
Interlibrary Loan	0
Year Books (Wistarion)	51
Total	380

The total number of reference requests in Archives & Special Collections for fiscal year 2013-2014, is **1,619**.

We also provided **380** Scans/PDFs/Copies of archival and special collections materials.

Flickr Statistics July 8, 2013 to May 27, 2014

We have **5,600** public images in our Flickr account.

Total Views 208,468**Average Views per Day****643****Archives & Special Collections Web Page Statistics June 2013 – May 2014**

	<u>Pageviews</u>	<u>Unique Pageviews</u>
Home Page	9,892	7,052
Collections Page	4,321	2,778
Exhibits Page	2,939	2,231

Among our most popular pages are the commencements and convocations programs page (1,445 pageviews) and the Hunter College Student Clubs finding aid (632 pageviews).

Areas of Archives & Special Collections Requiring Improvement:

1. We need to continue to organize and/or revise key collections of the repository and make them available to researchers.
2. We need to upload addition images to our Flickr account and to our article database known as Highlights from the Hunter College Archives. Both of these resources are very popular with our patrons.
3. We need to encourage more class visits to our repository to foster greater awareness of the materials that are housed in Archives & Special Collections.
4. We need to replace 24 public chairs in East 222 with seats that are ergonomic and comfortable for our patrons.

Summary:

I want to thank the staff of Archives & Special Collections for their commitment and hard work throughout the 2013 - 2014 academic year. Our ability to facilitate the needs of researchers stems from the collective effort of a dedicated staff.

I also want to thank the Library's administrative staff for providing us with the supplies and tools that made it possible for us to facilitate the informational needs of Hunter College administrators, faculty, students, and independent researchers.

Report Preparation and Dissemination:

Each member of Archives & Special Collections provided Prof. Julio Luis Hernandez-Delgado with a summary of their individual accomplishments throughout the 2013 - 2014 academic year. Member statements were incorporated in this annual report and said report was shared with the entire staff.

THE RARE BOOK COLLECTION AT HUNTER COLLEGE
 PRESERVATION SURVEY
 FINDINGS & RECOMMENDATIONS

THE COLLECTION & PROJECT DESCRIPTION

Hunter College's collection of rare books and bound ephemera comprises approximately 6000 volumes and 5000 titles. At the time of this writing, 2,704 volumes have been individually evaluated for condition and preservation concerns using a comprehensive online survey form. This form was distributed to student aides and project administrators in early September, 2014. Over the ensuing 10 months, project staff methodically recorded descriptive metadata for each surveyed volume, working through the collection in call-number sequence, amassing a trove of data that will be used to identify a number of bibliometric patterns—generic strengths, collection 'gaps', the average age of the collection, environmental damage common throughout the collection (water, dirt/dust, red rot, etc). This information will promote accurate and proactive treatment and housing of the collection over coming decades. A mock-up of the survey form is attached as *Appendix 1*.

The last, and according to the available records, *only* comprehensive survey of the rare book collection was conducted in 1956. However, this survey was selective and the results do not represent the full spectrum of materials currently housed in the rare book collection. As such, this project is both timely and necessary, not only to ensure that preservation needs are addressed promptly, but also to construct a comprehensive profile of the collection that will illustrate its future potential for scholarly/academic use.

Item-level treatment is prohibitive, not only because of the expense of purchasing the materials and tools required for basic conservation tasks, but also in the large number of staff hours required to complete even rudimentary item-level treatments: e.g., boxing, cleaning, leather conditioning/reconsolidating, reshelving, and mending. The insurmountability of the challenge only grows when applied to scale—to adequately treat Hunter's Collection of ~6000 volumes methodically and in sequence, for example, would consume untold decades.

Thus, preliminary prioritization must occur *before* work can actually begin. We need to know which books require the *most urgent* attention, and then move forward with this knowledge, addressing each concern in turn. Without some understanding of the collection's overall needs, treating collection materials would unfold in awkward fits and starts, without knowing if the time (and money) were being spent wisely. This is the goal and inherent value of preservation surveys: to evaluate, identify, and plan ahead.

In the following pages, I hope to describe the preservation survey I have designed, overseen, and lovingly grappled with these 10 months in Hunter College's Rare Book Collection. A description of the challenges I encountered, as well as the findings the survey yielded, will—I hope—prove useful in inspiring and improving the project's continuation and eventual completion.

OBJECTIVES

It serves to articulate *what precisely* the project as designed will achieve. Lacking clear objectives, projects involving stacks of books and little else, can—and often do—devolve into chaotic, dust-enshrouded confusion. With this in mind, the project's aims are:

- 1). To gather and record metadata describing the rare book collection in its entirety, noting environmental concerns, existing material/physical damage, and future conservation needs;
- 2). To reorganize and consolidate the collection's shelving structure to increase accessibility and decrease environmental/preservation/security concerns, preparing stack space for anticipated expansion;
- 3). To clean stacks, books, and stack area to eliminate (as much as possible) dust and other damaging particulates, and finally;
- 4). To act on environmental, preservation, conservation, and shelving concerns identified during the survey.

These four essential objectives will be pursued in tandem, though are ultimately interdependent. The final objective (number 4) will unfold as the project nears completion and will include,

1. Enclosure (boxing) and stabilization of books in pH-neutral housing
2. Conditioning/re-consolidating deteriorated/deteriorating binding materials, particularly antique leather
3. Contractual treatment by professional conservators.¹

MEANS, METHODS, & TOOLS

The descriptive metadata was recorded by means of a 24-item form powered by Google Docs and accessible from any computer via a secure URL. Form responses were automatically entered into a database spreadsheet that will be hosted in perpetuity and used in determining treatment protocols and identifying collection-wide bibliometric information in future.² During the survey, a concerted effort was made to eliminate subjective assessment—in fact, most of the pre-determined form responses are emphatically objective: leather is not paper; paper is not vellum. But subjectivity necessarily creeps in. For instance, form items required student aides to assess the condition of each volume, placing it on a scale from 1 (*poor*) to 5 (*fine, as new*). Generic classification is also often necessarily subjective. But in general, the data coalesce to form a picture of the collection as a whole—its strengths, needs, high points.

¹ Given the expense of professional conservation treatment, this option should only be pursued rarely, if ever. The decision to pursue such treatment will be left to library administration on the recommendation of project staff. Those qualified to authorize this level of expenditure should be given the value of the item in its current, deteriorated *and* its future, restored state.

²*Database of Submitted Entries:* https://docs.google.com/spreadsheet/ccc?key=0AkJo9UkOH75mdE9WSTlpMGEiMzY3Z0xrTWVpMVIoU2c&usp=drive_web#gid=0
Environmental Data: https://docs.google.com/spreadsheet/ccc?key=0AkJo9UkOH75mdFZPYmdLaXpaRTF3STUtbFM4YWl6Y2c&usp=drive_web#gid=0

PRELIMINARY FINDINGS

The following concerns were identified during the project's preliminary stages:

- I. Improper shelving
 - I. Books shelved too tightly, loosely, or not at all, etc.
2. Environmental concerns
 - I. visible water damage, and noticeably elevated temperature & relative humidity
3. Damaged volumes
 - I. Damaged bindings, cracked spines
4. Densely-shelved and imperiled folio section
 - I. Shifted and reshelved
5. Wire bookends
 - I. Will be replaced with metal book supports (on order).

RECOMMENDATIONS & FUTURE WORK

NB: The following recommendations should be treated as guidelines only and are listed here in order of priority with respect to the collection's long-term stability and preservation. Any one of these recommendations, if enacted, will benefit the collection markedly; only the first (HVAC, etc.) carries significant cost.

PRIORITIES

- I. HVAC SYSTEM ISOLATION & AIR QUALITY CONTROL
 - I. Environmental conditions in the rare book collection are of primary concern. With an average temperature of 73 degrees and average relative humidity (RH) of 25% recorded from October, 2013 to June, 2014, books, ephemera, and archival materials are at substantial risk of intensified and rapid deterioration: As noted elsewhere, heat and consistently low relative humidity accelerate the natural and irreversible process

of paper and leather deterioration.³ This decay is exacerbated by erratic changes in either RH or temperature, also recorded regularly since October, 2014.⁴

The effects of housing the collection in this environment are evident, particularly among books bound in embrittled leather and easily-warped vellum. Many bindings are visibly desiccated, cracked, and fragmented.

This, unfortunately, is the most costly and difficult concern to redress. Ideally, funding will be found to install a dedicated HVAC system, creating an isolated climate ideal for bibliographic and archival storage. This can be achieved, but will need the support of college and library administration as well as persistent lobbying by Archives & Special Collections staff. The advantages of acting promptly on this are numerous and substantial and should invite serious consideration.

2. STACK SECURITY & CONTROLLED ACCESS

1. The stacks containing the rare book collection, though isolated from public areas, remain easily accessible to students, college visitors, and unaffiliated staff. With the visibility of the collection increasing dramatically as a result of this preservation survey, the collection is at heightened risk of theft, damage, and loss. In consequence, rigorous security protocols should be put in place that limit access to the stack area and prevent students and unaffiliated staff from gaining unauthorized entry. A few minor changes to the existing layout and protocols would increase security dramatically: e.g., keeping the door leading from the reading room to the work area/stack space closed and *locked* at all times. Further, students should be discouraged from using the reading room as a common area/study space. If study privileges are maintained, however, food, drink, electronics, and noise should be

³ The ideal, 'target' range is 40-45% RH, and 62-68 degrees Fahrenheit. See Sherelyn Ogden, "Temperature, Relative Humidity, Light, and Air Quality: Basic Guidelines for Preservation," in *Preservation of Library and Archival Materials*, ed. Sherelyn Ogden (Andover, Mass.: Northeast Document Conservation Center, 1991), 71.

⁴ The RH in the stacks varied from a low of 5% (February, 2014) to a high of 42% (May, 2014).

prohibited. Preferably, the reading room should be for the exclusive use of students, faculty, and scholars consulting special collections materials. When collections materials are called and consulted, the reading room should be kept under constant observation. Theft is often conducted piecemeal—i.e., individual pages and *not* entire books are secreted away over time. Pages can be removed from bound volumes swiftly and quietly; concealed within the book, evidence of theft can go unrecognized for years.

3. HOUSING & COLLECTION STABILIZATION

- I. Damaged items must be enclosed and treated on a case-by-case basis. Guidelines and suggestions regarding treatment procedures are detailed in the project database—note that each title (database entry) is accompanied by the field “suggested treatment”. Basic enclosure techniques can

be managed and completed with minimal conservation expertise. Deterioration can be slowed and its effects minimized by means of these basic procedures: box making and enclosure, mylar encapsulation, dust-jacket sleeves, frequent vacuuming/cleaning, leather conditioning and reconsolidating,

ABPC Valuation	Suggested Treatment	Suggested Action
\$80	Box/Enclosure, Basic Cleaning, Condition leather	None/Retain
\$100	Box/Enclosure, Basic Cleaning	None/Retain
\$35	Basic Cleaning, Mylar Wrapper	None/Retain

etc. No potentially damaging treatment should be attempted; the project has (and should) emphasize item stabilizing and remediating deterioration—reconstructive treatments are beyond staff experience and project resources. As such, treatments completed on site should be limited to the following:

1. Box Making/Enclosure
2. Cleaning, vacuuming (use water only when necessary; no cleaning agents; no excess moisture should be introduced)
3. Leather reconsolidating; treating ‘red rot’ or powdery leather (Cellugel)
4. Leather conditioning (Old Masters Leather Conditioner)
5. Mylar dust jackets (for hardcover books with dust jackets)
6. Mylar wrappers (for hardcover books without dust jackets)

7. Mylar encapsulation (for individual, disbound leaves and ephemera)

4. ACCESSIONS & COLLECTION DEVELOPMENT

1. Many of the surveyed titles are neither rare nor special; in fact, many books accessioned in the recent past were 'donated' because they were in poor condition. Many books, once considered 'exceedingly rare' are now accepted as commonplace, and that rightly-maligned term (deaccessioning) must be revisited, though tentatively. Generally, books valued at or below \$40.00 AND available in duplicate at other CUNY institutions are candidates for discard. All of the books discarded over the past 10-months, for example, were valued below \$50.00 and were available in multiple duplicate copies nearby⁵—the financial burden of maintaining and housing a book should be offset by the inherent value of the volume, whether cultural, historical, or financial.

In future, any proffered donations must be evaluated *skeptically*. All items should be assessed for cultural/monetary value and proximate duplication. If duplicate copies are available for consultation in New York City, and the value of the item is relatively low, donors/donated materials should be directed elsewhere. This is due primarily to limited space.

The collection should therefore be viewed as static; active collection development should be discouraged. If something of value *is* identified, however, accessioning the item(s) should be considered, but only in extreme cases. Similarly, books can be replaced by duplicate copies, if located, in comparatively superior condition. Valid criteria for assessing the value of special collections materials have been formalized by Jennifer Sheehan in a recent paper (i.e. Authenticity, Association, Cultural Value,

⁵ The overwhelming majority of those discarded (-90%) were valued at or below \$10.00 and were deemed common.

⁶ Sheehan, Jennifer K. "Making the Most of What We Have: A Framework for Preservation Management in Rare Book Collections." RBMS 2009.

Provenance, Availability, etc).⁶ Generally speaking, the following types of books should NOT be accessioned:

1. Limited Edition Sets
 2. Signed Books
 3. Art Books
 4. Oversized (Folio) Books
 5. Personal Book Collections (of Faculty, Dignitaries, Authors, etc.)
-
5. FOLIO SECTION
 - I. Oversized, or folio volumes are to be shelved in stacks 3-4 volumes high, at maximum. Books stacked too high are at risk of gradual binding deteriorating and binding structure failure. When unshelving oversized volumes, books are to be removed individually; never attempt to remove a book at the bottom of a stack without first removing the books above it.

PROJECT TIMELINE

DATE	TASK	STATUS
September, 2013	Design & Publication of Data-Entry Form & Database	Complete
September, 2013-January, 2015	Preservation Survey & Data Entry	Ongoing
November, 2013-January, 2014	Shifting, Consolidation & Reshelving of Oversized Books (Folio Section)	Complete
May 21, 2014	Collection Shifting, Weeding and Compression to Accommodate Growing Faculty Publication Collection	Scheduled
May-July, 2014	Relabeling Stack Ranges to Reflect New Shelving Arrangement and Item Location	Scheduled, Ongoing
May/June, 2014	Replacement of Wire Book Ends	Scheduled, Pending Delayed Shipment of Vinyl-Coated Metal Book Supports (via DEMCO)
May/June, 2014	1st Chapter of Descriptive Catalogue Submitted (<i>Books Printed before 1700 in the Hunter College Rare Book Collection</i>).	Scheduled, Pending
June, 2014-January, 2015	Treatment of Damaged Volumes as Indicated in Database—Boxing, Enclosure, Cleaning	Scheduled
December, 2014	Exhibition Featuring Items from the Rare Book Collection	Suggested

[Edit this form](#)

Hunter College Rare Books Survey

*** Required**

Call Number *

Author *

Last, First—In accordance with LC authority file

Title *

e.g. Serpentes, et draconum

Publication Date

e.g. 1765

Place of Publication

e.g. Oxford

Vertical Size

In centimeters, e.g., 24 cm.

Horizontal Size

e.g., 12 cm.

Volume Type *

- ☐ Monograph
- ☐ Part of Multivolume Set
- ☐ Periodical
- ☐ Other

Binding Material *

- ☐ Leather
- ☐ Vellum
- ☐ Paper Boards
- ☐ Cloth Boards

- ☐ Limp Paper
- ☐ Half/Quarter Leather
- ☐ Half/Quarter Vellum
- ☐ Half/Quarter Cloth
- ☐ Other:

Binding Structure *

- ☐ Sewn through folds
- ☐ Perfect
- ☐ Oversewn
- ☐ Spiral
- ☐ Stapled
- ☐ Case Binding
- ☐ Other:

Binding Type

- ☐ Hardback
- ☐ Paperback
- ☐ Commercial ("Library")
- ☐ Pamphlet
- ☐ Single sheet
- ☐ Other:

Dust Jacket

- ☐ Yes
- ☐ No

Dust Jacket Condition

- ☐ Fine
- ☐ Good
- ☐ Poor

Environmental Damage

- ☐ Insect
- ☐ Water
- ☐ Mold
- ☐ Dirt & dust

Binding & Text Condition *

- ☐ Missing boards/covers
- ☐ Red-rot
- ☐ Loose hinges
- ☐ Cracked hinges
- ☐ Abraded boards/covers
- ☐ Foxing
- ☐ Brittle pages
- ☐ Missing pages
- ☐ Torn/damaged pages
- ☐ Boards detached
- ☐ No damage
- ☐ Other:

Markings & Patron Damage *

- ☐ Pencil
- ☐ Pen
- ☐ Marker or Highlighter
- ☐ Interleaved Objects/Papers
- ☐ Staining
- ☐ N/A
- ☐ Other:

Condition of volume *

1 2 3 4 5

Poor ☐ ☐ ☐ ☐ ☐ Fine

ABPC Valuation

In dollars

Suggested Treatment *

- ☐ Box/Enclosure
- ☐ Basic Cleaning
- ☐ Mylar Wrapper
- ☐ Mylar Dust Jacket
- ☐ Condition leather

- ☐ Send to Conservator
- ☐ No treatment

Suggested Action *

- ☐ None/Retain
- ☐ Transfer to general, circulating collection
- ☐ Deaccession

Duplicates in CUNY Consortium *

Are there duplicate copies available nearby?

- ☐ Yes
- ☐ No

Provenance Note**Genre/Subject**

- ☐ Literature
- ☐ History
- ☐ Language
- ☐ Science
- ☐ Biography
- ☐ Criticism/Theory
- ☐ Philosophy
- ☐ Religion
- ☐ Mythology
- ☐ Manual
- ☐ Other:

Note

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**CATALOGING
ANNUAL REPORT 2013--2014
SUBMITTED BY WENDY TAN**

MISSION STATEMENT

The goal of cataloging department service is to provide and maintain accurate bibliographic information of monographs and non-print materials available at Hunter College libraries in our online catalog, and also make those materials accessible for patrons to use in a timely fashion.

CHANGES IN SERVICES

Though there was no implemented change in cataloging, we have been, with resuming library renovation in shadow, able, ready, and willing to be adapted to any necessary changes.

CHANGES IN TECHNOLOGY

New cataloging rules--Resource Description & Access (RDA) rules effective have been in place since April 1st of 2013. We have been using this new set of rules to do original cataloging without any hindrance.

PERSONNEL

1. Staffing

Head of cataloging (duties include cataloging, collection development, administrative work, and occasional reference)

1 copy cataloger (Administrative assistant)

1 CA (6-9 hours/per week)

1 work study (7 hours/per week for 1 semester)

2.Accomplishments/publications

Wendy Tan, Head of cataloging

---Authored a 3000-word Chinese article, published at the weekly supplement of World Journal News (in the USA) on July 7th, 2013.

---Attended various weekend training classes for becoming certified medical interpreter (making preparation for serving Chinese community)

STATISTICS (for the period from 6/1/2013 to 5/31/2014)

1. Collection management

A.a New additions to the catalog	7,378
	vols
A.1 Main Library	5879
A.2 Social Work & PH Library	580

A.3	Health Professions Library	58	
A.4	Zabar Library	137	
A.b Breakdown of the additions with type of materials			
a).	Print materials		
		6,876	
a.1	Monographs		
a.1.1---	Purchased		5,356
a.1.2---	Donated		1,298
a.2	Theses		222
b).	Non-print materials		
		502	
	Music CDs		
		69	
	DVDs		418
	CD (accompanying books)		15
B.	Monographs withdrawn		-
			12,836 vols.
			(11,602 titles)
	Main Library		-6,059v.
			(4,981 ti)
	HPL		-6,606v.
			(6,504 ti)
	SW		-171v.
	(115 ti)		
C.	Aleph maintenance		5,173 records
a.	location changes	3,197	
b.	Processing mended books	262	
c.	Lost book replacements	22	
d.	Other services	1,034	
D.	Paperbacks sent to Bindery		2,286

2. Cataloging activities

A. Original cataloging		248
B. Copy cataloging		7940
a. Local	7816	
b. CUNY Central	124	
(Books of foreign languages)		

3. Comparisons with fiscal year 11/12

A. Volumes cataloged -496 vols (-5.7%)-

Considering the amount of Aleph maintenance we have done, I am happy with this high volume produced, though it is a little lower than last year's.

B. Volumes discarded

20419 vols (-91%)

11/12's unusually high numbers were the result of massive weeding project. This fiscal year is back to normal. However, I have no explanation about Social Work Library's extremely low weeding (only 5 titles)

C. Volumes sent to the Bindery +1167 vols (+104%)

Because of the timely availability of the book budget, all the new acquisitions have already arrived at the Library, and quite a few valuable paperback donations have also be bound.

D. Aleph maintenance + 3764 records (+396%)

Due to the perquisites of small collections to the new 3rd floor, a large number of reserve and reference materials had to be transferred to the stacks.

4. Special Projects

- A. Cataloging donations of the subject **Archaeology**
- B. Cataloging donations of the subject **Art**
- C. Cataloging donations of the subject **Indian videos**
- D. Cataloging donations from Professors Emil Draitser; Dixie Gross; Philly Moe
- E. Transferring some reference books to the Stacks
- F. Transferring some reserve materials to the Stacks

AREAS NEEDING IMPROVEMENT

I have been so appreciative to the minimal staff of Cataloging for their extraordinary efforts during many trying periods, and collective hard work has, surprisingly, resulted in no backlogs at all in cataloging. However, a lingering problem, *How to add additional and efficient helpers when there is a sudden increase of workload*, is still difficult to solve and an area needing improvement.

FUTURE PLANNING

1. The new 3rd floor will soon be unveiled, but more constructions in the library are still on the tap. How we can adapt ourselves well to the new surroundings is a challenge to all the staff.

2. We have passed, psychologically, the dreadful stage of adopting RDA rules into cataloging, but we need to be well informed for ongoing updates.

3. New CUNY catalog is on the horizon, and we have to step up to be in line with the preparation of migration.

ANNUAL REPORT 2013/2014

COLLECTION MANAGEMENT/ACQUISITIONS

This report covers the activities of the Acquisitions Division and is being written by the Head of Collection Management. It covers the period July 2013 to June 2014.

PURPOSE/MISSION: The purpose of the Acquisitions Division is to acquire (order and receive) material in a variety of formats for the library collection in a timely and appropriate manner and to process payments for such in accordance with institutional constraints; to monitor budget expenditures and encumbrances on a regular basis; to be able to provide administrators and selectors with relevant information. The Division is also responsible for training and supervising the students who mend the books, for mail distribution throughout the library, and for duplicating services.

PERSONNEL: There were no changes in personnel this year.

ACQUISITIONS PROCEDURES: This year there were three major issues affecting budget and acquisitions procedures.

1. One was the implementation of CUNYFirst (CF).
2. The second was the continued implementation of the new procurement guidelines.
3. The third was the uncertainty about the total library allocation, the release dates of the various budget increases, and their location in CF.

1. **CUNYFirst:** Malin, Kaleena and I attended a half-day of training for the procurement module over the summer. It proved to be an inadequate introduction to the complexities of the system.

FOCIS was both easier to use and more informative than CF.

Kaleena is the one who has to use CF on a regular basis and she has been very adept at learning how to use it. I would describe her as basically self-taught; she learned mostly by trial and error. At one point Accounts Payable called to ask how she was able to do something; even they were having trouble figuring it out. When Kaleena announced an upcoming vacation, Malin learned the necessary procedures from Kaleena and served as our back-up CF requestor. I am grateful that she has taken on this responsibility.

One of the main problems with CF is that it is non-intuitive with no on-screen help. You have to know what steps to do in the correct order to get the desired results. It uses uncommon vocabulary ("chartfields") instead of plain English. There seem to be only a few individuals on campus who are experts with this software; everyone else is learning it at the same time which does not make for a smooth transition.

Procurement procedures require the user to input information which can then not be later retrieved. Creating a requisition requires the user to allocate an amount of money from a specific fund code. But once this information has been submitted, it is not possible to see which fund code was accessed. It also requires

the buyer to select a budget line description of material; “subscriptions” and “textbooks” were the only two applicable to library purchases. Once that information goes in, it is not possible to see which purchase orders were tagged as subscriptions or textbooks. Invoice details are lost once entered; only expenditures are visible.

As we did in FOCIS, we create open or amount-only purchase orders and then later increase them. But CF does not show the total amount of purchase order as it is increased. If Kaleena had not already been in the habit of creating her own spreadsheets for each purchase order she certainly would have had to this year.

During the spring we were told that six of our purchase orders, which we had been successfully receiving against, were somehow frozen in CF and we would have to open all new purchase orders and re-submit the most recent invoices. This represented a considerable amount of work for Kaleena to do a second time.

Towards the end of the year we found out that it is easier to increase a purchase order than to decrease it. Because of this we had to leave a significant amount of money behind. Now that we know this, next year we will be far more cautious about the amount of increases.

2. Procurement: Last spring we started submitting all paperwork that needed to be signed for purchases to the Business Office, as required. Renewal notices and purchase commitments were signed by the Assistant VP for Business Services in the absence of a Purchasing Director. This worked well for a few months, but then documents ceased to be returned in a timely manner. This caused problems with our receiving invoices. During the winter a Purchasing Director was hired and I was instructed to send everything to her. Now all paperwork is sent to CUNY Legal for approval before signing. This has proved to be problematic for the library in several instances.

An example: On Nov. 4 I sent to the Business Office the RSC Gold package renewal from WALDO. CUNY Legal only approved the language of the terms and conditions on the renewal on April 1 and then the product went out to bid because of its price. On May 19, six months after I started distributing the paperwork, I received the invoice for the product. And this was not a new license, just a renewal of an existing product.

The most extreme example of renewal dysfunction was the Springer journals package from EBSCO. At a CUNY-wide procurement meeting that Malin, Lisa and I attended last October, it was decided that serials librarians could no longer click-through renewals on Ebsconet. They were supposed to go to their business offices and sit with a purchasing director while he/she clicked through. Our serials librarian had managed to complete all of the 2014 Ebsconet renewals prior to that meeting except for Springer.

After Serials completed reviewing the Springer package in October, that information was forwarded to the Business Office but no click-through ensued. In 2014 I discussed it with the Purchasing Director, who brought it up with CUNY Legal; she

subsequently told me that she was told she should not click-through. CUNY Legal set up a phone call with myself, the serials librarian, the Purchasing Director and Ebsco personnel to discuss the Ebsconet renewal process. My understanding from the conversation is that the use of the word "renewal" in Ebsconet was objectionable and Ebsco was encouraged to consider alternate wording. However, nothing was changed and we still had no Springer invoice. I was allowed to talk to Springer by phone but told not to explicitly ask them for an invoice. I also discussed the problem with our Ebsco customer service representative. After several carefully phrased phone calls with both parties and several more weeks I finally received the Springer renewal invoice from Ebsco on April 18. What used to be a routine clerical process performed by the Serials Librarian turned into a 6 month long series of emails and phone calls on my part. The problem remains that I still have no idea how we are supposed to handle all our our Ebsco renewals this year – the main invoice and the publisher packages.

The OVID license has been in negotiations since October and as of this writing (July 7) is still not signed. Fortunately I was able to get invoices from OVID for all of our products despite the absence of a valid license.

One of the more frustrating areas of renewals are the products that renew in July or August. Vendors start sending renewal notices out months before the start date. Vendors affected include Gale, Proquest and WALDO. CUNY Legal has informed Purchasing that we are not allowed to renew any new fiscal year product until we are in that fiscal year, and have an open purchase order to the vendor. In the case of WALDO we have one product that we intend to cancel and we are not allowed to officially inform WALDO that we are cancelling it, so they cannot cancel it with the database producer. Another of the products is one where we intend to increase the number of simultaneous users. WALDO wants us to cancel the existing order and place a new one, but again, we cannot do that until later in the summer. For the products that we intend to maintain, we are hoping we retain access. For the one we want to cancel, we hope we will not be obligated to pay for the weeks of access we don't want.

The additional labor on our part that these legal and procurement guidelines have caused has been tremendous.

3. Budget: When the library budget was entered into CF last summer it was divided into four discrete budget lines labeled Supplies and Materials, Travel, Misc. Contractual Services, and Equipment Acquisitions. The Library has been used to having just two budgets – Acquisitions and Office. The largest amount of money was in Misc. Contractual Services so we assumed that that was equivalent to the old Acquisitions budget (03 in FOCIS) and the other three categories made up the old 01 in FOCIS. However, as I mentioned earlier there were only two categories of materials in CF that apply to our purchases – Subscriptions and Textbooks. This itself is clearly insufficient as we acquire print books, ebooks, microforms, videos, and

memberships to name a few. We also purchase databases outright, which are not necessarily "subscriptions." The Acquisitions staff discussed the limitations and decided that Textbooks would be what we would use for our monograph vendors (Coutts, YBP, Ambassador and the HC Bookstore) since it is closest to books, and that everything else would be attributed to Subscriptions. It was a few months into the fiscal year when we realized that everything charged to Textbooks was in fact coming out of the Supplies and Materials budget line, a line we had thought to be the sole purview of the Library Office (a view shared by the Library Office). That meant it was impossible for either purchasing units, the Office and Acquisitions, to have actual allocations, since we were inadvertently sharing funds. This was an unnecessary confusion. If Budget had consulted us ahead of time, or at the very least informed us that one category of materials, Textbooks, would be coming out of one specific budget line, we could have avoided this. Next year Acquisitions will charge everything to Subscriptions to keep our expenditures discrete.

The second Budget problem arose with the receipt of Tech Fee funds. They were put in a separate fund code in CF which we did not know how to access; it was certainly never covered in training. It took three weeks of phone calls and emails between Acquisitions, Purchasing and Budget before Purchasing was able to instruct us how to access this money. The new Purchasing Director kindly showed Kaleena how to do this in person once she figured it out. Again, it would have been helpful to be told that this money was going into a separate fund ahead of time, and how to use it.

As usual the overriding Budget issue is always that we don't know what our final allocation will be until late in the fiscal year. The Tech Fee Funds, \$440,000, were only distributed to the Library in March and in two installments. The Matching Graduate Funds were received in May, although we were told that Budget had included that amount in our original allocation. We did not receive the full amount of Textbook funds we were entitled to. On the other hand, a huge expenditure was taken away from us.

In previous years, expenditures that were paid by journal entry (NYLINK in the past, Sciencedirect currently) were subtracted from the budget allocation in FOCIS. This year it appears that Sciencedirect (\$253,849), ArtStor Shared Shelf (\$6,059) and New York Times Digital (\$7,040) were paid for by Budget from funds other than our CF allocation. This is a significant amount (\$266,948) and we are delighted not to have to account for it out of our allocation, but we needed to know this at the beginning of the fiscal year so we could budget accordingly. If we do not know exactly how much we will be receiving, and when, and what categories of materials we will be paying against it, we cannot do our job of expending the library funds wisely.

BUDGET ALLOCATION AND EXPENDITURES

In 2013/2014 the total Library allocation in CF for both Acquisitions and Office was \$2,212,940.00. This amount is supposed to include Hunter's Textbook Fund

allocation of \$224,000, the Matching Graduate Fund allocation of \$75,740, and Tech Fee Funds. The Tech Fee funds were listed in CF under a separate budget code (11) so they were clearly identifiable as \$440,000. When we met with the Vice President of Administration about the Library budget in the late summer we learned that the Textbook Funds had not been allocated to us, and we had to follow up on this to make sure we got them. It does not appear that we received the full amount:

2,212,940	final budget allocation in CF (June 2014)
-1,596,800	initial budget allocation in CF (July 2013)
616,140	increase from July 2013 to June 2014
-440,000	Tech Fee funds (fund code 11)
176,140	maximum amount that can be attributed to Textbook Ebook Funds

We were told that the Matching Funds, because they are always distributed late, were included in our initial allocation. When one deducts the \$440,000 from the difference between our initial and final allocations, the difference is only \$176,140, not the \$224,000 in Textbook funds we were supposed to receive.

The timing of the receipt of the Tech Fee funds this year was not helpful. In early March we received \$370,000, later that month we received the other \$70,000. These funds are supposed to pay for electronic subscriptions, but almost all of our subscriptions renew between July and December.

Ordering: Acquisitions ordered 3475 titles and received 3475 volumes (in the thirty-two years I have been here these two numbers have never before been the same!).

The breakdown of expenditures by fund type is on the accompanying spreadsheet.

Donations: We received 12,998 donated items; of these 7099 were books and 5,696 were slides. We distributed 2,221 free books to students.

Other: 183 weekly shipments were sent to the branches; 63 tables of content were copied.

NEW PRODUCTS/DATABASES

ArtStor Shared Shelf (subscription)

Caribbean Literature

Classical Scores Library III

Counseling and Therapy in Video III

Dance in Video II

Education in Video II

Encyclopedia of Social Work Online (subscription)

Hispanic American Periodical Index (subscription)

Met Opera on Demand (subscription/gift)

New York Times Digital (CUNY)
Oxford Handbooks Online: Archaeology, Classics, History, Literature, Music
PBS Video (subscription)
Web of Science 2014 Platform Upgrade (subscription)
/EBOOKS
Springer 2014 collection
APA 2014 collection
Sage 2012 Reference Handbook Collection
Sage 2013 Encyclopedia Collection
LWW Doody's 2013 Core Ebook Bridge Collection (OVID)

Encyclopedia of Animal Behavior

Encyclopedia of Applied Ethics

Encyclopedia of Biodiversity

Encyclopedia of Biological Chemistry

Encyclopedia of Housing and Home

Encyclopedia of Media Studies

Encyclopedia of Sleep

New Grove Dictionary of American Music

Additionally hundreds of individual titles on the Ebscohost, Ebrary, Sage, OVID and Mylibrary platforms were acquired. This year we spent almost \$100,000 more on ebooks than on print books, although approximately \$34,000 of that was for the second half of the 2013 Springer ebook collection because of last year's procurement issue with that purchase.

Several selectors chose this format for their monograph allocations, particularly in the sciences and health professions.

PROJECTS:

This year I worked with the team charged with overseeing the move of the books on the sixth and seventh floors. Work included designating books in the stacks for storage, attending planning meetings, measuring, designing new floor plans and a lot of weeding. In particular, Danise Hoover and I weeded the existing reference collection and the remaining Z's rigorously. I am sure this ongoing project has been discussed at length in other annual reports so I will not go into details other than to note that it has been quite time consuming, unfortunately at the busiest time of year for acquisitions work.

BOOK REPAIR:

This year Adrienne Fordon has started training college assistants from Zabar, who are now mending the art and photography books. This should help with the backlog. She has also started to train Ying, who has expressed interest in the process. Adrienne's continued patience with teaching the mending processes each semester is much appreciated.

Selectors have been encouraged to examine their subject areas in the mending stacks whenever they have the time so that books that might be better replaced than repaired are identified.

Health Professions Library Hunter College ANNUAL REPORT 2013–2014

LIBRARY MISSION

The Health Professions Library supports the curricular and research needs of students and faculty of the Hunter-Bellevue School of Nursing as well as the programs of Physical Therapy, Communication Sciences, and Medical Laboratory Sciences. The head of the Health Professions Library also makes collection development purchases for the CUNY School of Public Health at Hunter College.

I. Summary of Accomplishments and Progress

Faculty Activity and Success

Library Faculty Research and Scholarship

John Carey

Peer-reviewed publication: Carey, J. (2014). The future in three stages: Managing a health sciences collection through multiple moves in an urban setting. *Collection Management* 39(2-3).

Peer-reviewed publication: Carey, J. (2013). Scientific communication before and after networked science. *Information and Culture: A Journal of History* 48(3), 344–367.

Book chapter: Donabedian, D., and Carey, J. (2013). Critical information literacy and the technology of control: The case of Armenia. In C. Fuchs and J. Kuksma (Eds.), *The global librarian*. New York: Metropolitan New York Library Council and ACRL/NY.

Presentation: Carey, J. (2014). Scientific communication before and after networked science. Presented at Metropolitan New York Library Council/Special Interest Group for Science, Technology, and Medical Librarians, May 13, 2014, New York, NY.

ACRL/STS Council, Member, July 2013–July 2015

John is serving a two-year term as a member of the Council of the Science and Technology Section of the ACRL.

Co-Chair, ACRL/STS Publisher/Vendor Relations Discussion Group, July 2013–July 2015

John is serving a two-year term as Co-Chair of a discussion group sponsored by the Science and Technology Section of the ACRL. Duties are to oversee

program planning for a PVRDG panel at each ALA Midwinter meeting and sometimes an additional event at Annual.

Co-Chair, LACUNY International Relations Roundtable, March 2012–present
Selects topics and plans programming for CUNY librarians interested in issues of international librarianship.

Delegate, LACUNY Executive Council
John served a second year as the delegate representing the Hunter Libraries on the LACUNY Executive Council.

John Pell

Pell J. Euroethics. *Reference Reviews*. 2013;27(5):39-40.

Pell J. Mental Health Care Issues in America: An Encyclopedia. *Reference Reviews*. 2013;27(7):42-43.

Pell J. Clinical Trials Dictionary: Terminology and Usage Recommendations (2nd edition). *Reference Reviews*. 2013;27(8):26-26.

Pell J, Huppuch M. Identifying, Retrieving, and Organizing Primary Sources with the IGAPS Taxonomy and Mendeley. 2014. Available at:
<https://www.haikudeck.com/p/fy7yUFHWBb/why-cite>.

Stephen Zweibel

Presentation: Zweibel, S., & Stevens, G. (2014). DH Box: A Computer Lab in the Cloud. Presented at Hunter ACERT, May 2014, New York, NY.

Presentation: Zweibel, S., Davis, R. C., Tidal, J., & Verbovetskaya, A. (2013, December 6). Life with Pi: Microcomputing in academia. Presentation at CUNY 12th Annual IT Conference, New York, NY.

Presentation: Zweibel, S. (2013). Augur for Reference Desk Statistics. Presented at METRO Reference SIG, September 2013, New York, NY.

Workshop: Zweibel, S. (November 2013). Python and MARC. Instruction given at LACUNY Emerging Technology Committee event.

Co-chair, Emerging Technologies Committee, LACUNY 2013. Selects topics for workshops increasing technological literacy in colleagues.

Faculty Support and Development Initiatives

Support for Faculty Research and Teaching Outside of the Library:

John Carey

Serving on Hunter Senate Academic Freedom Committee, 2012-present

Worked with Carol Royce and Steve Bauman of the Hunter-Bellevue School of Nursing faculty to facilitate online access to library resources and technical support for Haitian-based students enrolled in the “Promoting Health in Haiti” program. Future plans include creation of a LibGuide on free online resources for francophone nursing students.

As he did last summer, John is scheduled to teach a session on EndNote citation software and database searching for students in the Gene Center’s MBRS-RISE program (Minority Biomedical Research Support-Research Initiative for Scientific Enhancement).

John participated in the PTFLURG 2013 New Faculty Library Orientation and Luncheon, August 2013, to provide outreach to new faculty in the health professions.

John Pell

John continues to be one of the organizers and presenters for the PTFLURG New Faculty Library Orientation and Luncheon.

Stephen Zweibel

Stephen successfully applied for a FITT grant to explore cloud computing applications for digital humanities. The co-investigator is Jeff Allred of the English Department.

Activities Supporting Student Success

Health Professions Library supports student retention and success by providing:

- ☐ Reading room, group study space, and computer labs where students can conduct online research, use word processing and statistical software, and print or save their work—available during all hours of operation
- ☐ collection of print and electronic resources available onsite or by remote access
- ☐ research, reference, and access services assistance from library faculty and staff
- ☐ library orientation and course-specific bibliographic instruction/information literacy sessions, with online topic guides (LibGuides)

Library space and facilities for students/community

Library Hours

HPL hours were reduced by one hour for the 2012–2013 academic year, with the library closing at 10pm instead of 11. HPL is now open 70 hours per week during fall and spring semesters as follows:

- ☐ Mon-Thu 9:00 – 10:00
- ☐ Fri 9:00 – 5:00
- ☐ Sat 12:00 – 5:00
- ☐ Sun 12:00 - 5:00

Computers and Printers

Reading Room: 9 computers (1 ADA compliant), 1 print manager with laser printer, 1 BookScan station

Large Lab: 32 computers (1 ADA compliant), 1 print manager with laser printer

Small Lab: 16 computers (1 ADA compliant)

Circulation: 11 laptops available for 3-hr loan

Staff: 8 computers, 1 laser printer, 3 ink jet printers, 1 scanner

Copiers and Scanning

3 black-and-white photocopiers (2 public, 1 staff)

1 color photocopier (public)

Seating Capacity

Library: 156

Large Lab: 40

Small Lab: 24

Library Attendance

As the tables show, total library attendance rose slightly compared with previous years. The lack of a corresponding rise in total computer lab use may reflect the fact that the lab is often closed to the student body when reserved for use by outside departments (Nursing exams, etc.).

Library Attendance

Fall 2013-Spring 2014		Fall 2012-Spring 2013		Fall 2011-Spring 2012	
Fall 2013	65,972	Fall 2012	45,512	Fall 2011	73,087
Spring 2014	54,702	Spring 2013	66,084	Spring 2012	76,488
Total	120,674	Total	111,596	Total	118,065

Computer Lab Attendance

Fall 2013-Spring 2014		Fall 2012-Spring 2013		Fall 2011-Spring 2012	
Fall 2013	3422	Fall 2012	2845	Fall 2011	3852
Spring 2014	2141	Spring 2013	3202	Spring 2012	4082
Total	5563	Total	6047	Total	7934

Local Collection

During 2013 and 2014, HPL staff carried out a deaccessioning project that reduced the local monograph collection by 36%. The first pass weeded out books published before 1980 that had not circulated since March 2003; a second pass extended the cull to books published by 1990 that had not circulated since 2003. Final figures are as follows:

Books:

2013/14 = 12,883

2012/13 = 20,142

2011/12 = 20,231

2010/11 = 25,233

2009/10 = 26,657

2008/09 = 26,570

Journals:

2013/14 = 20 current print subscriptions

2012/13 = 20 current print subscriptions

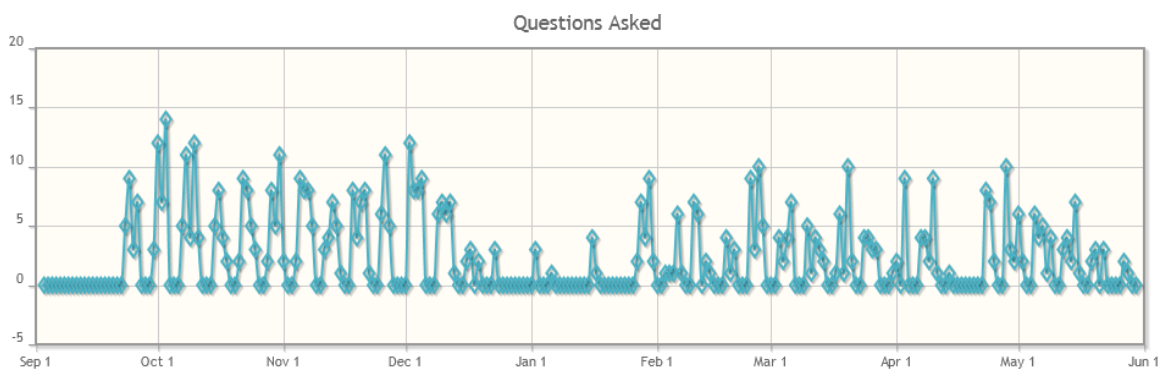
2011/12 = 169 current print subscriptions

2010/11 = 224 current print subscriptions

The focus for the next round of deaccessioning will be on print journals.

Reference Statistics

Question Type			
	Fall 2013	Spring 2014	Total
Research Consult	46	34	80
Reference	117	67	184
Directional	71	28	99
Technical	151	114	265

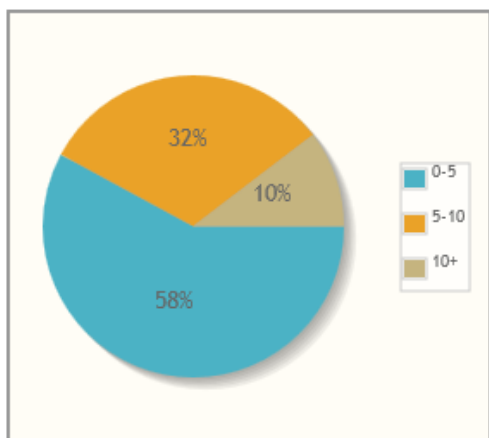


Patron			
	Fall 2013	Spring 2014	Total
Hunter Student	310	202	512
Staff	1	3	4
Faculty	15	10	25
Alumnus	11	3	14
CUNY Student	3	7	10
Other	6	3	9

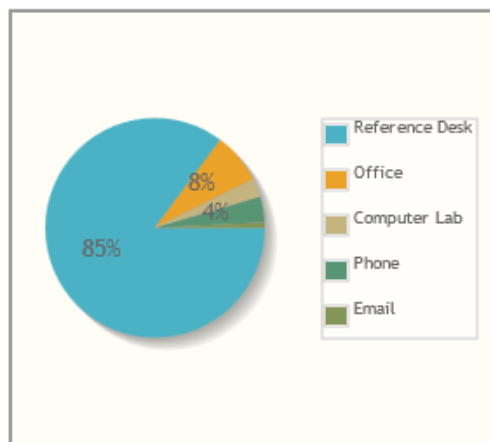
Location			
	Fall 2013	Spring 2014	Total
Reference Desk	323	207	530
Office	32	15	47
Computer Lab	11	6	17
Email	9	2	11
Phone	3	13	16

Duration			
	Fall 2013	Spring 2014	Total
Less than 5 mins.	232	139	371
5-10 mins.	114	87	201
More than 10 mins.	41	22	63

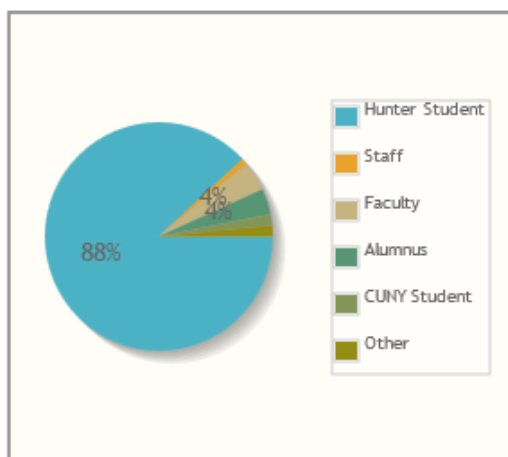
By Duration



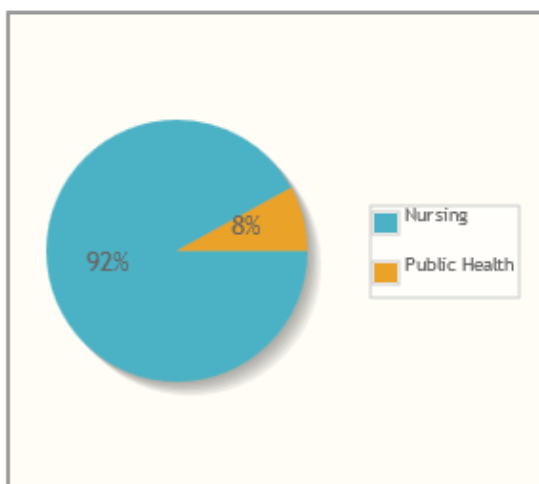
By Location



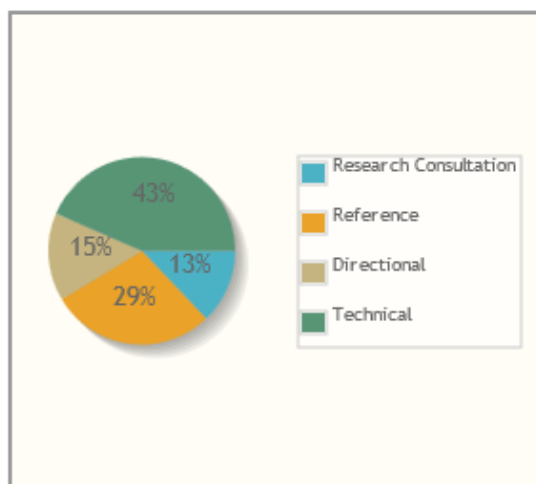
By Patron



By Subject Focus



By Question Type



Instruction/Information Literacy Statistics

Fall 2013	11 sessions	272 participants	21 hours taught
Spring 2014	8 sessions	239 participants	15 hours taught
Total	19 sessions	511 participants	36 hours taught
Fall 2012	10 sessions	303 participants	19.5 hours taught
Spring 2013	21 sessions	551 participants	42 hours taught
Total	31 sessions	854 participants	61.5 hours taught
Fall 2011	26 sessions	444 participants	69 hours taught
Spring 2012	8 sessions	227 participants	18.5 hours taught
Total	33 sessions	671 participants	87.5 hours taught

Other Efforts Supporting Student Success and Engagement

Through involvement in the annual Paul LeClerc Competition for Best Research Papers, library staff help recognize Hunter students who do exceptional work. For the past four years, Professor Carey has administered the contest, which requires faculty to nominate students for the award. Throughout the year John contacts faculty to solicit nominations, promotes the contest on the library's blog and other venues to raise awareness, and organizes the distribution of the awards at the Library Day event.

Curricular Innovation, Reform and Initiatives

During the 2013-14 academic year, HPL librarians maintained LibGuides in the following areas:

Topic	Number of LibGuides
Bibliographic Management Tools	1
Community Health	4
Medical Lab Science	1
Nursing	6
Physical Therapy	1
Public Health	10
Speech-Language Pathology	1

Instructional Technology

HPL offers SAS and SPSS statistical software. The library offers instruction and support for RefWorks and EndNote bibliographic utilities. HPL computer labs are also equipped with LanSchool software to help conduct instructional sessions. Faculty from other departments on the Brookdale campus often request use of library computer labs to hold exams or conduct special sessions of their own.

Nursing Central

Students enrolled in Nursing 700 are eligible for free subscriptions to the online product Nursing Central, from Unbound Medicine. Almost all of these students come to the library to install the application, which gives them access to a bundle of electronic resources on a smartphone or laptop. Helping students with Nursing Central installation and troubleshooting has become a major activity of HPL reference staff and provides important support for Nursing graduate education.

II. ADMINISTRATION AND BUDGET

Personnel and Staffing

Staffing during Fall and Spring semesters:

1 full-time faculty librarian

1 full-time visiting instructor librarian

1 faculty librarian serving 1 day per week

1 vacant full-time faculty librarian position
 2 full-time CUNY office assistants
 2 adjunct librarians
 6 College Assistants
 10 Student Aides

Adjunct hours

- Fall 2013: Irina Poznansky, 168 hours; Iris Finkel, 97
- Spring 2014: Irina Poznansky, 210 hours; Iris Finkel, 97 hours

Open line: Deputy Head position

Facilities

HPL gained color printing capability for staff for the first time ever this past year. The next step when feasible would be to enable color printing for students. Wireless access is also an issue for patrons, and more wireless routers should be added to strengthen the often spotty wireless signal at HPL.

Goals

1. Improve response time for technological infrastructure issues

As stated in previous reports, HPL must continue to receive consistent technology support for our programs, services, and patrons. Visits from Systems staff should be on a weekly basis. Given the scarcity of other computing facilities at the Brookdale campus and resulting heavy use of HPL facilities, we often need every workstation possible to accommodate library instruction sessions and Nursing exams. We should also begin discussing arrangements to ensure tech support for HPL in the upcoming temporary space at LaGuardia Community College.

2. Prep for relocation

Preparations continue for the 2015 relocation of HPL to the planned temporary space at LaGuardia Community College, and ultimately to the new building to be constructed at 74th Street. As noted above, HPL staff began an extensive monographs weeding project during Summer 2013 and concluded it in Spring 2014. As the figures given above for local collection show, this systematic weeding reduced the local print collection for monographs by 36%. Over the past year HPL staff has inventoried the print journal collection and will begin weeding print journals during the summer of 2014. I continue to work with representatives of the health professions programs to help prioritize materials for weeding or relocation. A certain amount of ambiguity surrounds the upcoming moves, given that the administration has not announced any updates to the status of these projects, but until we are notified otherwise HPL staff will continue to work under the assumption that the target date for the first move is still 2015.

Respectfully submitted,

John Carey
 Head, Health Professions Library
 May 30, 2014

REFERENCE/INSTRUCTION UNIT

ANNUAL REPORT 2013-14

Summary of Accomplishments and Progress

Faculty Activity and Success

Library Faculty Research and Scholarship:

Mason Brown: Schiavo, R., May Leung, M., & Brown, M. (2014). Communicating risk and promoting disease mitigation measures in epidemics and emerging disease settings. *Pathogens and Global Health*, 108(2), 76-94.

Tony Doyle: Attended the 12th annual Information Ethics Roundtable in April at the School of Library and Information Studies at the University of Alberta and commented on three papers.

Tony Doyle: Author of "Posner On Privacy." *International Journal Of Applied Philosophy* 27.2 (2013): 147-160.

Tony Doyle: Author of "Review of Bruce Schneier, 'Liars And Outliers: Enabling The Trust That Society Needs To Thrive'." *Journal Of Value Inquiry* 48.1 (2014): 151-155.

Tony Doyle: Won a \$500 travel grant to attend the Georgia International Conference on Information Literacy. He submitted a proposal in April to present on the Library Department's prospective three-credit course.

Tony Doyle: An article entitled "Anonymity and the Connected World" has been accepted for publication by *Ethics and Information Technology*. He is the lead author.

Philip Swan: Co-author of "The Effects of Stress Management Training on Physiological, Psychological, and Behavioral Outcomes among Police Officers and Recruits," *Crime Prevention Research Review*, 2013: 8.

Philip Swan: Participating artist in a group show: *The Bottle Rockets of 2013*, C.C.C.P Gallery, Brooklyn, NY, July 5-July 28, 2013.

Philip Swan: Presenter at *LACUNY Grace Ellen McCrann Memorial Lecture*: "The

Present Defenceless State of the Country”: Gunpowder Plots in Revolutionary South Carolina. LaGuardia Community College, Long Island City, NY, November 12, 2013.

Philip Swan: Presenter at *LACUNY Reference Roundtable: Library Signage, Greeters, and Space Renovation.* CUNY Graduate Center, New York, NY, September 27, 2013.

Faculty Support and Development Initiatives

Support for Faculty Research and Teaching Outside of the Library:

Tony Doyle: Member of the hiring committee for the new head of ICIT (CIO)

Tony Doyle: Served as Acting President of the Faculty Delegate Assembly, 2013-14.

Stephanie Margolin became the first library representative to serve on the Steering Committee of ACERT (Academic Center for Excellence in Research and Teaching).

Stephanie Margolin co-facilitated (with Wendy Hayden, English) a Teaching Scholarship Circle (Fall 2013), "Is the Research Paper Dead?" looking at how faculty can re-invigorate research- and writing-based assignments, and why they should.

Stephanie Margolin co-presented, with Malin Abrahamsson (Library) an ACERT Lunchtime Seminar, "How to Use (and Transform) Stuff that You Don't Own," encouraging faculty to look beyond the "restrictions" of copyright in favor of the doctrine of Fair Use (most particularly transformative use).

Stephanie Margolin helped to coordinate an ACERT Lunchtime Seminar, "The Changing Library: How Technology Enables Us to Rethink Services and Resources" with brief presentations from several key library projects.

Stephanie Margolin co-presented a workshop on copyright to the ACERT Guided Exploration (Jan, June); Guided Explorations are weeklong workshops for faculty who are developing online or hybrid courses. Our presentation covered Fair Use/Transformative Use, Creative Commons licenses, and searching for appropriate "open access" materials on the Web.

Philip Swan: Member of the Middle States Periodic Review Committee (Graduate and Professional Education Subcommittee), 2013-2014.

Philip Swan: Presenter at *ACERT Special Event. Round-table Discussion & Exploration: Educational Uses for the iPad.* Hunter College, New York, NY, April 18, 2013.

Gardner Treneman presented on the Cooperman Library's circulation of iPads to students and what they are using them for by keeping track of the apps that are installed when they are returned.

Sarah Laleman Ward oversees a New Faculty Orientation held each fall
To increase outreach to new faculty members

Sarah Laleman Ward has participated in administering a faculty survey each spring for the past three years, using the research & data in an ongoing way to create new initiatives and modify existing support.

Library/English 220:

To meet CUNY Pathways composition guidelines, Jean-Jacques Strayer and the English 220 faculty continue to work collaboratively to build and update a research guide for reading and writing about literary texts: <http://libguides.library.hunter.cuny.edu/english220>. This guide includes research methods, critical approaches and ways of reading and writing about literature. In the last year, it was viewed over 1,400 times. In addition to links to literary collections and library services, Professor Strayer has introduced digital tools that can be used for close reading (an ongoing program priority) and textual analysis, including: **Open Source Shakespeare**: a digital concordance; **Folger Digital Texts**: searchable digital editions of selected Shakespeare plays; **WordSeer**: a textual analysis tool for the works of **Shakespeare, Stephan Crane** and **Slave Narratives**; **For Better for Verse**: an interactive learning tool for scanning traditionally metered English poetry. This Library/English 220 collaboration has also substantially increased the number of library research sessions scheduled for English 220 classes and individual student consultations. We plan to review the program's learning objectives and outcomes toward assessing and planning improvements in the research component. Another goal for this coming year is to create sample research models, in digital modular units, for various literary databases and search engines that will be embedded within the English 220 LibGuide and thereby made transferable to individual course sites, assignments and uses in smart classrooms.

Information Literacy Commons:

Designed as a collection of **Digital Learning Objects (DLOs)** for the teaching and assessment of information literacy standards set by the **Middle States Commission on Higher Education (MSCHE)**, the Information Literacy Commons <http://libguides.library.hunter.cuny.edu/ilc> is being updated with a focus on ways it can play a more active role in meeting CUNY Pathways curriculum guidelines in foundational and core courses across the curriculum. Jean-Jacques Strayer and Stephanie Margolin are developing a strategy to integrate these DLOs into course curricula. Essentially, it is to select and pitch high quality, open access, competency-specific tutorials to faculty as examples of what can be found in the Commons and how they can be linked to course sites. In the past year, Professor Strayer has worked with two part time librarians to implement this strategy. This updating and review process will be ongoing: we will continue to solicit recommendations and encourage discussion of "best practices" and effective uses of educational media for integrating information

literacy and assessment across the curriculum; our promotion of these DLOs will be targeted to faculty and students via discussion lists (Sophia-L and Hunter-L) and the Hunter College Libraries' Blog as well as through liaison work with the English 120 and other foundational programs. Another goal for the coming year is to explore technologies by which Hunter library faculty can create our own DLOs, ones that would more closely fit the selection criteria we have set for the Commons.

Pre-Tenure Faculty Library Usage Research Group (PTFLURG):

The librarians involved with Faculty Services continue to utilize an action-research modality. Within this reciprocal framework, their research and assessment activities are on-going and used to directly inform program development and service delivery. Building on the success of the 2012 New Faculty Library Orientation and Luncheon, the August 2013 Luncheon was well attended and received a positive review from attendants. Plans to expand outreach programs to faculty in the 2014-2015 academic year are already underway and include potential partnerships with other Hunter resources such as the ACERT lunchtime seminars. The New Faculty Orientation LibGuide continues to receive stewardship. The Faculty Awareness of Library Services Survey is currently in its third annual round of data collection. And lastly, a paper entitled Beyond Satisfaction: Understanding and Promoting the Librarian-Instructor Relationship by Margaret Bausman, Sarah Ward and John Pell is currently in press for inclusion of a June 2014 special issue of the refereed journal New Review of Academic Librarianship.

Individual Faculty Consultations and Collaborations:

Mason Brown worked with Janette Klein and Rebecca Garcia from the Biology department to help them use our databases. They also talked about how to determine a journal's impact factor, how to use Refworks for their own research, and how evaluate search results.

Mason Brown worked extensively with May May Leung in the Nutrition department when she asked him for help in running a literature review. That evolved into his involvement as a fully credited author.

Hal Grossman, Stephanie Margolin, Philip Swan and Clay Williams worked with Charles Tien of Political Science to bring all 8 sections of his POLSC 110 course to the library for instruction. This was, in part, a response to library's review of Political Science bibliographies.

Stephanie Margolin made a concerted effort to build a stronger relationship with Urban Affairs and Planning thanks to a friendly Department Coordinator. As a result she had much greater input on collection development this year, she gave a brief presentation to in-coming grad students (Jan 2014), she provided instruction in a Macauley Honors

course (cross-listed with UAP) and the Department refers students to her for consultation, including one visiting Fulbright Scholar.

Stephanie Margolin met the Director of the Public Policy Program, Shyama Venkateswar, at the new faculty orientation and she has since invited Stephanie to participate in each semester's Capstone course. Stephanie developed a Research Guide to support these courses

[<http://libguides.library.hunter.cuny.edu/content.php?pid=518358>]

Stephanie Margolin collaborated with Wendy Hayden of the English Department on two projects this year. In fall 2013, they co-facilitated a Teaching Scholarship Circle titled "Is the Research Paper Dead?" Since then, they have been collaborating on how librarians and faculty can work together to help teach students research strategies and information literacy habits, from how to frame a research question to how to read a journal article.

Stephanie Margolin, at the request of two International Relations faculty, collaborated on a new Research Guide specifically focused on their field:

[<http://libguides.library.hunter.cuny.edu/content.php?pid=522870&hs=a>]

Philip Swan worked with George Patterson of the Silberman School of Social work on finding resources related to the economic cost of stress in the workplace.

Jean Jacques Strayer: The Department of English, increasing the number of credits required for majors from 30 to 39, has created a new required course, English 252: Introduction to Literary Studies. In support of this new program, Jean-Jacques Strayer has been working with English Professor, Michael Dowdy, and his faculty to create an advanced research guide:

<http://libguides.library.hunter.cuny.edu/content.php?pid=558629>. Building upon the English 220 LibGuide, this guide will have a greater focus on literary theories, schools of criticism, special collections, primary sources, digital texts, performance media and digital research tools and methods.

Jean-Jacques Strayer is now working with English Professor Tanya Agathocleous to provide thesis research advising for undergraduate and master's students.

Sarah Laleman Ward is working with an adjunct theatre professor to collect excellent examples of student research for display; display will be in the Cooperman Library 3rd Floor display cases this coming fall.

Patricia Woodard served as a sounding board for a music faculty member putting together a book. He was seeking additional collaborators, so she researched scholars who had published in the field who might be willing to participate (and located one who is contributing). She recommended publishers to whom he might submit a proposal, and she located journals to which review copies of the book should be submitted. She is also contributing a chapter. The book should appear in late 2014 or early 2015.

**Support For Faculty Research And Teaching Within The Library
Department:**

Stephanie Margolin: In order to encourage teaching librarians to think more deeply about our teaching, Stephanie organized a peer observation project, which has run both for fall 2013 and spring 2014 semesters. The project is voluntary and participants observe one teaching session (either a one-shot or LIBR 100 is appropriate) and then the two librarians meet and discuss. Observer is asked to make three positive comments and one constructive comment (e.g. something to work on) for the librarian that s/he has observed. We are compiling results and sharing them at the end of each semester.

Library Faculty Teaching and Research Forum:

Monthly sessions were scheduled during the Fall and Spring Semesters, featuring presentations of published scholarship and research in progress by Hunter Libraries faculty.

Highlights included:

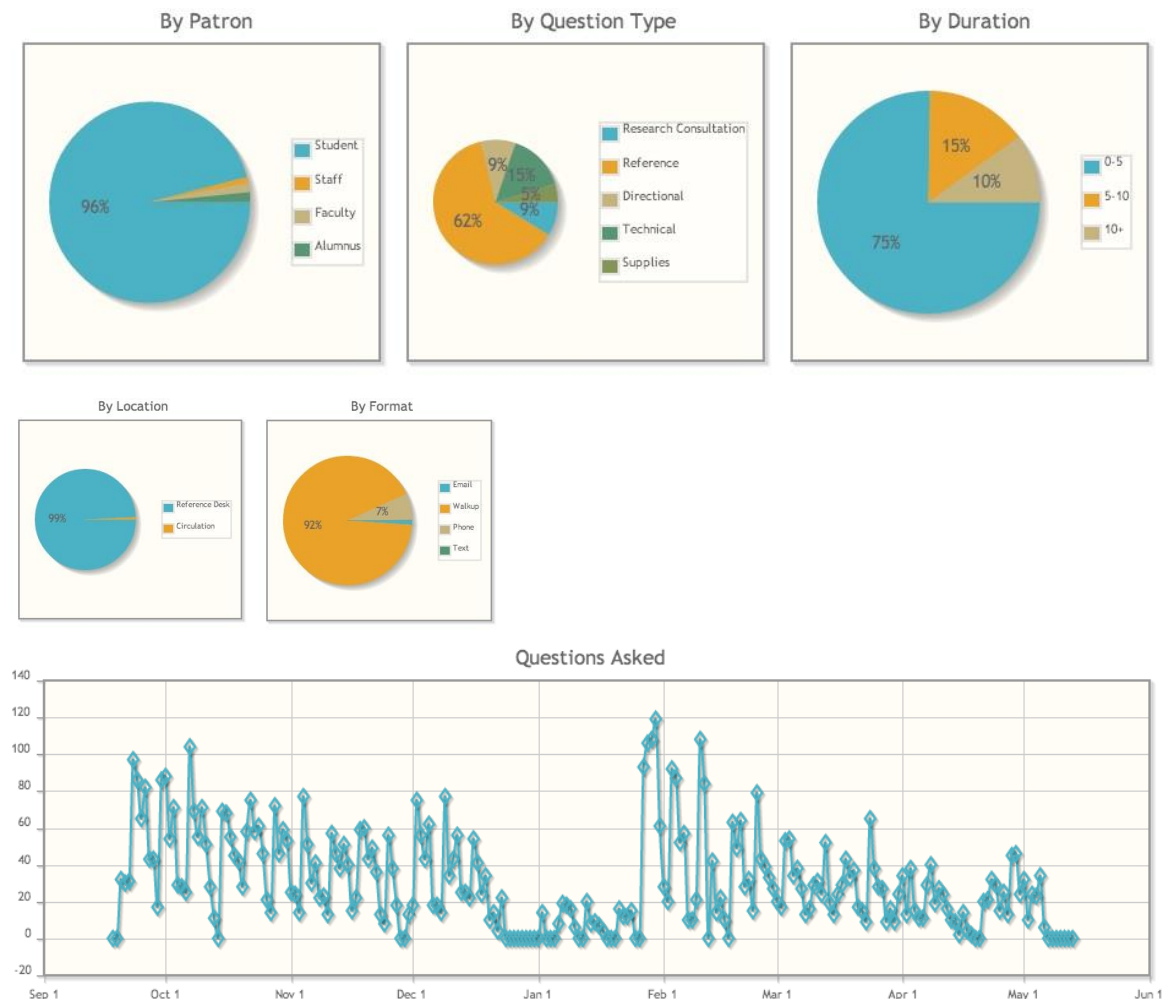
- Danise Hoover presented advanced search commands in CUNY+.
- Hal Grossman presented on legal resources as well on his research on the advent of Open Admissions at the City University of New York rapidly changed the demographics and level of academic preparation of the student population at the City University's colleges. His research uses archival material and interviews to look at how librarians responded to this shift. Hal focused on instructional programs, reference service, use of technology for student orientation, and collection development.
- Malin Abrahamsson and Stephanie Margolin presented on copyright issues.
- Stephen Zweibel presented on DH Box and a spreadsheet he has developed to ease collection development decision.
- Tony Doyle presented a report on Bruce's Schneier's *Liars and Outliers: Enabling the Trust that Society Needs to Thrive* (Wiley, 2012). He published a review of it in *The Journal of Value Inquiry* in March. He also presented on his article, "Public Anonymity and the Connected World," forthcoming in *Ethics and Information Technology*.

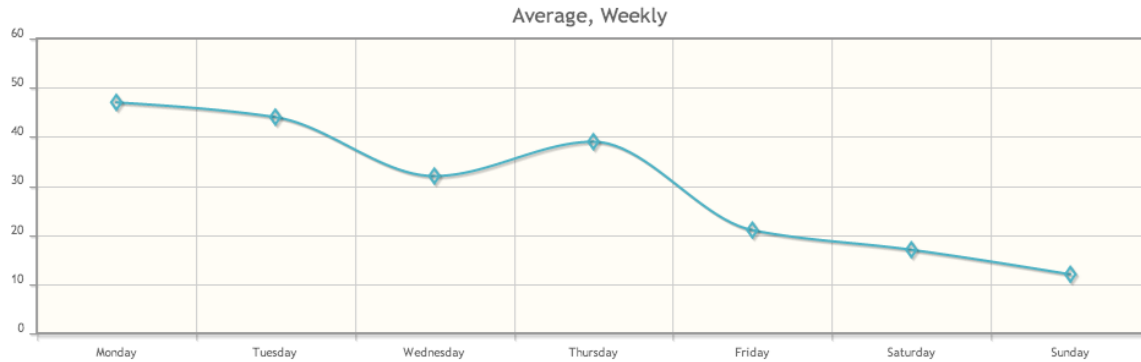
Activities Supporting Student Success

Sarah Laleman Ward coordinated displays of archival material and new books for display cases on the 3rd floor of Cooperman Library. Sarah has also been compiling and editing the Hunter College Libraries News once per semester.

Reference Desk Transactions

Our reference transactions were down 38% this past academic year. The downturn was most notable in terms of directional questions and supply questions which are now being handled primarily by the Welcome Desk: this drop in numbers for Reference speaks to the efficiency of the new Welcome Desk arrangement. While our reference desk transactions are down, the number of individual consultations has risen dramatically and chat reference numbers have held steady, speaking to changing patterns of reference interactions.





	Fall 2013-Spring 2014	Fall 2012-Spring 2013	Change %
In depth Reference	646	1,159	-44%
Ready Reference	4,714	4,878	-3%
Directional	727	2,782	-74%
Technical	1,196	2,035	-41%
Supplies	390	1,427	-73%
Total	*7,673	12,281	-38%

* Our stats prior to September 20th were lost so these numbers are understated.

Research Consultations

Research consultations rose dramatically this past academic year compared to the year before and were the highest since statistics were first kept in 2010. Students were encouraged to sign up for consultations through the library blog and were reminded to do so in classes.

	Consults requested year	Change from previous year
2013-2014 Academic year	171	+195%
2012-2013 Academic year	58	-47%
2011-2012 Academic year	109	+445%
2010-2011 Academic year	20	

Chat Reference

The Library continues its online reference work as a member of OCLC's QuestionPoint 24/7 Cooperative, through which Hunter students, faculty, and staff can receive help with their information needs around the clock, 365 days a year. This service continues to be quite active. In the 12 months through March 2014, the Hunter Library website received 3,276 chat requests. We also answer e-mail questions from our users, almost always within 24 hours. Our users can also send us text messages at a dedicated telephone number. One of our librarians, Hal Grossman, serves as coordinator of the eight CUNY libraries that participate in the QuestionPoint 24/7 Cooperative, and is a member of the 24/7 Advisory Board of QuestionPoint. In this way, our library keeps abreast of the latest developments in chat service to our users.

Chats requested Change from previous year

2013-2014 Academic year	3,276	-6%
2012-2013 Academic year	3,490	+19%
2011-2012 Academic year	2,931	+93%
2010-2011 Academic year	1,521	

Credit Course: Library 100

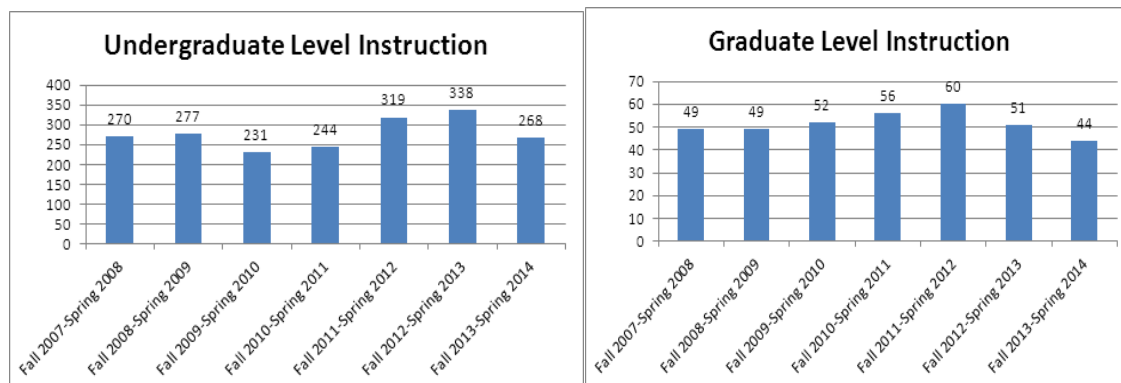
In Fall 2013 Tony Doyle taught two sections, Clay Williams and John Pell taught one each. In Spring 2014 Tony Doyle taught two sections, Clay Williams taught one and shared one with Stephanie Margolin. Hal Grossman and John Pell taught one section each. In the 2014-15 academic year we will be running nine sections in both the fall and spring semesters.

Non-Credit Offerings: Course Related Library Instruction

The number of undergraduate classes taught has gone down by 20% and the number of graduate classes has gone down by 14%. Fewer classes were taught in all disciplines with the exception of the Social Sciences. English students remains far and away the largest audience for library instruction followed by students in psychology, sociology and special education.

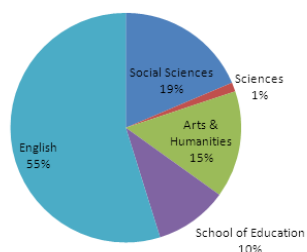
Hopefully new efforts at outreach to departments throughout the college will increase the number of classes in the next year, although the loss of two classroom spaces in the library will complicate this effort to a degree unless alternative arrangements are made before the start of the fall 2014 semester.

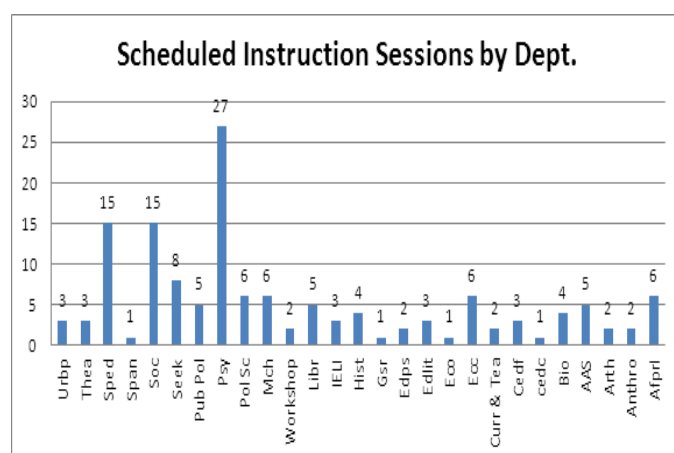
Year	Undergraduate	Graduate
Fall 2007-Spring 2008	270	49
Fall 2008-Spring 2009	277	49
Fall 2009-Spring 2010	231	52
Fall 2010-Spring 2011	244	56
Fall 2011-Spring 2012	319	60
Fall 2012-Spring 2013	338	51
Fall 2013-Spring 2014	271	44



Instruction By Discipline					
Academic Year	Social Sciences	Sciences	Arts & Humanities	School of Education	English
2013-2014	58	4	47	32	171
2012-2013	57	7	51	41	193
2011-2012	70	5	45	39	184
2010-2011	46	4	42	34	144
2009-2010	36	6	41	38	154
2008-2009	42	14	51	26	175

Instruction by Discipline Fall 2013-2014





English Department is 170 sessions and not listed in this graph.

Non-Credit Offerings: Workshops (stand alone, not course specific)

Mason Brown worked with the SciMON program to run two drop in library sessions for science students.

Jonathan Cain, Stephanie Margolin and Sarah Laleman Ward organized two drop-in workshops to help students with their research. Workshops were not well attended, but this remains something that they would like to do. They are looking for the right opportunity (whether working through departments, student groups or something else) and the right timing in terms of student needs.

Other Efforts Supporting Student Success and Engagement

Ingrid Bonadie-Joseph and Gardner Treneman got the old suggestion box installed on the 3rd floor along with a display case. This case is a space to allow for responses to user suggestions. It has been helpful in getting the word out for space changes, most notably the new noise designations of the library. Sarah Laleman Ward has since taken over the duties of the suggestion box and replies to suggestions.

Jonathan Cain, Gardner Treneman, Sarah Laleman Ward, Mee-Len Hom, Ingrid Bonadie-Joseph, Clay Williams, Danise Hoover and Hal Grossman met to discuss how to handle the noise complaints that seem to only be increasing. They determined to remove the quiet floors because they were too hard to police. The Cooperman Library now has only silent and group study floors.

Jonathan Cain and Gardner Treneman are looking at the space usage of the new 3rd floor. This includes the information commons, collaboration labs (colabs), reading room and diner areas.

They are noting if students are working in groups and if they are using the space as the designers thought they would. The preliminary findings were presented to a meeting of ACERT during a lunch time seminar.

Sarah Laleman Ward did a workshop with the Reading Writing Center tutors in November 2013. She does this about once a year with the new crop of tutors.

Sarah Laleman Ward is maintaining social media accounts for the library – Twitter, Facebook, Blog – in order to disseminate necessary information quickly through a wide variety of venues.

Patricia Woodard discussed music resources available from the library database page at a meeting of ACERT during a lunch time seminar.

Patricia Woodard worked with a grad music student who is pursuing a degree as a collaborative pianist (formerly called accompanist). She met with him a number of times, attended three lessons with his professor, and appeared with him on his jury (performance exam). This enabled her to establish relationships with some of the performance grad students. In the past she had worked pretty much exclusively with the musicology students.

Information Commons

The new Information Commons, located on the third floor of the Cooperman Library, has evolved in terms of staffing. At the start of the academic year student staff were posted at a “Concierge Desk” in order to direct questions to the proper responder but it was soon decided that these students would be of more use at the Welcome Desk and the “Concierge Desk” became an extension of the Reference Desk. Tutors from the Reading Writing Center are posted at the Information Commons at certain times while staff from ICIT are stationed at the Information Commons for most of the hours that the Commons is open. It has been suggested that staff from other parts of the college, such as admissions or advising, be stationed at the Information Commons during the first few weeks of class in the coming fall.

USG

Sarah Laleman Ward has had less contact with them this year: contact ebbs and flows depending on the USG leadership.

Curricular Innovation, Reform and Initiatives

Mason Brown created the following LibGuides:

ANTH 790: Masters Student Core Course in Biological Anthropology

ANTHP213/ANTH791.64 Primate Evolutionary Genetics

BIO 470.93/ 790.48 - Advanced Topics in Microbial Pathogenesis

Bio 471.46 and Bio 790.72: miRNAs and Development

BIOL 470.53/790.92 Nuclear Transport

CUNY - Hunter College

Biology Seminar
English 120 - Prof Humphrey
English 120: Marquardt

Stephanie Margolin, Gardner Treneman and Sarah Laleman Ward met to discuss the future of tutorials and VOILA! They decided we need to work with larger classes, mainly ENG120 to determine what the across-the-board learning outcomes need to be, and then we can design new tutorials to match. At a Reference and Instruction Department meeting the consensus was that the current VOILA! system doesn't work and, at minimum, we need a friendly introduction to the library that is accessible (e.g. no password, no jargon) to students, new and old. We are considering updating and modifying the existing New Student lib guide [<http://libguides.library.hunter.cuny.edu/NewStudents>] to meet this need.

Stephanie Margolin created a guide for how to look up one's census tract, which we can share with the Urban Studies students who have worked with Danise Hoover on how to use census data.

Stephanie Margolin created the following LibGuides:

- International Relations guide (Poli Sci)
- Public Policy 400 guide (Public Policy Program)
- Working with Data (Urban Affairs and Planning)

Prepared by:

Gardner Treneman has finished the weeding of the current website. There were hundreds of pages that were published and still live, even though they were out of date, duplicates or unnecessary. This was done in order to begin the complete redesign of the library's web site. The Web Committee has met several times to work out policies on Libguides and to offer input on System's designs for the new library website.

Sarah Laleman Ward created a new LibGuide on dance:

<http://libguides.library.hunter.cuny.edu/dance> She also updated 16 guides this year for use in instruction.

... developed by the University of

This report contains three sections: A. Personnel Activity and Success; B. Activities Supporting Patron Success; and C. Goals, Problems & Recommendations, and Future Trends.

A. Personnel Activity and Success

1. Library Faculty Research, Scholarship and Service

Margaret Bausman, LCSW, MSLIS, Assistant Professor and Head Librarian

Prof. Bausman continued to serve as the Interim Acting Head Librarian through January 2014 at which time she accepted the position as the Head of the Schools of Social Work and Public Health Library. In this capacity, she manages the administrative needs of SWPHL, hired a substitute Social Work Librarian and an Adjunct Librarian. Prof Bausman chaired the Search Committee for a new Social Work Librarian which is in the final stages of the process. Prof Bausman liaises with both the Social Work and Public Health faculties and participates in Hunter College Libraries Unit Heads and Branch Heads Meetings. Prof Bausman continues to provide Reference and Instruction services.

Publications and Research Progress

- Bausman, M., Ward, S. L., and Pell, J. (In press - 2014). Beyond Satisfaction: Understanding and Promoting the Instructor-Librarian Relationship. *New Review of Academic Librarianship*, 20, 1-20.
- Paper accepted: Pell, J., Ward, S. L. and Bausman, M. Can't Get No Satisfaction: Lessons Learned while Developing an Assessment of One Academic Library's Impact. Conference proceedings of the City University of New York Office of Library Services conference: *Reinventing Libraries: Reinventing Assessment. Innovative Practices and Ideas that Challenge the Status Quo*.
- Initiated third round of data collection for the Faculty Awareness of Library Services (FALS) Survey.
- Utilized PSC-CUNY grant to support research leave in Boston to access primary source, archival and ephemeral material related to the life of Edith Guerrier. Corresponding manuscript in process entitled *Miss Edith Guerrier: A Progressive Era New Woman at the Intersection of the Public Library and Settlement House Movements, 1899-1917*. Manuscript to be submitted in June 2014.
- Completed third round of Social Work Student Awareness of Library Services (SWSALS) Survey. To begin to data analysis and generate scholarly paper in July 2014.

Presented Scholarship

- Hunter College, ACERT Lunchtime Seminar, *The Changing Library: How Technology Enables Us to Rethink Services and Resources*, presentation concerning assessment of Faculty Services, March 2014. Co-presenter: John Pell.
- Accepted paper presentation: Pell, J., Ward, S. L. and Bausman, M. Can't Get No Satisfaction: Lessons Learned while Developing an Assessment of One Academic Library's Impact. Conference proceedings of the City University of New York Office of Library Services conference: *Reinventing Libraries: Reinventing Assessment. Innovative Practices and Ideas that Challenge the Status Quo*. June 2014.

Professional Development (national, regional meetings, Events at Hunter)

- Received Presidential Travel Award to attend American Library Association Annual Meeting in Las Vegas, June 2014.
- Member of the American Library Association, the Association of Research & College Libraries, the Library Association of CUNY, and the National Association of Social Workers / NYC Chapter.
- Member of the LACUNY 75th Anniversary Celebration Committee.

Service

- Chair of the Search Committee for a Social Work Librarian
- The Hunter College Libraries Policy and Procedures Work Group
- The New Faculty Orientation Work Group
- Elected Member of the Library Department Personnel and Budget Committee

John Pell, M.Ed., MLIS, Assistant Professor and Public Health Librarian

Prof. Pell continued to work four days per week at SWPHL and one day at the Health Professions Library this year. In addition to covering the SWPHL Reference Desk for approximately 10 hours per week, he provides individual research consultation to Public Health students, teaches the library component of the Public Health 755, and is the selector for new Public Health materials. Prof Pell worked with the Public Health faculty this year to create and implement a library instruction component for the Capstone curriculum. He taught a section of Library 100 each semester.

Prof. Pell's research, scholarship, professional development and service is detailed in the Health Professions Library Annual Report.

Sarah Johnson, LMSW, MLIS, Adjunct Reference Librarian and Substitute Social Work Librarian

Ms. Johnson moved from her Adjunct position in November 2013 to serve as the Substitute Social Work Librarian for the duration of the search for a permanent social work librarian. As such, Ms. Johnson provides on-site reference services, QuestionPoint coverage, research consultation and instructional sessions as assigned. She coordinates the processing of donated materials and created a display for the book covers of new material. Ms. Johnson completed a thorough survey and culling of the print reference collection. This included the identification

of over 200 items incorrectly cataloged, their shipment to 68th Street for remediation and eventual re-integration into the collection. She also identified gaps in the collection which will be targeted for collection development in the next several acquisitions cycles.

Ms. Johnson liaises with Social Work faculty by attending Social Work Faculty Meetings, Candidate Job Talks and Research Forums. She developed instructional material for the new citation manager, Flow. She attended webinars including those for Gale PowerSearch, Gale Cengage Product Training “Business Insights: Essentials”, Statista and Sage/CQ Press. She completed the CITI HSR for Social & Behavioral Faculty, Graduate Students & Postdoctoral Scholars - Basic Course. She completed the 5 part ACERT Teaching Scholarship Circle on Student Engagement.

Ms. Johnson is a member of the Library Association of CUNY’s Adjunct and Substitute Roundtable, the METRO New York Library Council, the Society of American Archivists and Archivists Roundtable of Metropolitan New York.

Todd Simpson, MA, MSLIS, Adjunct Reference Librarian

Mr. Simpson continued in his position as Adjunct Reference Librarian 10 hours per week which included working Saturdays as the solo librarian onsite. In addition, he was employed as an Adjunct 12 hours per week at CUNY’s York College Library. Mr. Simpson completed a survey of the audio-visual collection and created the [Audio-Visual Material Guide](#) to facilitate access to these materials. He continued his stewardship of the Social Work: Information Resources Guide Global Social Work section.

Andrea Rudner, MLIS, Adjunct Reference Librarian

Ms. Rudner joined the SWPHL team in the fall of 2013. She provided 12 hours of service per week at the Reference Desk including QuestionPoint coverage. In addition, Ms. Rudner serves as the solo librarian of the Richmond University Medical Center which includes reference services, collection development, grant writing and strategic planning. Ms. Rudner utilized her skills as a graphic artist to create an electronic, desktop version of the SWPH Library’s Reference Desk Manual.

2. Library Staff

Arlene Shapiro, CUNY Administrative Assistant, Print & Electronic Reserves Manager

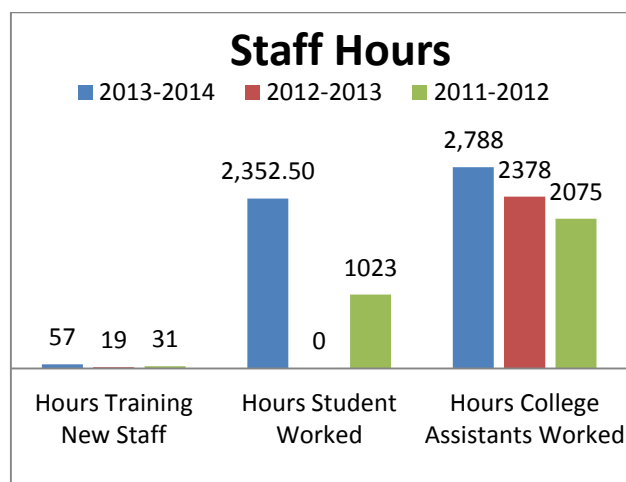
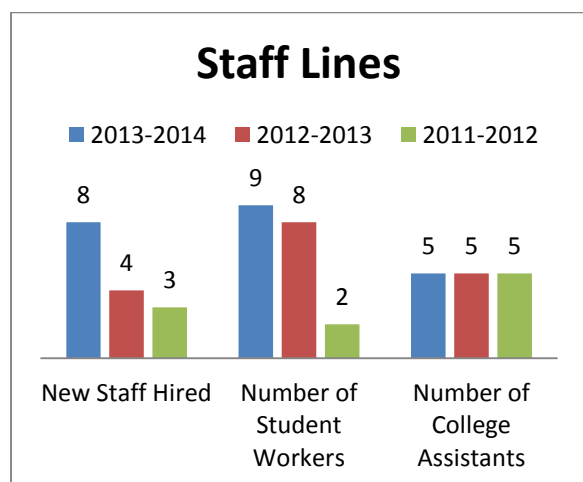
A full-time CUNY Administrative Assistant, Ms. Shapiro is the Manager of the Print and Electronic Reserves collections. In addition to the overall stewardship of the reserves collections, Ms. Shapiro provides support and training to instructional faculty on the use of electronic reserves. She is an essential member of the Circulation team.

Ann Thompson, CUNY Office Assistant, Circulation and Stacks Manager

A full-time CUNY Office Assistant, Ms. Thompson is the Manager of the Circulation Desk and the Stacks. She supervises and schedules five part-time College Assistants and all the student workers. Ms. Thompson has been proactive in identifying library procedures in need of updating or clarification and in implementing procedural changes and additions within the Circulation Team.

Circulation Staff

The SWPHL continues to employ a long-standing staff of 5 part-time, permanent College Assistants. We had twice as many new student workers join us the fall of 2013 as compared to the previous year, 6 of whom proved to be steady and productive members of the team. In addition to providing service at the circulation desk, our part-time employees routinely perform floor counts, shelve material, assist patrons in the stacks and complete other special projects as assigned.



2013–2014 College Assistants

Luthful Haque
Olga Izakson
Valerie Mayers
Jackelyn Serraty
Beverly Simon

2013-2014 Student Staff

Sankalita Baral
Meghan Brown
Dina Chowdhury
Lichang Lin
Lovicia Newsome
Titilope Obayomi
Scott White

3. Faculty & Staff Technology and Equipment

The Library faculty and staff utilize the following equipment:

- 12 computers

- 13 monitors
- 3 receipt printers
- 1 OneCard swipe machine (for fines)
- 6 telephones
- 1 black & white printer
- 1 color printer/scanner/fax/copier
- 6 book carts

Care and maintenance of this equipment falls under the auspices of the Libraries Systems Department with the exception of the telephones which are managed by ICIT (and the book carts).

B. Activity Supporting Patron Success

a. "Library as Place"

On a Sunday morning in early January 2014, extreme and prolonged cold weather caused pipes in the sprinkler system in the back hall of the main floor to burst. The back third of the main floor, the faculty office suite and the back half of the stacks level of the library was flooded with several inches of water. There was damage to the back hallway ceiling, the stairwell walls and the concourse level ceiling. Immediate and on-going intervention by the facilities and security department was required. At this time, there is no evident continuing impact. However, given the amount of water involved and the length in its complete removal, best practices would indicate the replacement of the library's carpeting and a thorough assessment by the appropriate professionals for the detection and abatement of mold. Such service has not been provided.

i. Hours

Typical SWPHL hours:

- Monday – Thursday: 8:00am – 10:00pm
- Fridays: 8:00am – 6:00pm
- Saturdays: 11:00am – 6pm
- Sundays: 12Noon – 6pm

Hours are adjusted during winter session, summer session and school vacations as determined by library usage data.

ii. Capacity

The SWPHL serves over 1500 students and 150 full-time faculty and staff at the Silberman Building.

Student volume:

- 10 open carrels
- 6 carrels with stationary laptop computers
- 44 seats at tables
- 10 reading chairs
- 8 seats in mini-computer lab
- 6 study rooms with seating for up to 6 students each

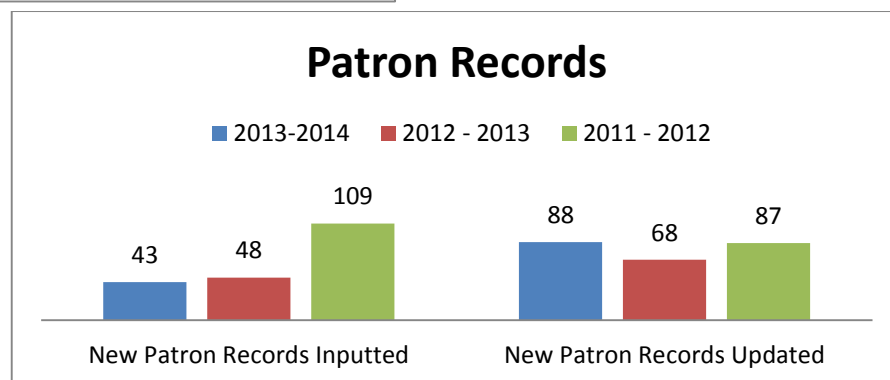
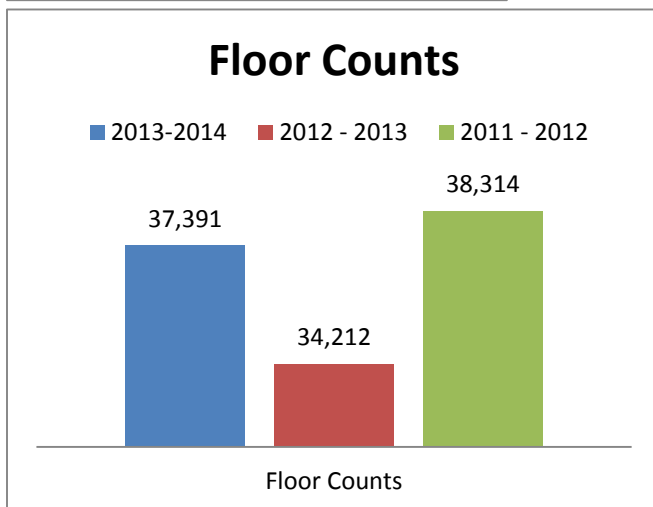
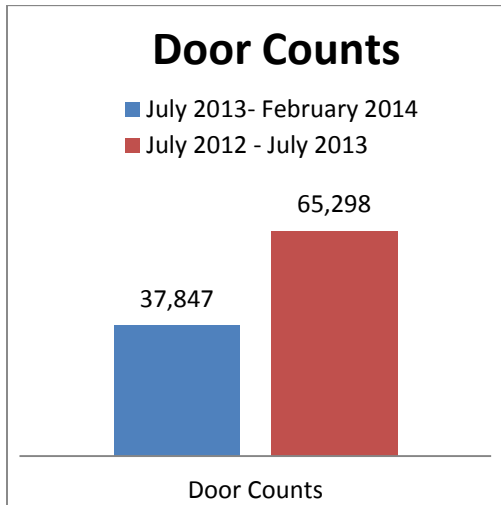
Technology and Equipment:

- 8 desktop computers
- 6 stationary laptop computers
- 20 laptop computers for loan
- 3 photocopiers
- 1 book scanner
- 1 black & white printer
- 6 DVD players and desk top monitors (in the study rooms)
- 1 book magnifier for the visually impaired
- 1 OneCard Kiosk
- 2 CUNY+ look-up stations

Care and maintenance of this equipment is under the auspices of the AV-ICIT Team at Silberman with the exception of the CUNY+ look-up stations which are under the auspices of the Libraries Systems Department.

iii. Door Counts and Floor Counts

The 3M Detection System at the front entry of the SWPH Library has not functioned since February 2014. Service is pending. However, as a result we do not have a meaningful door count for this year. We do, however, have a consistent floor count which demonstrates a 9% increase over last year. While the nature of a floor count is not identical to a door count, it does provide data about real-time library usage which are especially useful as a guide in determining optimal library hours and staffing patterns.



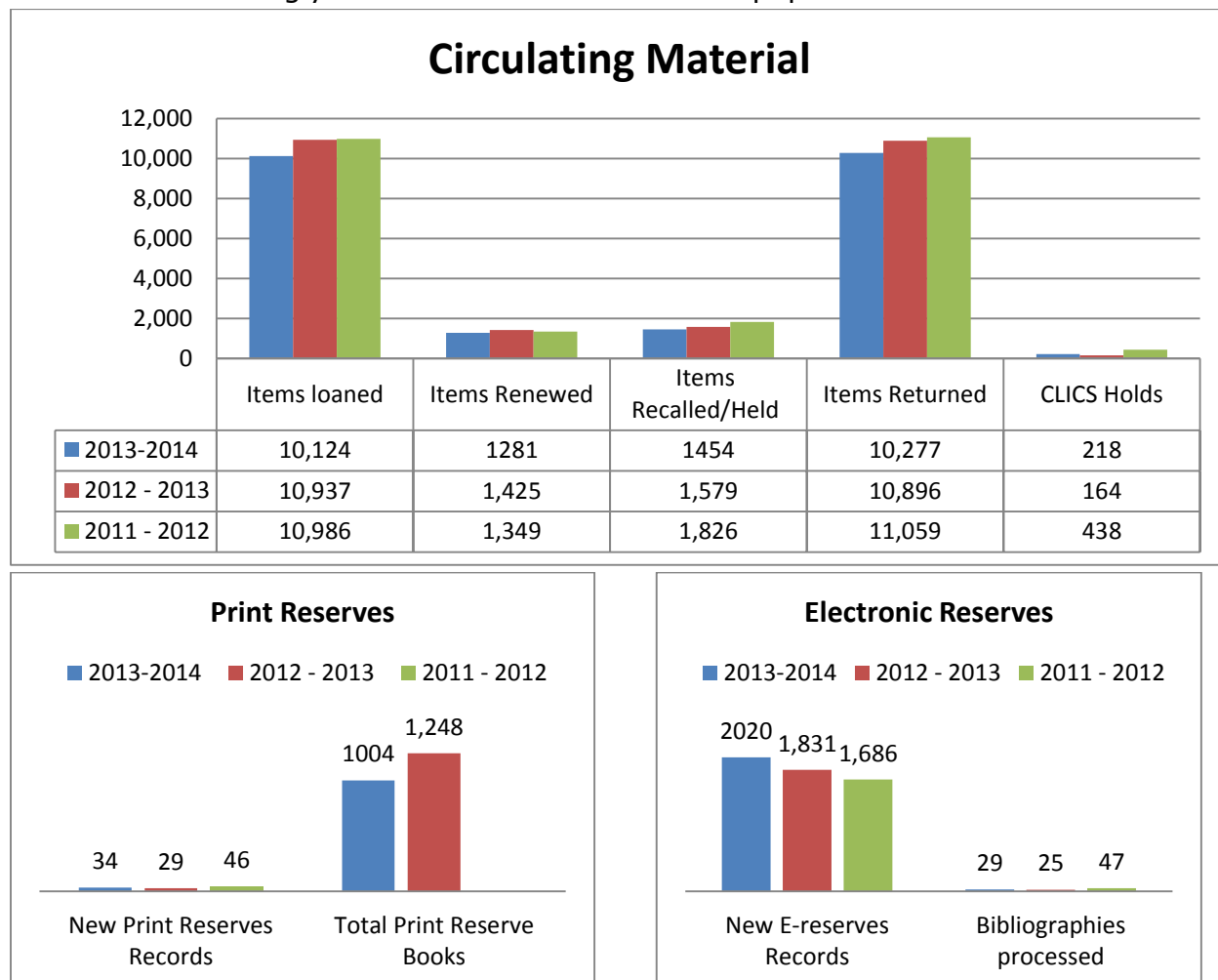
b. Circulation Services

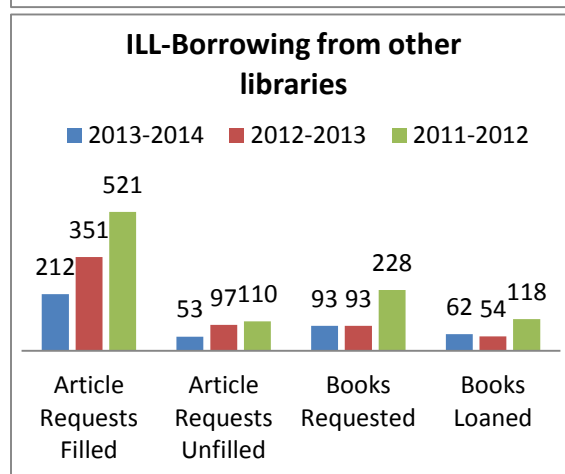
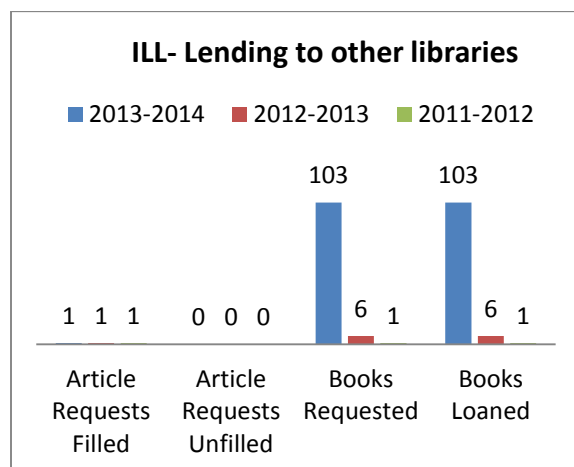
Circulation patterns continue to hold steady year-to-year. SWPHL circulates between 10,000 and 11,000 items yearly. There were slightly fewer renewals and recalls this year and CLICS holds increased by 25%.

The Print Reserve Collection currently holds 1,004 books, 34 of which are new this year which is a 15% increase in new print reserve items from 2012-2013. In addition, the ERes collection grew by 9% over last year.

SWPHL received and filled 103 ILL requests from other libraries for books which is a 93% increase from the previous year. Likewise, SWPHL patrons benefited from ILL access to 274 items not available within the CUNY system which is a 59% decrease from two years ago.

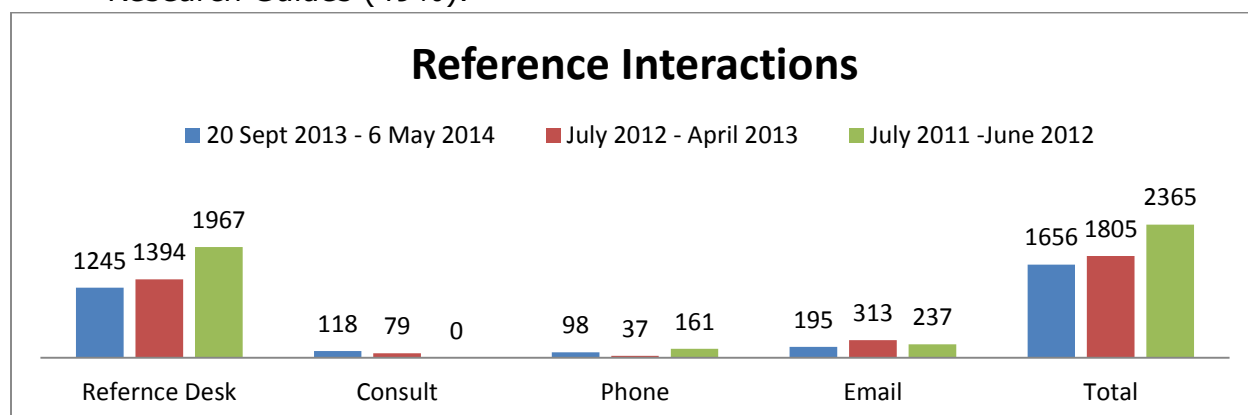
In aggregate, these numbers would support the supposition that the SWPHL collection increasingly meets the needs of the user population.

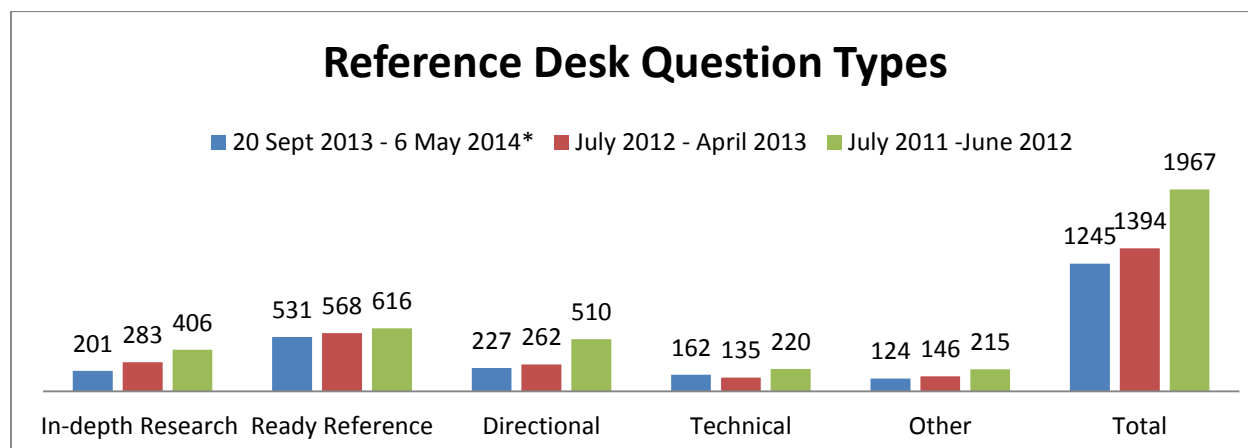




c. Reference Services

Reference Services showed an overall decrease of 14% this year. Contextually, however, this decrease is in tandem with an increase in the number of instruction sessions (6%), in the number of students receiving instruction (10%), and the total views of Social Work and Public Health Research Guides (49%).





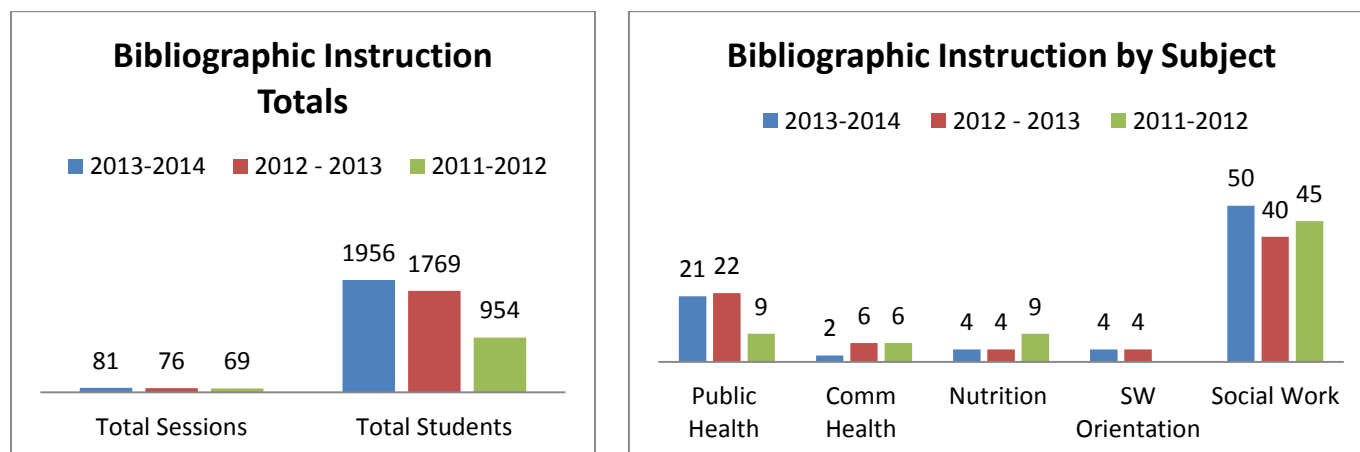
d. Bibliographic Instruction

The total number of Bibliographic Instruction (BI) sessions increased by 6% this year. Likewise, the total number of students receiving instruction increased by 10%.

The Urban Public Health program introduced a didactic component to the Capstone project in order to enhance the integration of student's classroom, practicum and research experiences. By request of the Public Health faculty, the Public Health librarians collaborated on an embedded BI component which is a natural extension of the BI component of the PH755 course. Additionally, Prof John Pell offered a series of small group instruction sessions for advanced uses of the citation manager Zotero.

Following an intensive multi-year assessment of its curriculum and pedagogy, the Silberman School of Social Work is advancing significant changes in the Master program, one of which is the elimination of the Ways of Knowing course. A required course for all first year students, WOK contained an embedded library instruction component. In conjunction with the Social Work Library Orientation session and the Social Work Library Guide, this cycle of instruction established the groundwork whereby students may advance toward the information literacy competency standards set forth by the ACRL Social Welfare Roundtable.

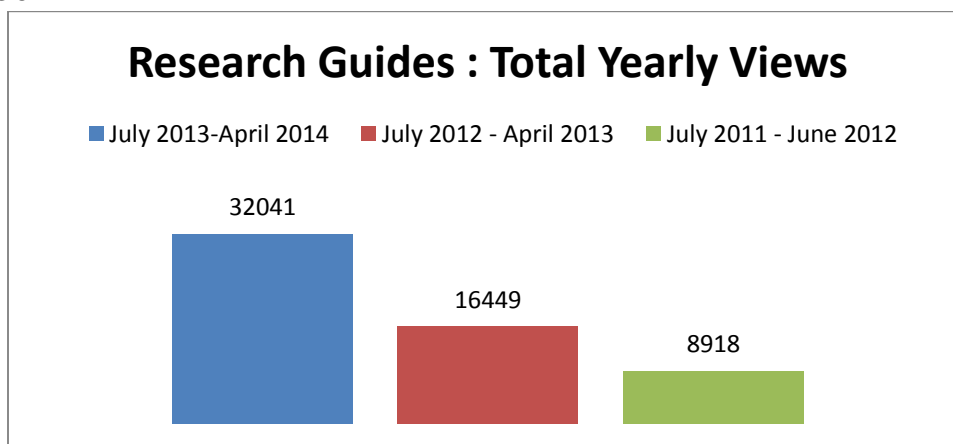
While the library faculty has proactively offered a collaborative approach to re-settling the WOK library instruction session elsewhere within the program, the School has yet to determine a viable plan.

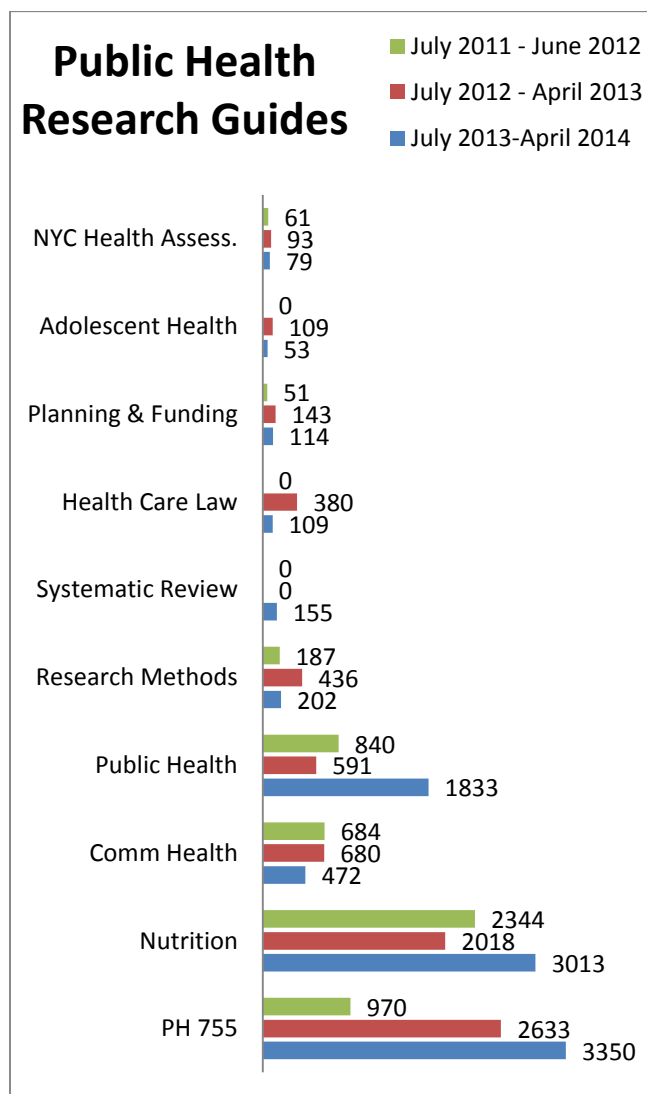
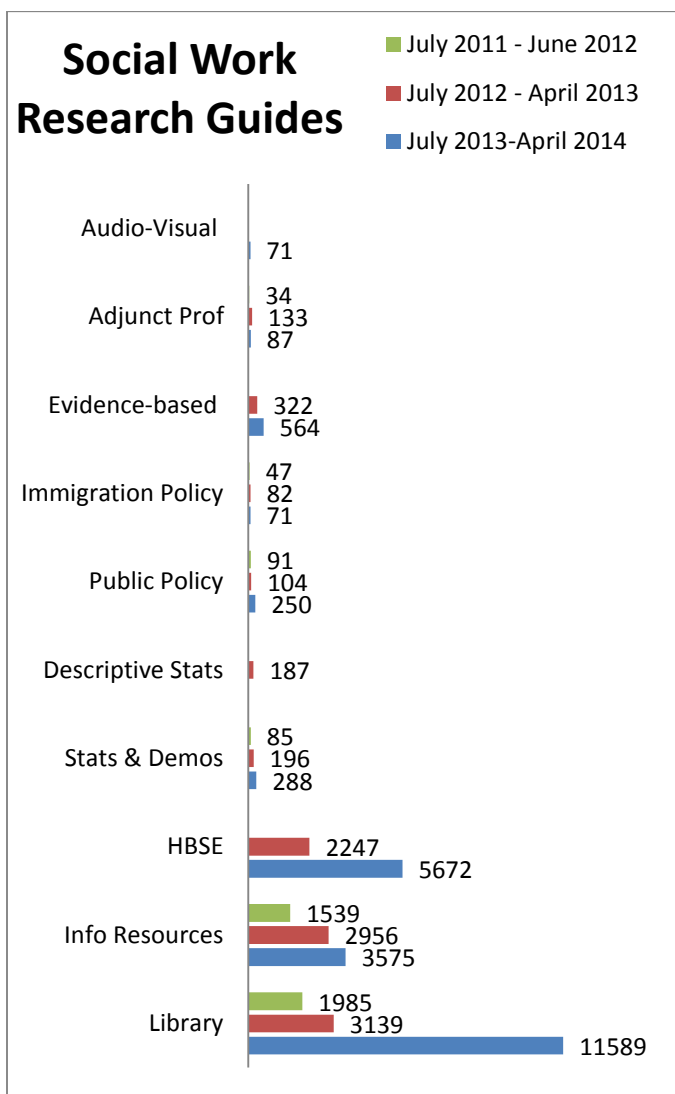


e. LibGuides

The library faculty actively promote and steward our collection of Research Guides. Over the past three academic years both the number of guides and the views per guide have steadily increased. This year the cumulative number of views for the collection increased 49% over last year, and 72% over the year before.

This year the Social Work library instruction cycle for incoming students was taught directly from the Social Work Library Guide. The subsequent views of the guide increased 73%. It is noteworthy that the descriptive data from this year's Social Work Student survey also indicates that 68% of the respondents had used a Research Guide, a number double of that from the two prior annual rounds of data collection.

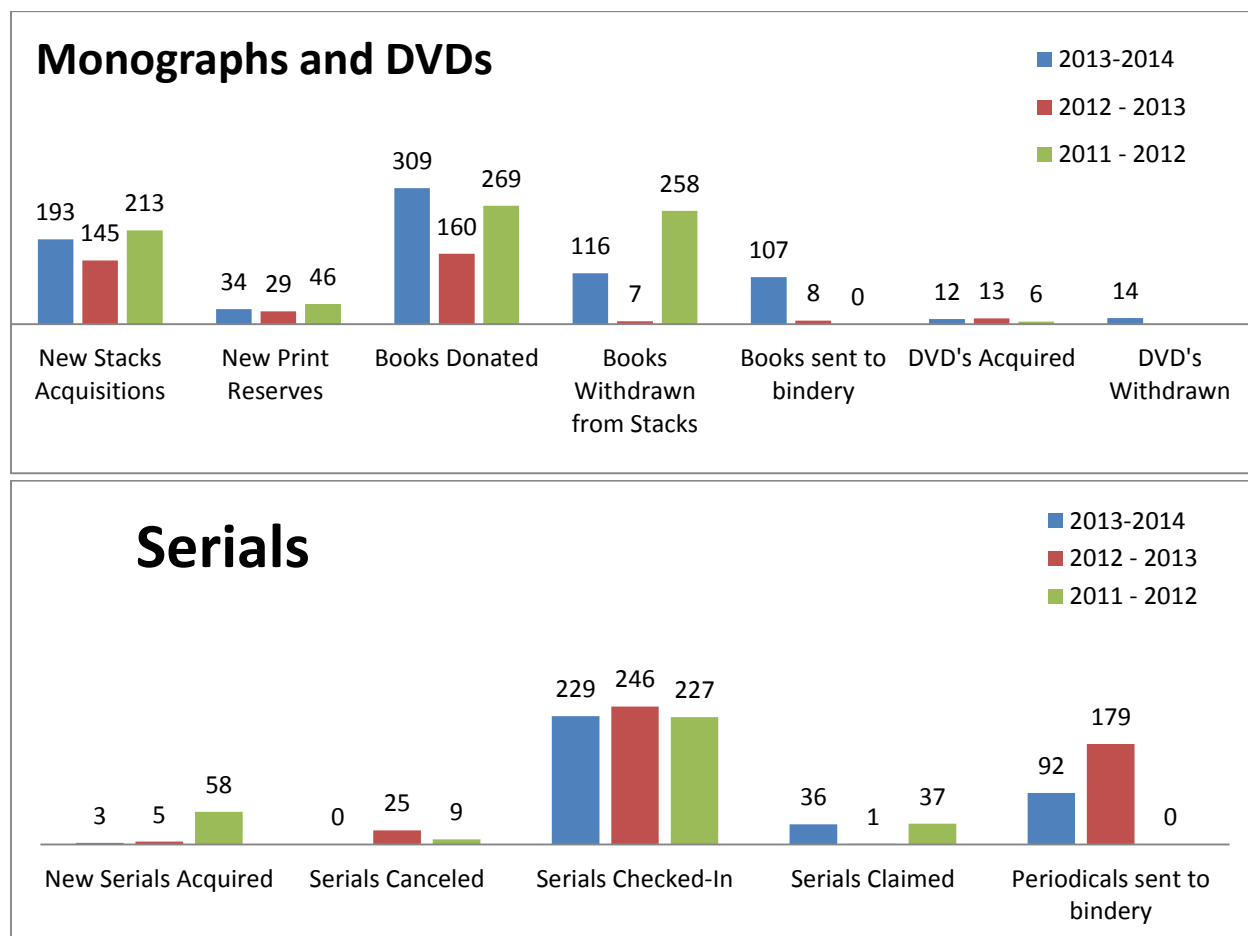




f. Collection Development

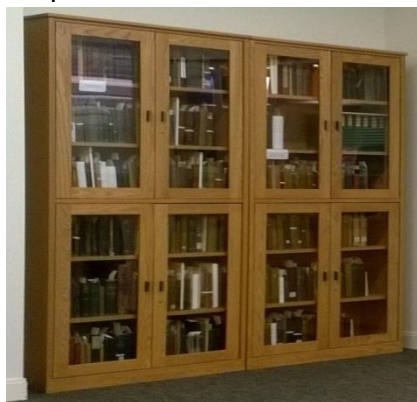
The SWPHL collection continues to evolve targeting the acquisition and stewardship of the seminal, enduring and most current literature in the social work and public health fields of study.

Every effort is made to accommodate faculty requests for print reserve material in as timely a fashion as possible. Likewise, faculty requests for books, serials and DVD's for the general collection are prioritized during the yearly acquisition cycle. SWPHL continues to accept book donation provided that there are no restrictions placed on the gift. Books that are not needed or inappropriate for the collection are given away to students. Under the supervision of the Head Librarian, both the Audio-Visual and Reference Collections were surveyed this year : cataloging irregularities were resolved, outdated and obsolete items were culled and gaps for future collection development were identified.



i. The Schreiber Rare Books Collection

The Schreiber and Social Work Rare Books Collections are now permanently housed. They are both cataloged and indexed. Going forward, the Schreiber Rare Books would benefit most from the digital preservation of unique aspects of the collection and the creation of an online presence for discovery and access. The acquisition of the resources for this level of stewardship is a long-term goal.



g. Information Commons & Collaborations

i. AV-ICIT & Student Technology

The AV-ICIT Team at Silberman continues to be co-located in the SWPHL Information Commons. In his capacity as Manager of this unit, Jonathan Mena continues to work collaboratively with regard to the student technology needs in the library.

The School of Social Work partnered with Copia this year for a trial of their course management software. One group of research students received the loan of a Samsung tablet with the Copia app installed. This software not only provides the full-text to all required reading, but the fully functional form allows the instructor to embed interactive components within the reading and to monitor student progress with the material. The library was loaned a Samsung tablet as well to assess not only the app itself but the tablet as an overall research and information management tool. It is unclear at this time if the trial will continue or expand.

ii. Silberman School of Social Work Alumni and Career Services

The SWPHL continues to partner with Silberman School of Social Work's Alumni and Career Services to provide access to preparation materials for the social work licensing exams. Career Services continues to provide two desktop computers loaded with practice exam software which the library hosts in a small room off the stacks on the basement level. There is an open door policy and access is on a "first come, first served" basis. Additionally, the library continues to house 50 sets of exam books purchased by Career Services. The library check outs a set of 2 exam practice books to Hunter Social Work alumni enrolled in Career Services' exam preparation course. Access to these books is restricted and enrollees must provide circulation with a registration slip from Career Services at the time of check-out. These materials are checked out for 3 months and may be renewed once for a second 3 month period. Thereafter, alumni must return to Career Services for approval to continue to use these materials.

iii. The Hunter College Bookstore

The Hunter College Bookstore continued to operate an off-site textbook pick up service from one of the SWPHL group study rooms for the first two weeks of the Fall 2013 and the Spring 2014 semesters. In her capacity as Store Manager, Maria Vanegas worked collaboratively with Prof Bausman to implement a set schedule of hours with adequate signage that included the bookstore's contact information.

iv. Community Garden Display

In November and December 2013, the SWPHL hosted two architectural models from the New York Restoration Project. Depicting two different potential designs for a community garden in East Harlem, the display was intended to solicit feedback and enhance community partnership in the project.



v. Common Time Displays

In February and April 2014, the SWPH library created displays highlighting material that complemented the School of Social Work's Common Time. Common Time is a theme-based, day-long event created by student organization featuring seminars, panels, discussion groups and films. This spring's Common Time themes have included "Experiences of Women of Color" as related to criminal justice, public health, gender, healing and labor organizing as well as "Aging: A Progressive Issue" sponsored by the Student Alliance for an Aging Society (SAAS).



C. Goals, Problems & Recommendations, and Future Trends

Goals :**Bibliographic Instruction (BI) and Information Literacy Training (ILT):**

- The Public Health Librarian (s) will continue to work collaboratively to provide BI and ILT in the PH755 and Capstone curriculums as measured by
 - In-class BI;
 - Creation / evolution of and usage statistics for LibGuides;
 - Development of other in vivo and/or online course/class specific instructional material;
- The Social Work Librarian(s) will continue to work collaboratively toward embedding BI and ILT into forthcoming curricular and pedagogical changes as measured by
 - In-class BI;
 - Creation / evolution of and usage statistics for LibGuides;
 - Development of other in vivo and/or online course/class specific instructional material;
 - Continued monthly attendance at the Curriculum Committee Meeting and interaction with the Innovations Committee as invited.

Collection Development:

- Support of print reserve material as a priority will be maintained as measured by
 - Responsive acquisition of needed items upon faculty request.
- Support of audio-visual material will be maintained as measured by
 - Maintaining products of completed survey and culling project;
 - Stewardship of online Audio-Visual Collection Guide;
 - Prioritizing faculty requested in the yearly acquisition cycle as budget allows;
 - Working collaboratively with faculty requests for audio-visual materials for scheduled screening event;
- Support the Print Reference Collection as measured by
 - Maintaining products of completed survey and culling project;
 - Prioritizing gaps in reference collection as identified by Substitute Librarian Sarah Johnson in the coming acquisitions cycles;

Collaborations:

- Maintain current status of co-location and collaboration with AV-ICIT, Social Work Alumni and Career Services, and the Hunter College Bookstore.

Problems & Recommendations:**Staffing:**

- The SWPHL lacks a Public Health Librarian;
 - It is recommended that this position is stabilized.

Security:

- Three of the four exits from the SWPHL continue to be unmonitored and unlocked from the inside. While this facilitates easy egress in the case of an emergency, it also makes it easily

possible for patrons to leave the premises at any time unnoticed with materials belonging to the library or to other patrons:

- It is recommended that these exits be equipped with a swipe-card mechanism which alarms in the event of unauthorized or emergency egress.

Technology:

- Technology which had been included in the initial design of the SWPHL has yet to be installed:
 - It is recommended that a wall monitor, computer tower, wireless keyboard and mouse are installed in each study room;
 - It is recommended that 2 LED screens are installed in the Information Commons;
 - It is recommended that the capacity for wireless printing is provided.
- The Library has no classroom:
 - It is recommended that a mobile Smart Board be purchased for instructional uses throughout the library and the Silberman Building;
 - It is recommended that six (6) 4'x6' white boards are purchased for the group study rooms

“Library as Place”:

- The reading chairs and “coffee” tables currently in use are not functional for library work:
 - It is recommended that fourteen (14) reading chairs and five (5) end tables are purchased;
 - It is recommended that four (4) work tables and fourteen (14) chairs are purchased.
- The walls are bare:
 - It is recommended that 4-5 wall mounted art works that are culturally responsive to the East Harlem community and conducive to a library atmosphere are obtained.
 - Head Librarian is working collaboratively with colleagues from other Hunter Libraries on this objective.
- Continued impact of flood and potential for future flooding:
 - In order to ensure the integrity of our collection of over 55,000 print items, it is recommended that the library be assessed by professionals in the field of mold detection and abatement.

Future Trends:

The use of tablets and other mobile devices as research tools is increasingly commonplace in academia, as the School of Social Work’s collaboration with Copia indicates. Patrons continue to have questions specific to the adaptability of a tablet as a discovery, access and citation management tool. As the SWPHL lacks tablet technology, this continues to be a gap in the SWPHL’s capacity for service delivery.

In anticipation that tablets and other mobile devices will soon be available for student use in the library through ICIT, it would be a proactive step for the Hunter College Libraries to integrate this technology at the SWPHL Reference Desk and in Library Faculty offices.

Prepared by Ilan Zelazny, Head of Systems

MISSION:

The Systems Unit strives to provide the technology foundation of the Hunter College Libraries, collaborating with colleagues in creating, providing access to, and maintaining the services and resources that enable the entire College community to achieve the desired outcomes in their teaching, learning, and research.

SUMMARY OF SERVICES/PROJECTS:

Following the placement of (78) computers and peripherals for the **Library main floor renovation** ribbon cutting (June 18), we continued through the summer...

- Configuring and migrating staff data to new pc's

- Configured and setup the Reference desk pc's and printers

- Configured and setup Circ desk including working with 57th St to combine both service desks within Aleph.

- Installed and customized Self-Checkout stations

- Configured and setup Macs in Diner and Co-Lab areas

- Setup printers/copiers with OneCard using combination of swipe card and new tap cards

- Reconfigured Welcome Desk touch pc's with version 8.1 and customized.

- Worked with Communications in setup of desk displays and push content. (FourWinds)

- Set up phones/voicemail and worked with Telecom in transferring numbers, etc.

Complete major **ILLiad upgrade** to version 8 for InterLibrary loan computers.

Working with the Head of Reference and Web subcommittee, launched **redesign (in Drupal CMS) of our Database webpage** to include more pulldown choices, relevant sorting of categorized databases, and connection to LibGuides.

Per vendor requirements, configured network and set up HPL lab computers for the **HESI nursing certification exam**; a multi-day event for graduating nursing students.

Designated **IPads** and configured them per instructor for **semester class loan**. Also setup up an Apple account and method to purchase app licenses and retain them for other IPads.

Configured and setup our new **IPad loan program** (Oct) with process to reset iPad on return.

Initial discussions with Zabar to migrate from Embark to **ArtStor's Shared Shelf**. (June)

Set up **proxy for new Grad Center PhD** nurses (Sept). Continued management of SSW patrons and new requests.

Deployment of new **redesigned Hours page** (Nov) with clickable tabs showing various sessions for each Library.

Created **Excel formula to parse barcode** from 57th St reports, sort, then group for librarians to select books from shelves to relocate offsite, using iPads. (Jan)

Worked with Zweibel on automated **macro to change location code** in Aleph for offsite books.

Prep/clear **7th Fl for construction** (Jan)

Installed **“Guide on the Side”** module on server for webpage frame tutorials (ie. Welcome desk)

Started work on **new Library webpage** (Jan 16). Design to be “responsive”, changing per the device accessing it, ie. smartphone, tablet or large pc screen and in new Drupal 7.

Replaced **new laptops in Rm 114** and upgraded teacher pc (Apr)

Relocated **6th fl pc’s/printers to 2nd fl** (Apr). Worked with facilities to add outlets and wiring.

Worked with ICIT and facilities to install **additional outlets and network wiring** to accommodate location of current and future pc’s in **Archives**. Also added and upgraded wireless access point.

At the request of the **Gene Center**, we continue to provide the proxy configuration that authenticates their users to access **online resources at the Weill Cornell Medical Library**.

We regularly make changes, at the request of the Art Librarian, and **update the Web Kiosk**, a setup providing access to their online images, to keep the content current for Art classes.

Setup/support for a number of **Library events/webinars**.

BACK-END PROJECTS:

Working with ICIT, set up a **Library rack in their server room** for eventual installation of NetApp equipment(VM) and consolidation/move of existing servers from Thomas Hunter basement.

Started setup of **Apple servers** to centralize and manage our Mac computers.

Switchover to new domain and upgrading computers to **Windows 7** (ongoing)

Tested **EZproxy authentication** to check against ICIT’s Active Directory. Switch over soon.

New **servers placed/configured** at HPL (May). Switch over soon.

Inventory/Discards of Library equipment started, in coordination with campus Property Management dept. (May)

SUPPORT RESPONSIBILITIES:

Network infrastructure	Printers/Scanners	Aleph	ILLiad/Ariel
Proxy authentication	Website	Embark/Web Kiosk	Laptop/Ipad loans
Virus/patch upgrades	SmartBoards/TV displays	OCLC connection	Classroom tech
ERes	Oracle	SFX access	In-house s/w (VOILA)
Payroll/Order spreadsheet	Staff email acct/sophia-l	EndNote/RefWorks	Wireless cards (Circ)
Databases	Help desk	ICIT initiatives	Telephones

PERSONNEL:

Current Staff:

Full-Time staff: Ilan Zelazny, Head of Systems
 Stefan Kuss, Network Manager
 Joel Polanco, Asst Network Manager/Web developer

Student Staff: Ali El Sayed (CA), Sam Chen (CA), Mahdi Makki (CA)

Staff Changes:

Left/Graduated	New Hires
Devin Ghamandy	Joel Polanco
Craig Clifford	Craig Clifford
Jun Hao (May)	Jun Hao

Hiring and training new part-time students in the many intricate details of our Unit takes time and is ongoing, especially with loss of a senior technician (Devin) and high turnover of CA's this year. Hired Mr. Joel Polanco, largely responsible for Web development/design and assisting network management, a position vacant since 2008. Thanks to Chief Librarian Dan Cherubin's pursuits with Hunter administration, to get this critical position filled.

We continued managing the help desk (9-7p M-F, 12-5p Sat/Sun), throughout and working on projects/emergencies as needed.

Committees/Conferences/Workshops/Awards:**Committees:**

Ilan Zelazny: **CUNY** – Primary Contacts, SFX, Library Systems (alternate)
HUNTER – Lab Managers, Software Advisory Cmte.
LIBRARY – Unit Heads, Technology, Systems search

Stefan Kuss: **CUNY** – Library Systems
HUNTER – Lab Managers
LIBRARY – Web committee, Systems search

Joel Polanco: **HUNTER** – Mobile app
LIBRARY – Web committee

Conferences/Workshops/Awards:

Ilan Zelazny: CUNY IT conference;
 Stefan Kuss: CUNY IT conference; Drupal Camp NJ, NYC Camp (Drupal)
 Joel Polanco: NYC Camp (Drupal)

STATISTICS:**Website: (from June 1, '13 to May 31, '14)**

Maintain more than 250 online resources.
 2,756,822 overall page views
 252,107 clicks on databases from DB page.

Top pages

Home page (1,281,802),
 Database page (460,135),
 Hours page (47,813)

Top databases:

JSTOR (31,407),
 PsycInfo (26,956),
 Academic Search Complete (19,589),
 EBSCO (15,962),
 Google Scholar (15,873)
 PubMed (8,701)
 CINAHL Complete (7,168)

Website: (from June 1, '12 to May 31, '13)

Maintain more than 200 online resources.
 3,328,701 overall page views
 311,640 clicks on databases from DB page

Top pages

Home page (1,428,166),
 Database page (517,640),
 Hours page (51,402)

Top databases:

JSTOR (42,832),
 Academic Search Complete (30,006),
 PsycInfo (28,954),
 EBSCO (22,834),
 Google Scholar (17,326)
 PubMed (10,879)
 ScienceDirect (7,892)

Proxy: [Waiting for ICIT to return 2013-14 log filled with patron status column]

July 2012-2013 data

Summary Report of Unique Proxy Hits - July 2012 - June 2013

6/20/2013

Status	Jul-12		Aug-12		Sep-12		Oct-12		Nov-12		Dec-12	
Student	19767	71%	15887	66%	43978	84%	71655	84%	84346	87%	82628	90%
Staff	782	3%	739	3%	869	2%	362	0%	472	0%	588	1%
Staff+Student	539	2%	293	1%	699	1%	1147	1%	1673	2%	1429	2%
Faculty	2803	10%	3083	13%	2874	5%	3245	4%	3262	3%	2712	3%
Faculty+Student	154	1%	73	0%	116	0%	321	0%	152	0%	182	0%
blank *	3742	13%	3930	16%	3960	8%	9044	11%	7452	8%	4389	5%
Total	27787		24005		52496		85774		97357		91928	

Status	Jan-13		Feb-13		Mar-13		Apr-13		May-13		Jun-13		Total	
Student	15247	59%	44438	77%	60235	85%	78882	88%	76711	88%	0	0%	593774	84%
Staff	460	2%	349	1%	449	1%	597	1%	324	0%	0	0%	5991	1%
Staff+Student	556	2%	1035	2%	1476	2%	1471	2%	1949	2%	0	0%	12267	2%
Faculty	4440	17%	3475	6%	3300	5%	3351	4%	2919	3%	0	0%	35464	5%
Faculty+Student	147	1%	268	0%	221	0%	148	0%	159	0%	0	0%	1941	0%
blank *	4992	19%	8184	14%	5424	8%	4932	6%	4867	6%	0	0%	60916	9%
Total	25842		57749		71105		89381		86929		0		710353	

* Data where status equals blank are non-Hunter local accounts, ie. Russel Sage, SSW PhD Grads

FUTURE PLANNING:

Installation and configuration of **new Apple and Dell servers** as well as **NetApp** equipment to manage 3rd Fl and existing Library equipment.

Complete upgrade to **Windows 7** on all pc's.

Prepare new **MS Surface tablets** and **upgrade old laptops** for A/V loan.

Set up signage with Communications department **for self-posting of content** to displays

Launch of **new website** (Drupal 7) with responsive design for mobile devices, small databases for easier management of Staff directory/selector lists and interactive Library maps.

Further work on **Sharepoint** intranet for Library staff. Modules installed by ICIT. (ongoing)

4th Fl redesign. Creation of classroom space; relocation of printers, etc.

Relocate/install equipment as needed in response to **upcoming 6th & 7th floor renovations.**

Incorporate **reservation system** for computer use and study rooms.

Streamline **process of posting Library classes/events** to website using College calendar system.

SUMMARY:

Forthcoming details and timelines on 6th and 7th floor renovations from College administration have been minimal, and will dictate the level of involvement and resources of this unit in the coming months. I am hopeful we will be included at the earliest possible stage and that this will be accomplished expeditiously.

The challenge of building and maintaining a technology environment that is both rich in resources and successful in meeting the variant needs of students and researchers is always at the forefront of our efforts. To that end, I am thankful to the Library office for their help in filling our vacant positions, recruitment of qualified student help, as well as funding for staff technical training and equipment.

On reflection of this report's endeavors, I would like to again thank the Library staff for their collaboration and support, the Library administration for their backing and direction, and my staff, particularly our new-hire Joel Polanco, who has hit the ground running, quickly learning the intricate details/methods in Systems. His skills have already been well received with many promising ideas to come. The Systems Unit, with renewed inspiration, continues to embrace the exciting new developments coming to the Library, as well as our role in meeting the increased expectations of the Hunter community.

**HUNTER COLLEGE LIBRARIES
ZABAR ART LIBRARY
ANNUAL REPORT
2013-2014**

PURPOSE / MISSION

The Judith and Stanley Zabar Art Library, located in Room 1608, North Building, is intended for use by the students and faculty of Hunter College and other CUNY schools. This comfortable and attractive reading and study space, with a magnificent view of mid-town Manhattan, provides various resources and services. A modest collection of non-circulating art books, reference books and current issues of art periodicals is available for browsing and research. Reference service in the humanities is available, and presentations are offered in the use of library resources. Wireless internet access is provided in addition to a set of eight MacBook laptops which can be borrowed by students for on-site use via proper college identification at the main desk. Self-service printing and copying in both black/white and color are available via a One-Card HP Color LaserJet. Digital imaging services for humanities based materials are provided to the Hunter College community. The resulting resources are made accessible through the [Image Kiosk](#), a database of over 65,000 images with related descriptive metadata representing visual culture from prehistoric times to the present day. This digital collection provides access to the visual resources required for Hunter College presentations and papers discussing the world's visual heritage.

The Zabar Art Library, dedicated in December 2008, was made possible through the generous support of Judith Zabar, a member of the Hunter College Class of 1954, and her husband Stanley Zabar.

CHANGES IN SERVICES PROVIDED

- Establishment of designated and labelled area for catalogues raisonnés access/storage.
- Extra support brackets installed to book shelving units where sagging was evident.
- New book shelf unit (63 linear feet) constructed, 2/28 through 4/15/2014.
- Organized language study resources at the request of art history faculty to provide study support for departmental MA candidates' biannual foreign language proficiency exam.
- With assistance from Gardner Treneman, call # links for Zabar holdings now link to Zabar Art Library [floor map](#). Prior to this development, the call # link went to the Cooperman Library floor maps page.

PERSONNEL & BUDGET

During the last twelve months, the Zabar Art Library staff was composed of one full-time librarian, four part-time College Assistants, and four Federal Work-Study students, thus maintaining fifty-seven open hours per week during the fall and spring semesters, and approximately twenty-five open hours per week during the winter and summer sessions.

College Assistant, Anna Ficek, was hired in February to fill vacant position.

March 2014, Dept. of Art & Art History transfer of \$2000 OTPS to Library budget to help defer the cost of software and books.

PUBLIC SERVICES

Sign ins (Gate count):

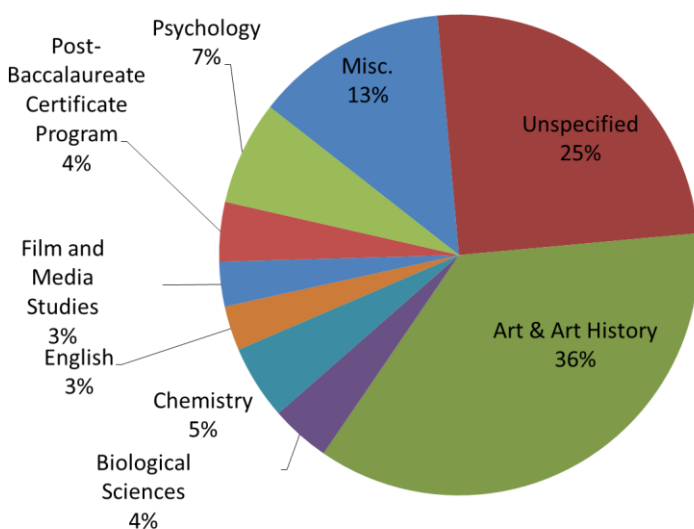
2010-2011 = 6293

2011-2012 = 6603

2012-2013 = 10,060

2013-2014 = 9472 (up to May 23)

2013-2014 Academic Year Usage



As an example of usage by disciplines, a total of 565 chemistry majors used the Zabar Art Library from May 2013 to May 2014.

Laptop circulation:

2010-2011 = 2037

2011-2012 = 2316

2012-2013 = 3118

2013-2014 = 2979 (up to May 23)

Classes / Events / Meetings held in the Zabar Art Library:

- AHAH (Art Historians at Hunter) undergraduate student club meetings = 3 total
- (New event) MASO Graduate Student Lecture Series = 14 total throughout fall and spring

- (New event) Undergraduate Art History Communication Studio began in January 2014 @ three hours per week; increased to six hours per week in April
- Dept. of Art & Art History meetings = 6 total
- Muse Scholars meetings = 2 total
- Macaulay Accepted Students Day meeting
- Shared Shelf planning meeting
- Hunter College Libraries' retirement party
- Arnhold Graduate Dance Education Programs graduation reception

LIBRARY INSTRUCTION & ORIENTATION SESSIONS

- 4 individual research consultations
- 3 class orientations

TECHNICAL SERVICES / COLLECTION DEVELOPMENT

- Updated Prof. Nari Ward's [Image Kiosk portfolio](#) with new content for Studio Sculpture class
- Nov – Dec 2013, Zabar College Assistants shelf read N & TR classes in Cooperman in preparation for book relocation project, representing approximately 6000 books
- Dec 2013, Steven Kowalik begins marking N classification books for relocation project

IMAGE KIOSK

2011-2012 = 59478 records (3296 new records)

2012-2013 = 63610 records or 75 GB (4132 new records)

2013-2014 = 65549 records or 82 GB (1939 new records)

Image cataloging projects completed:

BioPics project

Artist Gender records review

Artist surrogates + web access records review

Image Kiosk new data releases = 7

35mm slides de-accessioned and discarded = 10,957

Book Acquisitions

Allocations

2005-2006	\$15,600
2006-2007	\$14,000
2007-2008	\$13,000
2008-2009	\$ 5,000
2009-2010	\$ 5,000
2010-2011	\$ 7,475
2011-2012	\$10,281
2012-2013	\$ 9000 (plus store credit from Strand Books and Ursus Books exchanges)
2013-2014	\$ 9000 (plus store credit from Strand Books and Ursus Books exchanges)

Donations of art resources for potential acquisitions were accepted for evaluation from the following:

- Patricia Craig (73 items)
- Robert Menschel (office space; 93 items)
- Robert Menschel (apartment, 12 boxes packed 5/23/14); awaiting delivery to Hunter College Libraries as of May 27
- Barbara Pleskow estate, eight containers marked “slides”; awaiting evaluation by Associate Professor Joanne Spurza, Dept. of Classical and Oriental Studies, as of May 27

Under the Hunter College Libraries’ Gift Policy, each donated publication was evaluated for the purpose of acquisition, with acceptable items going to Collection Management and Cataloging for processing. Unwanted items were offered for sale at affordable prices in the Zabar Art Library, or exchanged with Strand Books or Ursus Books for mutually approved store credit, thus providing additional funds to acquire new art history publications for Hunter’s collections.

Feb 2014, transferred *Illustrations of China and its people. A series of two hundred photographs* by J. Thomson (1873-1874) to Thomas J. Watson Library, Metropolitan Museum of Art.

March 2014, transferred *Documents de ferronnerie ancienne* (7 volumes) to Cooper-Hewitt National Design Library.

SIGNIFICANT PROJECTS

Co-authored syllabus for Queens College course GSLIS 734: Art Librarianship & Visual Resources Curatorship; co-taught GSLIS 734: Art Librarianship & Visual Resources Curatorship, July – August 2013.

Reviewed sixty-six oversize art titles from Special Collections for retaining, transferring, or discard.

Outreach:

- Provided library-related items to Dept. of Art & Art History weekly newsletter
- Submitted blogs items to: <http://zabarartlibrary.blogspot.com/>
- Submitted “news from the branches” for [Hunter College Libraries News](#)

PROFESSIONAL DEVELOPMENT

Attended *The Digital World of Art History 2013: From Theory to Practice*, June 26, Princeton University.

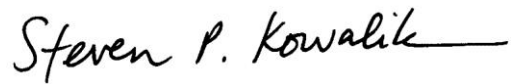
Attended Summer Educational Institute for Visual Resources and Image Management, June 18-21, 2013, University of Michigan, Ann Arbor, MI (Joint project of the Art Libraries Society of North America (ARLIS/NA) and the Visual Resources Association Foundation).

Attended Visual Resources Association 32nd [Annual Conference](#), Milwaukee, WI, March 12-15, 2014.

Attended Visual Resources Association Executive Board meetings, Milwaukee, WI, March 11 & 16, 2014.

I completed my third year on the Visual Resources Association (VRA)'s Executive Board as Vice President for [Conference Program](#). The VRA's 32nd Annual Conference was held in Milwaukee, Wisconsin from March 12-15, 2014.

Respectfully submitted,

A handwritten signature in black ink that reads "Steven P. Kowalik" followed by a horizontal line.

Steven Kowalik
Lecturer, Art Librarian
May 30, 2014