Stephen H. Fletcher

LIBRARY

ALPENA COMMUNITY COLLEGE

2018-19

ANNUAL REPORT

Submitted By
Wendy Brooks
Dean of Learning Resource Center and Media

October 2019
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

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

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:

<table>
<thead>
<tr>
<th>Fiscal Year</th>
<th>Morning (7:30a-12:00p)</th>
<th>Afternoon (12:00p-4:00p)</th>
<th>Evening (5:00p-8:00p)</th>
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<tr>
<td>18-19</td>
<td>64</td>
<td>67</td>
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<td>17-18</td>
<td>51</td>
<td>73</td>
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<td>15-16</td>
<td>55</td>
<td>78</td>
<td>30</td>
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<tr>
<td>14-15</td>
<td>72</td>
<td>96</td>
<td>38</td>
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<tr>
<td>13-14</td>
<td>60</td>
<td>162</td>
<td>58</td>
</tr>
<tr>
<td>12-13</td>
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</tr>
<tr>
<td>11-12</td>
<td>100</td>
<td>168</td>
<td>72</td>
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### Weekly Average Patron Count:

<table>
<thead>
<tr>
<th>Fiscal Year</th>
<th>MON</th>
<th>TUES</th>
<th>WED</th>
<th>THURS</th>
<th>FRI</th>
<th>SAT</th>
<th>SUN</th>
<th>TOTAL</th>
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<tr>
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<td>203</td>
<td>151</td>
<td>169</td>
<td>145</td>
<td>54</td>
<td>23</td>
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<tr>
<td>17-18</td>
<td>212</td>
<td>140</td>
<td>157</td>
<td>137</td>
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<td>26</td>
<td>22</td>
<td>740</td>
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<tr>
<td>16-17</td>
<td>176</td>
<td>114</td>
<td>143</td>
<td>136</td>
<td>33</td>
<td>26</td>
<td>23</td>
<td>651</td>
</tr>
<tr>
<td>15-16</td>
<td>223</td>
<td>170</td>
<td>181</td>
<td>196</td>
<td>40</td>
<td>25</td>
<td>30</td>
<td>865</td>
</tr>
<tr>
<td>14-15</td>
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<td>199</td>
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<td>230</td>
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<td>34</td>
<td>24</td>
<td>1049</td>
</tr>
<tr>
<td>13-14</td>
<td>282</td>
<td>207</td>
<td>227</td>
<td>202</td>
<td>95</td>
<td>48</td>
<td>37</td>
<td>1098</td>
</tr>
<tr>
<td>12-13</td>
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<td>247</td>
<td>133</td>
<td>57</td>
<td>39</td>
<td>1454</td>
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<tr>
<td>11-12</td>
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<td>382</td>
<td>321</td>
<td>163</td>
<td>68</td>
<td>83</td>
<td>1738</td>
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</table>

### 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:

<table>
<thead>
<tr>
<th></th>
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<th></th>
<th></th>
<th></th>
<th></th>
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<th></th>
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</thead>
<tbody>
<tr>
<td></td>
<td>4,038</td>
<td>11,102</td>
<td>12,345</td>
<td>10,846</td>
<td>25,845</td>
<td>25,800</td>
<td>29,249</td>
<td>23,311</td>
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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:

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

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

<table>
<thead>
<tr>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Students</td>
</tr>
<tr>
<td>Faculty</td>
</tr>
<tr>
<td>Administrators/Staff</td>
</tr>
<tr>
<td>Community/ Interlibrary Loan</td>
</tr>
<tr>
<td><strong>Total Registered Patrons:</strong></td>
</tr>
</tbody>
</table>
**Book Collection Status:**

2018-19 Totals

<table>
<thead>
<tr>
<th>In Library</th>
<th>Volumes Added</th>
<th>Volumes Deleted</th>
</tr>
</thead>
<tbody>
<tr>
<td>47,734</td>
<td>450</td>
<td>1,637</td>
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</table>

2017-18 Totals

<table>
<thead>
<tr>
<th>In Library</th>
<th>Volumes Added</th>
<th>Volumes Deleted</th>
</tr>
</thead>
<tbody>
<tr>
<td>48,921</td>
<td>308</td>
<td>60</td>
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**AV Materials Usage:**

**Materials Requested**

<table>
<thead>
<tr>
<th>DVD</th>
<th>Number of Utilization</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>44</td>
</tr>
</tbody>
</table>

**Total Material Utilization 2018-19**

| 44 |

**Equipment Requested**

<table>
<thead>
<tr>
<th>Easels</th>
<th>Number of Utilization</th>
</tr>
</thead>
<tbody>
<tr>
<td>6</td>
<td></td>
</tr>
<tr>
<td>Slide Projector</td>
<td>0</td>
</tr>
<tr>
<td>VCR/DVD Players</td>
<td>0</td>
</tr>
<tr>
<td>Computer Projection System (Smart Cart)</td>
<td>100</td>
</tr>
<tr>
<td>Portable Presentation System</td>
<td>4</td>
</tr>
<tr>
<td>Conference Phone</td>
<td>14</td>
</tr>
</tbody>
</table>

**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**

<table>
<thead>
<tr>
<th>Total use</th>
<th>Total</th>
<th>ACC CLASSES</th>
<th>July</th>
<th>Aug</th>
<th>Sept</th>
<th>Oct</th>
<th>Nov</th>
<th>Dec</th>
<th>Jan</th>
<th>Feb</th>
<th>Mar</th>
<th>April</th>
<th>May</th>
<th>June</th>
</tr>
</thead>
<tbody>
<tr>
<td>3%</td>
<td>17</td>
<td>Berles, James/Berles, Kristen</td>
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<td>0</td>
<td>3</td>
<td>1</td>
<td>4</td>
<td>3</td>
<td>0</td>
<td>2</td>
<td>2</td>
<td>1</td>
<td>1</td>
<td>0</td>
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<tr>
<td>1%</td>
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<td>Bedard, Matthew</td>
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<td>1</td>
<td>1</td>
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<td>0</td>
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<td>0</td>
<td>0</td>
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<td>0</td>
<td>0</td>
<td>1</td>
<td>0</td>
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<tr>
<td>1%</td>
<td>3</td>
<td>Cameron, Meghan</td>
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<td>0</td>
<td>1</td>
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<td>0</td>
<td>1</td>
<td>1</td>
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<tr>
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<tr>
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<td>0</td>
<td>MSU</td>
<td></td>
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<td></td>
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<tr>
<td><strong>506</strong></td>
<td><strong>Total</strong></td>
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<td><strong>20</strong></td>
<td><strong>88</strong></td>
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<td><strong>68</strong></td>
<td><strong>49</strong></td>
<td><strong>40</strong></td>
<td><strong>5</strong></td>
</tr>
</tbody>
</table>
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%
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%
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 finding 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.