

CUNY - HUNTER COLLEGE

Hunter College Libraries

Annual Report 2014-2015*

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***Pending data from ICIT, Facilities and Accounts Payable**

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I am pleased to submit the Annual Report for the Hunter College Libraries for FY 2014-2015.

I. Introduction and Summary:

This marks my fifth Annual Report since becoming Hunter' Chief Librarian and Dean of Libraries. It is also my last one under Provost Vita Rabinowitz before she moves on to the position of University Provost. I would like thank Dr. Rabinowitz for her unwavering support of the Library through so many changes, challenges and projects. It has been much appreciated.

SUCSESSES:

- Increased usage of Library resources
- An increase in student – librarian consultations
- Launch of new Library website
- Renovation of and shift of material to B2
- Library Strategic Plan finalized with many objectives fulfilled since its approval
- The Library has become fully embedded in Hunter's Assessment plans, with our initiatives being used by other departments and programs throughout the college
- Additional credit-bearing courses now available from the Library
- Increase in awards and grants won by Library Faculty and Staff
- Launch of Zabar as a full scale lending library
- Launch of Institutional Repository and development of Electronic Thesis Submission

ISSUES:

None of the outstanding issues from previous Annual Reports have been addressed by Facilities or ICIT. We remain with unrepaired or unreplaced technology, unfixed structural problems, and unresolved donations from Institutional Advancement. In short, the needs of each section remain unchanged.

- Signage, electronic whiteboards and use of Info Commons desks have remained broken, not updated or unstaffed by other departments since the opening of the floor
- Study rooms, The Main Desk, the Computer Lab, The Copy Room and staff areas of Library at Silberman Campus remain unfinished or lacking equipment and furniture since 2011
- Old photocopiers and other equipment has been waiting for discard in Brookdale since 2012
- Donations of material and furniture to the Zabar Art Library from Judy Zabar and the Rothschild Foundation, as well as donations from Jodi Arnhold to our Dance Collection in Cooperman have not been received from institutional Advancement for over a year. (This was bolded at the request of Provost Rabinowitz and President Raab.)

There is no question that these outstanding issues, now several years old, have hindered the overall path to student success in our department. However, I am grateful and proud of my entire team, who have managed to still do an amazing job where others would just “make do.” I believe it is a testament to the faculty and staff in the Library that we have managed to complete so many initiatives while we continue to work under the same issues and challenges regarding space, equipment and manpower.

I. Summary of Accomplishments and Progress

A. Faculty/Staff Activity and Success

FY 2014-2015 saw the addition of two new full time team members to the Library: Asst. Professor Adina Mulliken started this year as one of our Social Work Librarians at our Silberman Campus. Adina has also been instrumental in CUNY accessibility initiatives, to the positive reviews of many throughout our university. And Ms. Meshaw Browne started as our new Circulation Manager, filling in the much need position since the retirement of Harry Johnson two years ago.

As of this writing we are waiting on the signed offer letter of our new Web & Digital Initiatives Librarian, a position without a FT tenure track faculty since Danielle Becker left in 2013. However, we still have many lines filled with visiting or temporary faculty so we hope more permanent lines are coming to us soon. And unfortunately, Assoc. Professor Clay Williams is now entering his 5th year as Acting Deputy Chief. We still await the resolution to that situation.

Our staffing needs will be addressed in more detail in Section IV A (Personnel and Staffing requests)

1. FY 2014-2015 Library Faculty Awards and Recognition

It was a busy year for the Library faculty and staff. We were a co-recipient of a \$60,000 NEH grant for digital humanities, and we also applied for our first IMLS Sparks Grant. Members of the Library were invited to speak at conferences on Information Literacy, Art Documentation, Ethics & Privacy, and Scientific Communications in locations ranging from Boston to Istanbul. They have served on committees, collaborated outside their department and, overall, have done an excellent job in all endeavors.

A complete list of all achievements can be found in the Appendices, arranged by Unit.

II. Library Usage and Facilities

A. Facilities Updates

2014-2015 gave us the renovation of our B2 level, on which compact shelving now houses all our bound journals, our microform, our reference collection and approximately one third of our circulating collection, as well as two small, renovated study rooms. Despite the amount of real estate taken up by the shelves, the layout is clean and well done and the floor attracts many students looking for a bright yet quiet place to study. However, as of this report, we are still awaiting the placement of electrical outlets on B2. We are finding students moving our furniture into dangerous locations between the shelving in order to plug in their devices.

More importantly, every outstanding unfinished item from the 3rd floor's opening in 2013 still stands unfinished. The electric whiteboards on 3 still do not function nor has the A/V equipment for student use ever arrived. The tables and chairs regularly break and we do not have back-up furniture. And the students have complained that all the clocks have been incorrect since we opened.

Also, the signage all over the 3rd Floor of Cooperman (both hanging and electronic) is very much out of date. We have mentioned this to Facilities and Communications several times. In May 2014, we worked with Communications to update our electronic signage templates so as to better match the rest of Hunter's excellent visual material. The results were indeed great, but we have been told they have yet to be approved by the President's Office after 13 months. We do hope they can be updated soon.

However, these issues haven't stopped our in-person statistics from maintaining their usual high amounts.

B. Library Usage

1. Door Counts

Cooperman: 965,597 (+20%)*

Social Work/Public Health: N/A*

Brookdale: 110,645 (-10%)

Zabar: 13,372 (+35%)

Archives/Special Collections: 562 on-site research visits (+20%)

The door counter at the Silberman Campus has been **out of order for over 2 years. However floor counts appear to show a **12% increase**.*

Aside from a slight drop in Brookdale, we have seen a large increase in all our other spaces, including the Archives. Our main campus libraries (both Cooperman and Zabar) have been filled to capacity seating on most days. Due to the shift of material off of 6 & 7, most seating areas on other floors have decreased. All material and furniture was removed from 6 & 7 in Summer 2014 to prepare for the renovations. We replaced some tables and chairs, due to high student demand for study areas. Those will be removed in July. With 6 & 7 due to shut down this coming semester, we expect even more crowded conditions in our spaces.

2. Circulation of Materials

Items checked out 2014-2015

Cooperman: 48,236 (-10%)

Reserves Desk: 115,274 (+12%)

Social Work/Public Health: 7,626 (-20%)

Health Professions: 1908 (-6%)

Zabar: N/A*

**The Zabar Art Library will begin to loan books directly as of Fall 2015.*

Once again, with the exception of reserve materials, our circulation statistics have decreased, although at a smaller rate than they did last year. Much of the reserve collection is funded by the CUNY textbook fund. It is imperative to see that funding continue.

3. Laptop and A/V Loans

Laptops loaned 2014-2015

Cooperman: 37,144 (+30%)

Social Work/Public Health: N/A*

Health Professions: 135 (-0%)

Zabar: 5,574 (+80%)

**Laptop loans at Silberman is handled by the ICIT Dept. This is the 2nd year in a row we have not received this data.*

Tablets loaned 2014-2015

iPads: 2,048 (+90%)

MS Surface: 1,344

This is the first year we have included MicroSoft tablets (with keyboards) as well as iPads for loan. It should be noted that **we only have 150 laptops, 30 iPads and 29 MStablets** and they were loaned this many times. I commend my A/V Reserves Team on their constant vigilance to ensure that these items can withstand the constant wear and tear.

Interestingly enough, while laptop loan theft has always been very rare, we have not been so lucky in regards to Tablets. I have to commend Public Safety for helping us in these situations.

4. Inter-library Loans (ILL)

Total transactions: 7,145

ILL Borrowing: 4,783

ILL Lending: 2,402

The overall number of transactions is slightly lower this year, but Hunter Libraries lent more material to other institutions than ever before. Approximately 4% of our loans were to other CUNY Libraries. The overall ILL charges decreased by about 10%.

5. eReserves and Copyright

In 2014-2015, there were 2,355 library monographs, plus 1,137 personal items from the Hunter faculty placed on reserve, which led to 115,274 physical items being checked out from reserves this year. **That's an increase of 11%.**

In addition, there were 12,696 items were added to our eReserve system, which marks the highest use yet. 362 professors participated in eReserves system, an increase of about 100 faculty members from last year, with 34 Professors managing their own sites.

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 CUNY Legal agreed to officially endorse the Association of Research Libraries' publication "[Code of Best Practices in Fair Use for Academic and Research Libraries](#)" in early 2013, faculty can now reuse reserve materials deemed to be fair use on subsequent semesters (a practice previously considered breach of federal copyright law). Rather than requiring faculty members who wish to do so to repeatedly submit the complete bibliographic information for all individual material requests each semester, reserve staff has decided that as a courtesy one single non-itemized reserve request per class, stating "as previous semester," is now accepted. While this service is especially appreciated by faculty who teach the same class every semester, it skews the statistics somewhat as it brings down the total number of reserve request submitted during the year. The reserve request and copyright clearance form is still serving its intended purpose however and more often than not faculty continues to request the library's assistance with copyright clearance. As in previous years, Reserve Managers at all three library branches actively initiate contact between the Copyright Assistant and faculty members in need of assistance.

| 2014-2015 Academic Year | Option 1 (Assistance requested) | Option 2 (No assistance requested) | TOTAL REQUESTS |
|--------------------------------|--|---|-----------------------|
| Summer 2014 → | 2 | - | 2 |
| Fall 2014 → | 280 | 13 | 293** |
| Spring 2015* → | 298 | 49 | 347** |
| # of requests/semester | 580 | 62 | 642** |

* – As of May 12, 2015

** – Please note that this total excludes all non-itemized requests from faculty members who wished to use all of the same materials from the previous semester.

C. User Data

Last year's statistics for reference and instruction seemed lower than usual. There were many theories (continuing renovations, new spaces, faculty leaves, CUNYFirst) but no firm idea. However, this year sees a return to the larger numbers of service, including new initiatives in collaboration and embedded instruction.

In terms of physical space, the original plan for the Bershad Reference Desk in the Gilder/Tirschwell Information Commons was to serve as the "genius bar"; a location where students come to seek not only reference, but also general A/V and technical help, and tutoring, in addition to access to a variety of technology and resources. Sadly, we have yet to have extra technology aside from basic printers, and the ICIT chairs are manned by folks working the general Hunter Help Desk as a remote location.

This year, based to student demand, we tried to have a representative from Student Services join the desk at the beginning of the semester, as we often find the Library to be where all students congregate to find information, and we get many questions about registration, financial aid, advising, etc.

The response from Student Services was not overly positive. They did send us a student worker for a month but did not provide her with the adequate resources to answer questions.

We look forward to seeing if a more successful solution between the Library and all other departments might be found to truly make this space a one-stop shop for student success.

1. Reference
- a) Desk Reference Transactions

Cooperman Reference & Welcome Desks: 16,432 (+50%)

SSW/SPH: 1601 (+20%)

HPL: 551 (-5%)

This year we added back in the reference statistics from the Welcome Desk (mainly directional and technical questions) and we see that we're back to our usual amount of interactions.

b) Chat Reference Transactions

There was a large **increase by 25%** of chat reference sessions. **4,108 online reference transactions** happened in 2014-2015. This is becoming an extra shift for most of our reference faculty. Still, we are happy to see such use by remote students via chat or email, which we always try to answer within 24 hours.

This year, however, marked the end of our text reference service. Over 98% of texts to the Library were regarding Public Safety issues (noise, food, inappropriate behavior, altercations). We have worked with the Office of Public Safety to have them now respond directly to text messages.

c) Research Consultations – Students

Research Consultations **increased by 37%** to 258 in-depth consultations. Students were encouraged to sign up for consultations through the library blog and were reminded to do so in classes. In addition, the **HPL branch conducted 99 such consultations. (an increase of 10%)**

2. Instruction

We continue to see a slight decrease in individual “one-off” instruction for credit-bearing classes in other departments and programs. This may be because of a lack of proper library instructional space during the renovation. **It should be noted that instruction in Social Work and Public Health has increased this past year.**

Number of Hunter College courses containing Library instruction in 2014-2015:

A&S: 294 **(+5%)**

SSW: 43 **(-6%)**

Nursing: 20 **(+1%)**

SPH: 27 (same)

Education: 22 **(-5%)**

Total: 406

Hunter College Libraries’ own credit-bearing course, LIB100, increased back up to 16 sessions this year.

a. Other Library-related instructional initiatives

Research Toolkit: Profs. Stephanie Margolin and Sarah Ward have created an overall toolkit for both students and faculty learning on the literacy of research and scholarship. It is on our website at <http://library.hunter.cuny.edu/research-toolkit>. Prof. Margolin has also worked with Prof. Wendy Hayden's Rhetoric class on research methods using our Archives & Special Collections.

Faculty Library Usage Research Group: This group has administered the Faculty Awareness of Library Services (FALS) survey for four years. They have published and presented on the research process and findings from the survey, which indicate an overall satisfaction with library services but a lack of awareness about a number of key resources and services we offer at our Libraries. They developed a Faculty Orientation for the libraries that evolved into the Faculty Resources Round-up in order to increase faculty awareness of our services and resources as well as foster engagement with librarians. They are now embarking on a project to identify the current practices by librarians who act as liaisons to programs or departments in order to develop a code of best practices for effective liaison relationships.

Further initiatives can be found in the Major Goals section.

III. Collection Development and Electronic Resources

Overall we have maintained our strong commitment to the acquisition of resources for the entire Hunter community, despite the tightening budget of CUNY. Our biggest obstacle continues to be was the unavailability of much our designated funds for the majority of the year. (The same was said last year, but it continued very much without pause in 2013-2014). Once again, many of our outstanding payments had not been completed in CUNYFirst, even though the funds were removed from our budget. We also did not receive many of the larger CUNY-wide budget initiatives (Matching Funds, Tech Fees, Textbook funds) until near the end of the FY.

A) Printed material and Cataloging

2014-2015 saw the actual move and accompanying cataloging, off all the assorted material on B2. It was the Library faculty and the Library Systems office which created a macro to enable such a large shift in our catalog. I commend the hard work that was bput in by everyone, especially our cataloging team.

In total, 6716 items were added to the CUNY+ system (a slight decrease from last year), and 5,368 items were withdrawn from the collection. We are maintaining a basic amount of high usage material to ensure accreditation, but space continues to shrink for material, as well as seating.

B) Website

Without a doubt, one of the most well received goals met by the Library this past year was the launch of our new, improved and responsive website. Along with this immense upgrade to our site, there were also some major redesigns of our database and hours pages, making them more cohesive, yet easier to read.

Our website (<http://library.hunter.cuny.edu>) received 2,044,883 page views in 2014-2015. The top page hits were:

Home page (1,213,890)

Database pages (593,629)

Hours page (52,550)

Proxy Usage: We are approximating the same amount of remote usage of our databases this year at about 700,000 hits (Mays statistics were not available as of this writing)

C) Electronic resources – External

There were 13 new databases added to our collection this year. Included in this list are the first step in the CUNY-wide STEM resources. Many of these streaming video resources have been met with much favor by our faculty. It also enables us to address the current physical A/V collection for next year:

- Accessible Archives *primary sources/news*
- Criterion Collection *streaming video*
- Ethnographic Video Online II and III *streaming video*
- Human Rights Studies Online *streaming video, primary sources and text*
- Kanopy *streaming video*
- Loeb Online *bilingual digital texts of the collection*
- Proquest Historical Newspapers: Chicago Tribune *primary sources/news*
- Proquest Historical Newspapers: Los Angeles Times *primary sources/news*
- Proquest Historical Newspapers: New York Amsterdam News *primary sources/news*

- Psychological Experiments Online *streaming video*
- Springer Ebooks 2015
- eMarketer

CUNY STEM Initiative Resources Added:

- IEEE Xplore
- Nature journals collection

Once again I have to mention that **we are looking at a regular increase of 15% in Acquisitions costs just to maintain the collection.**

IV. Administration and Budget

A) Personnel and Staffing Requests: The needs to fill faculty positions have sadly remain unchanged yet again. So instead of the positions needed, I will just list the names of Library faculty whom we have not replaced since their retirement or departure:

Yat Ping Wong (left 2008)
 Laura Kobus (left 2010)
 Luis Gonzalez (left 2010)
 Brian Lym (left 2012)
 Danielle Becker (left 2012)
 Jonathan Cain (left 2013)
 Patricia Woodard (left 2013)

On the non-Faculty personnel side, we are looking for a Evening/Weekend Supervisor at our Brookdale Library.

1) Facilities requests:

The following breakdown is an overview of The Hunter College Libraries major facilities requests. Full detailed descriptions of each of these needs are in the specific Unit reports in the Appendix. Cost measures are listed in the Budget requests, where applicable from the Library budget.

Cooperman:

- Developing a holistic plan for the renovated Library. We are happy to look at this space as an overall facility. not merely small areas loosely connected.

- Increase the amount of study rooms. We will be losing 4 study rooms when 6&7 close. **A typical academic library of this size would have 25 rooms. We now only have 2 study room.**
- Additional outlets on every floor.

SSW/SPH:

- Multiple unlocked exits
- The “cocktail table” current furniture is not conducive to efficient student work
- Insufficient outlets.
- Fixing the broken 3M gate.
- Acquisition of LED screens in the Information Commons and computer towers with wall monitors in the group study rooms, both of which were part of the original library plan but never procured or installed.

(These are the same issues as the past several years)

HPL:

- More wireless routers should be added to strengthen the often spotty wireless signal at HPL.
- Insufficient outlets and/or charging stations
- Insufficient ICIT support (One Card repair, etc.)

(These are the same issues as the least several years)

Zabar: Judy Zabar agreed to fund new shelving for a generous donation from the Rothschild Foundation of Picasso catalogues raisonnees. **After 3 years**, we have still not received the shelves, nor the books.

Archives: The full Archives needs can be found in their report in the Appendix, but the following constitute some major needs for those facilities:

- Compact Shelving
- Glass Door Bookcases
- Vacuum w/HEPA filter
- Refurbished reading room

(These are the same issues as the past several years)

2) Budget requests:

a. Library (01)

b. Library Acquisitions (03)

We do not have all the current figures of our budget this year, as we are still working out the final details of what was encumbered and purchased with the Budget Office. Suffice to say we have made do with slightly less.

V. Major Goals:

Many of our major goals from last year (increase in mobile resources, digitization of Archives and the continuation of our Pre-Tenure faculty Library Usage Research Group) have been successfully met. I would like to commend all our Library faculty and staff for helping to make that happen, even in these times of renovation.

These were are our major goals from our last Annual Report:

- **New Hunter Libraries Website - ACHIEVED**
- **Fourth Floor Planning/Instructional Space Planning - ACHIEVED**
- **Inventory and Digitization of Archival and Special Collections - ONGOING**
- **Continuation of Pre-Tenure Faculty Library Usage Research Group (PTFLURG) and Faculty Orientation - ACHIEVED**

Our goals for our upcoming year are as follows:

Promotion of Library Faculty to Full Professor – Provost Rabinowitz had challenged the Library to have some of our faculty come up for promotion to full professor. Our department has taken the first step in this challenge. In May 2015, we approved the update the Library Guidelines for Tenure & Promotion, thereby creating a much more cohesive path towards higher level status. Members of the Library Faculty are now preparing their dossiers for the next step.

Launch of LIB220 – The Library is launching its first 3 credit course as an “experimental” one in Fall 2015. It expands considerably on the topics covered in LIB 100, including topic selection and refinement, database search strategies, evaluation of print and web sources, and annotated bibliographies. In addition to a required text, the readings are drawn from the peer reviewed library literature, *The Chronicle of Higher Education*, and high quality general interest magazines like *The Economist*, *The New Yorker*, and *The New Republic*. Our goal is to see this become an established three-credit library course in Hunter’s curriculum.

Embedding the Library Assessment Outline in greater number of Hunter courses – Hunter Library faculty have not only served as Assessment Fellows, they have also served on ACERT events and received ACRL awards in Library Assessment. Please see the appendix for the plan of action to have information literacy embedded in more courses across the curriculum using Library faculty and resources.

Shifting of Instructional Spaces to new areas of Library – With the 6th and 7th Floor finally set for renovation, our Learning Lab and one of our classrooms had to be relocated. This semester, working with Facilities and ICIT, we hope to see create yet another learning lab/classroom on our 4th floor.

Populating the Institutional Repository – We are working with the various Schools at Hunter to ensure both electronic thesis submission and the open access dissemination of faculty work. The goal is that Hunter will constitute a large share of the CUNY repository material by 2016.

VI. **Report Preparation and Dissemination:** The following faculty and staff members contributed to this report:

Clay Williams, Acting Deputy Chief Librarian
Malin Abrahamsson, Acquisitions and Copyright Specialist
Meg Bausman, Head of Schools of Social Work and Public Health Library
John Carey, Head of Health Professions Library
Linda Dickinson, Head of Collection Development
Danise Hoover, Head of Public Services
Steven Kowalik, Head of Zabar Art Library
Julio Hernandez-Delgado, Head of Archives and Special Collections
Anne Larson, Visiting Lecturer, Facilities Coordinator
Stephanie Margolin, Instructional Design Librarian
Phil Swan, Head of Instruction and Research Services
Wendy Tan, Head of Cataloging
Ilan Zelazney, Head of Systems
Milton Quiah, Administrative Assistant to Chief Librarian

The Library Annual Report (and the full reports of the Unit Heads) will be disseminated through the Library Website and kept in our Archives for perusal.

Respectfully submitted,
Dan Cherubin