

Stephen H. Fletcher

LIBRARY

**ALPENA COMMUNITY**

**COLLEGE**

2018-19

ANNUAL REPORT

Submitted By

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Dean of Learning Resource Center and Media

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## **Short Term Objectives:**

1. To present a positive image of the LRC by:
  - a) Providing consistent, courteous and caring service to our patrons;
  - b) Providing for the instructional needs of our students and faculty;
  - c) Maintaining a clean and orderly work place. (Regular Annual Activity)
  - d) Maintaining Higher Learning Commission accreditation by meeting all necessary standards.
  - e) Meeting the needs of all patrons regarding audiovisual needs.
2. To ensure that LRC technicians, lab monitors and work study students are provided with the knowledge and training needed to assure an active and productive work place. (Regular Annual Activity)
3. To survey students and faculty for annual comparative data, in order to evaluate the LRC's strengths and weaknesses.
4. Coordinate with more instructors to provide library materials to support curriculum.
5. To continue to improve the collection of full-text databases to meet the academic needs of our students and faculty.

## **Significant Events and Accomplishments of 2018-2019:**

1. Evaluated book collection database: upgraded the data (adding in notes and descriptions), cleaned up book records, replaced book spine labels and added additional bar code labels to back book covers for inventory purposes. This process will continue for a number of years.
2. Books & Audio Books Donations/Gifts:  

Priscilla Homola (ACC English instructor) donated 260 books during 2018-19.
3. Updated Student Guide to the Library, and the library exercises for library and research training purposes. Made Student Guide Accessible (Regular Annual Activity)
4. During 2018-19 the Library proctored 514 tests including those from ACC, MOS, and VUE. Please see Appendix A for breakdown.
5. The library website is under constant development so that patrons outside the library can access campus maps, library hours, books, magazines, other materials, websites and instructor websites.
6. Provided student library orientations for 227 students.
7. Continued responsibility of audiovisual collection and distribution.
8. Updated Patron Survey.
9. Replaced 5 projectors, created wireless smart rooms, implemented wired microphones in theatre
10. Continued collaboration with Michigan Community College librarians and with local public library staff and Director Eric Magness-Eubank.
11. Researched the possibility of providing free textbooks for students to check out and use in the library.
12. Library staff were involved in preparing materials for the Business Accreditation site visit to be held in the 2020 spring semester.
13. Library staff provided technical assistance for 57 events on campus. These events consisted of 147 hours of the staff's time with 63 hours of overtime.
14. Purchased and implemented Academic Video online for students and instructors to embed into Blackboard assignments.

## Long Range Objectives:

1. To continue to encourage improvement of funding for library services at Alpena Community College. Continue positive relationships with our current generous donors.
2. Continue critical evaluation in collection development, current vendors and services.
3. Plan for growth space for patrons, books and other materials.
4. Work toward a yearly minimum of 2% turnover in books and material collections. To accomplish this, we will weed outdated materials and replace with latest versions where applicable.
5. The library facility is in desperate need of improvements in the following areas:
  - Carpeting
  - Tables-Tops of current tables have lamination peeling and lifting on edges.
  - Chairs-Many are worn to where the boards are coming through the cushioned areas. Students have expressed the need for new chairs, which are conducive to sitting for long hours without applying pressure and pain to body.
  - Computer Workstations-currently the computers are sitting on tables stacked on tables.
6. Work with community college libraries and regional libraries in an effort to reduce the duplication of materials that have medium to low usage. Try to develop collections that compliment rather than duplicate one another.
7. Continue organizing Audiovisual Materials with major weeding of outdated equipment and materials.
8. Work with community organizations, (i.e.: Shelter, Inc., Sunrise Mission, etc.) to increase student awareness of accessibility.
9. Provide free textbooks for students to check out and use in the library.
10. Implement specific microphones to provide more clarity for piano, choir, and podium for the gymnasium/graduation.

## STATISTICS

<b>Fiscal Year</b>	<b>Total Materials Usage</b>	<b>Total Patron Usage</b>
18-19	5,859	34,537
17-18	13,254	33,511
16-17	14,468	29,118
15-16	11,860	36,960
14-15	29,565	47,525
13-14	19,479	52,410
12-13	29,249	65,843
11-12	23,311	80,655

Please note: The reason for a significant drop in total material usage is because we eliminated 5 research databases to save money in the budget.

### Daily Average Patron Count:

<b>Fiscal Year</b>	<b>Morning (7:30a-12:00p)</b>	<b>Afternoon (12:00p-4:00p)</b>	<b>Evening (5:00p-8:00p)</b>
18-19	64	67	27
17-18	51	73	32
16-17	39	69	35
15-16	55	78	30
14-15	72	96	38
13-14	60	162	58
12-13	73	145	46
11-12	100	168	72

### Weekly Average Patron Count:

Fiscal Year	MON	TUES	WED	THURS	FRI	SAT	SUN	TOTAL
18-19	203	151	169	145	54	23	21	766
17-18	212	140	157	137	46	26	22	740
16-17	176	114	143	136	33	26	23	651
15-16	223	170	181	196	40	25	30	865
14-15	260	199	215	230	87	34	24	1049
13-14	282	207	227	202	95	48	37	1098
12-13	397	305	276	247	133	57	39	1454
11-12	379	342	382	321	163	68	83	1738

### Interlibrary Loan:

Materials loaned to and borrowed from other libraries:

FY18-19	56 items were exchanged (Loaned 47, Borrowed 9)
FY17-18	85 items were exchanged (Loaned 71, Borrowed 14)
FY16-17	41 items were exchanged (Loaned 15, Borrowed 26)
FY15-16	50 items were exchanged (Loaned 39, Borrowed 11)
FY14-15	50 items were exchanged (Loaned 39, Borrowed 11)
FY13-14	68 items were exchanged (Loaned 30, Borrowed 38)
FY12-13	95 items were exchanged (Loaned 48, Borrowed 47)
FY11-12	93 items were exchanged (Loaned 53, Borrowed 40)



### Computer Programs Usage:

FY	2018-19	2017-18	2016-17	2015-16	2014-15	2013-14	2012-13	2011-12
	4,038	11,102	12,345	10,846	25,845	25,800	29,249	23,311

The reason for a significant drop in computer program usage is because we eliminated 5 research databases to save money in the budget.

### Fax Usage:

FY	Sent	Received	Total
18-19	60	10	70
17-18	55	28	83
16-17	88	44	132
15-16	75	34	109
14-15	92	49	141
13-14	192	55	247
12-13	226	92	318
11-12	187	61	248

### Registered Patrons at the close of FY 18-19 on current system:

	Number
Students	9,527
Faculty	216
Administrators/Staff	108
Community/ Interlibrary Loan	79
<b>Total Registered Patrons:</b>	<b>9,930</b>



## Book Collection Status:

### 2018-19 Totals

In Library	Volumes Added	Volumes Deleted
47,734	450	1,637

### 2017-18 Totals

In Library	Volumes Added	Volumes Deleted
48,921	308	60

## AV Materials Usage:

### Materials Requested

### Number of Utilization

DVD

44

**Total Material Utilization 2018-19**

**44**

### Equipment Requested

### Number of Utilization

Easels

6

Slide Projector

0

VCR/DVD Players

0

Computer Projection System (Smart Cart)

100

Portable Presentation System

4

Conference Phone

14

**Total Equipment Utilization 2018-2019**

**124**

**24 items were deleted from AV Equipment due to non-use or non-functioning**

## **Library Instruction 2018-19:**

The Dean of LRC presented library orientations, with over 227 patrons being oriented with 13 sessions taught. Orientations were given to ACC students and non-ACC students (University Center students, high school students, the A.L.L. group, and other groups) as requested. The library plans to update the current orientation and video tape, which are now available to students and staff on our web site. In doing this, the library orientation would be easily accessible any time for any patron. Please see Appendix B for results of patron surveys.

Appendix A

**Alpena Community College Stephen H. Fletcher Library**  
**ACC's Library Proctored Tests**  
**FY 2018-2019**

Total use	Total	ACC CLASSES	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	April	May	June
3%	17	Berles, James/Berles, Kristen	0	0	3	1	4	3	0	2	2	1	1	0
1%	3	Bedard, Matthew	0	0	0	1	1	1	0	0	0	0	0	0
0%	2	Buchler, Richard	0	0	0	1	0	0	0	0	0	1	0	0
1%	3	Cameron, Meghan	0	0	0	0	1	0	0	0	0	0	1	1
4%	18	Curtis-Hall, Noel	0	0	0	9	0	0	0	0	9	0	0	0
0%	1	Kuehnlein, Tim	0	0	0	1	0	0	0	0	0	0	0	0
14%	72	Mos	0	0	0	0	5	4	0	12	30	13	8	0
15%	75	Putkamer, Carol	1	2	7	12	24	2	1	11	5	5	5	0
0%	2	Ricker, Margaret	0	1	0	0	0	1	0	0	0	0	0	0
2%	12	Salziger, Kim	0	0	0	9	1	0	0	0	0	1	1	0
18%	91	Thomson, M.J.	0	0	4	36	21	7	0	6	9	4	4	0
5%	26	Vesotski, Amber	3	6	1	4	1	2	0	0	1	3	1	4
36%	184	Vue	29	16	5	14	29	14	16	9	12	21	19	0
		<b>Other Coll/Univ</b>												
0%	0	Kellogg CC / Delta CC												
0%	0	LSSU												
0%	0	Michigan Tech												
0%	0	MSU												
0%	0	NMU												
0%	0	Western University												
0%	0	University of Michigan												
	<b>506</b>	<b>Total</b>	<b>33</b>	<b>25</b>	<b>20</b>	<b>88</b>	<b>87</b>	<b>34</b>	<b>17</b>	<b>40</b>	<b>68</b>	<b>49</b>	<b>40</b>	<b>5</b>

**Appendix B**  
**Patron Survey 2018-2019**

1. You are:
 

No response	0%
ACC student	93%
Student of another college	1%
High school student	4%
Not a student	2%
2. You have attended ACC's "Library Orientation" taught by the Librarian:
 

Yes	86%
No	14%
3. The Librarian's orientation to the library was beneficial to my college experience:
 

No response	2%
Strongly agree	42%
Agree	53%
No opinion	2%
Disagree	0%
Strongly Disagree	0%
4. Status:
 

No response	2%
ACC main campus student	77%
ACC off campus student	21%
5. ACC status:
 

No Response	2%
College freshman	79%
College sophomore	12%
Other	9%
6. Student load:
 

No response	4%
Full time (12 plus credits)	74%
Part time	22%
7. You use ACC Library materials for class assignments:
 

No response	3%
Frequently	20%
Occasionally	61%
Never	16%
8. You are able to obtain the materials you need from or through ACC's Library:
 

No response	2%
Frequently	56%
Occasionally	34%
Never	2%
9. You consider the use of Library materials:
 

No response	8%
Frequently	60%
Occasionally	36%

Never	2%
10. You use other libraries:	
No response	8%
Frequently	6%
Occasionally	39%
Never	47%
11. You have used the Inter-Library Loan service:	
No response	6%
Frequently	3%
Occasionally	8%
Never	38%
Don't know what it is	45%
12. The photocopying facilities in the Library are:	
No response	14%
Adequate	41%
Inadequate	4%
No opinion	41%
13. The number of seats in the Library is adequate:	
No response	4%
Yes	76%
No	9%
No opinion	11%
14. The seating in the Library is comfortable:	
No response	2%
Strongly agree	19%
Agree	60%
No opinion	12%
Disagree	3%
Strongly Disagree	4%
15. The Library staff keeps you informed on services, regulations, hours, etc.:	
No response	2%
Strongly agree	24%
Agree	53%
No opinion	16%
Disagree	5%
Strongly Disagree	0%
16. The Library staff are helpful:	
No response	1%
Strongly agree	45%
Agree	42%
No opinion	11%
Disagree	1%
Strongly Disagree	0%
17. The Library student staff are helpful:	
No response	2%
Strongly agree	24%
Agree	50%

No opinion	22%
Disagree	1%
Strongly Disagree	1%
18. Overall, in your opinion, the ACC Library is:	
No response	1%
Excellent	41%
Good	48%
Fair	9%
Poor	0%
No opinion	1%
19. How would you evaluate ACC's computerized Library card catalog?	
No response	10%
Excellent	25%
Good	41%
Fair	8%
Poor	1%
No opinion	15%
20. How would you evaluate the computer (full-text) databases?	
No response	5%
Excellent	43%
Good	34%
Fair	8%
Poor	1%
No opinion	9%
21. How would you evaluate the book collection (general, Ref., Juv., & Fic)?	
No response	5%
Excellent	31%
Good	40%
Fair	8%
Poor	3%
No opinion	13%
22. How would you evaluate the magazine / newspaper collection?	
No response	6%
Excellent	22%
Good	48%
Fair	8%
Poor	0%
No opinion	16%
23. How would you evaluate the typing & word processing software & equipment?	
No response	5%
Excellent	30%
Good	50%
Fair	8%
Poor	0%
No opinion	7%
24. How would you rate the noise level in the main seating area?	
No response	6%

Excellent	28%
About right most of the time	51%
To noisy some of the time	7%
To noisy most of the time	3%
No opinion	5%
25. How would you evaluate the quiet study area (in back of Library)?	
No response	10%
Excellent	45%
About right most of the time	27%
To noisy some of the time	4%
To noisy most of the time	0%
No opinion	14%
26. Generally, how would you evaluate the Library's hours?	
No response	5%
Excellent	32%
Good	49%
Fair	7%
Poor	2%
No opinion	5%
27. You recommend that the Library's weekend hours:	
No response	28%
Be increased	21%
Keep the same as now	50%
Be discontinued	0%
Other (please comment in the box below)	1%
28. You recommend the Library's evening hours:	
No response	30%
Be increased	29%
Keep the same as now	41%
Be discontinued	0%
Other (please comment in the box below)	0%

### Comments:

#### Question 3. **The Librarian's orientation to the library was beneficial to my college experience:**

A large database is great for research purposes.

Found out how to use the tools on the services website very useful

I was not aware that these resources were available and love it.

It showed me a few new tools

Very nice and good learning environment

Really informative, this makes my research papers so much easier since all this info is at my finger tips.

very helpful

other than that i had to find other means of finding resources that did not involve the use off acc resources.

Taught me a lot of new things to use for papers

Now I know where to find things to help me with finishing my essay!

Taught me new ways to research

Very helpful introduction

Now I know the proper way to look for articles.

Instructor went through information rather quickly. However, it was easy to understand

He was very helpful and easy to understand.

It was very helpful, and without this information, going into the medical field I would struggle a bit to do research papers.

I learned very good information for future use thank you

**Question 27: You recommend that the Library's weekend hours:**

I didn't know the library had weekend hours

Due to my work schedule, Weekends are my time to study coming here I am able to study then go shoot hoops in the gym

If I find myself behind I typically always come in here to catch up. The hours are typically up to 8pm and it always for a good time frame for me.

Thank you!!

I have no opinion as of right now. I have not used the library yet.

**Question 28: You recommend the Library's evening hours:**

They've worked fine so far

Again, no problems

The library closes wayyyyyy to early every day

Should be evening hours

I was working full time and going to school full time with 2 kids and 1 on the way. It was difficult to find time to print papers off. Luckily I have a computer at home I'd type on, then save on a flash drive. I don't know how I would've done it without.

**Question 29: If you have any additional recommendations, comments or suggestions for the Library**

i think you are all doing a great job.

tutors talk loudly, better selection of magazines, increase pm and weekend hours, need a silent study room, have student staff be politer, if staff don't know the answer "i don't know" is NOT acceptable, find the answer or get your boss to find the answer.

More computers

Stay open passed 5

More comfy chairs

noise

Overall, it's a great resource, I've only ever used it for the computers, but I wish I would've spent more study time there.

For the next Higher Learning Commission report, all co-curricular programs at ACC need to be assessed. The following library analysis meet the HLC requirements.

## **Library Patron Survey Analysis**

2018-2019



Ninety seven percent stated the librarian orientations were beneficial to their college experience. Eighty one percent stated they use library materials frequently and occasionally for class assignments.

Ninety six percent stated they consider the use of library material as important.

Eighty seven percent stated the library staff are helpful

Overall, 89% of the patrons feel the ACC Library is excellent or good.

Seventy nine percent stated the library hours were excellent or good. However, 29% would like to see the library hours increased in the evenings and week-ends.

## **Observations:**

- 67% stated the Library Card Catalog was excellent or good. However, 25% did not respond or had no opinion. We are find the current culture of students would much rather have information instantaneous rather than going through the steps to search for a book.
- 71% stated the book collection was adequate with 29 percent having no opinion. Again, this is a situation where the students would rather do a database search with the most updated information than actually check out a physical book with a copyright date reflecting dated material.

## **Areas for improvement:**

Increase number of seating. Only 76% thought the library seating is adequate.

Improve the comfort of seating. Only 79 percent stated that library is comfortable and in the comments section student asked specifically for more comfy chairs.

Improve interlibrary loan communication during orientation

Improve photocopy facilities. Only 41% stated the photocopy facilities are adequate.