

Stephen H. Fletcher

LIBRARY

ALPENA COMMUNITY

COLLEGE

2017-18

ANNUAL REPORT

Submitted By

Wendy Brooks

Dean of Learning Resource Center and Media

September 2018

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 student 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 through collaboration with vendors who can provide spreadsheets with breakdown of books available to support each curriculum to assist instructors in determining necessity and value of selected books.
5. To continue to improve the collection of full-text databases to meet the academic needs of our students.

Significant Events and Accomplishments of 2017-2018:

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 231 books during 2017-18.
3. Updated Student Guide to the Library, and the library exercises for library and research training purposes. (Regular Annual Activity)
4. During 2017-18 the Library proctored 516 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 248 students.
7. Continued responsibility of audiovisual collection and distribution.
8. Updated Patron Survey.
9. Weeded AV materials, distributed to faculty as requested and local school districts.
10. Began collaboration with Michigan Community College librarians with meetings 4 times per year.
11. Continued to collaborate with local public library staff and Director Eric-Magness-Eubank
12. Library staff continued to monitor the value of replacing certain sections of the book collection with eBooks through a new program entitled, "Overdrive" which allows patrons to download audio and electronic books to electronic devices.
13. Library staff were involved with the Higher Learning Commission site visit in fall of 2017.
14. Provided tables with charging plugs for patrons' electronic devices.

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. Explore new electronic reference services/sources which are user friendly and cost effective for our students and staff. Keep an open mind toward migration to new systems, vendors and services based on costs, service and overall features.
3. Continue critical evaluation in collection development, current vendors and services.
4. Plan for growth space for patrons, books and other materials.
5. 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.
6. Purchase new replacement furniture: book carts, work room table, computer workstations, outside book return, library tables, and the library reference desk. Students have expressed the need for new chairs, which are conducive to sitting for long hours without applying pressure and pain to body. (These things need to be done over a period of years as funding allows.)
7. 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.
8. Continue organizing Audiovisual Materials with major weeding of outdated equipment and materials.
9. Work with community organizations, (i.e.: Shelter, Inc., Sunrise Mission, etc.) to increase student awareness of accessibility.

STATISTICS

Fiscal Year	Total Materials Usage	Total Patron Usage
17-18	69,063	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
10-11	37,561	93,142

Average People Count:

Fiscal Year	Morning (7:30a-12:00p)	Afternoon (12:00p-4:00p)	Evening (5:00p-8:00p)
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
10-11	121	199	114

Weekly Average:

Fiscal Year	MON	TUES	WED	THURS	FRI	SAT	SUN	TOTAL
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	951
13-14	282	207	227	202	95	48	37	1098
12-13	397	305	276	2247	133	57	39	1317
11-12	379	342	382	321	163	68	83	1738
10-11	475	474	442	354	166	73	47	2031

Interlibrary Loan:

Materials loaned to and borrowed from other libraries:

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	103 items were exchanged (Loaned 53, Borrowed 40)
FY10-11	171 items were exchanged (Loaned 109, Borrowed 53)

Computer Programs Usage:

FY	2017-18	2016-17	2015-16	2014-15	2013-14	2012-13	2011-12	2010-11
	66,821	12,345	10,846	25,845	25,800	29,249	23,311	19,165

Fax Usage:

FY	Sent	Received	Total
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
10-11	398	74	472

Registered Patrons at the close of FY 17-18 on current system:

	Number
Students	21,936
Faculty	441
Administrators/Staff	189
Community/ Interlibrary Loan	278
Total Registered Patrons:	22,844

Book Collection Status:

2017-18 Totals		
In Library	Volumes Added	Volumes Deleted
48,921	308	60
2016-17 Totals		
49,611	450	8

AV Materials Usage:

<u>Materials Requested</u>	<u>Number of Utilization</u>
DVD	71
Video Tape	50
Total Material Utilization 2017-2018	121

Equipment Usage

<u>Equipment Requested</u>	<u>Number of Utilization</u>
Easels	1
Slide Projector	0
VCR/DVD Players	1
Document Cameras	49
Computer Projection System (Smart Cart)	84
Portable Presentation System	0
Conference Phone	17

Equipment Usage	
Total Material Utilization 2017-2018	152

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

Library Instruction 2017-18:

The Dean of LRC presented library orientations, with over 248 patrons being oriented with 16 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 2017-2018

Total use	Total	ACC CLASSES	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	April	May	June
3%	14	Berles, James/Berles, Kristen				1		3		2	2	2	4	
3%	16	Bedard, Matthew				6	1				3	6		
3%	15	Curtis-Hall, Noel				9					6			
16%	85	Mos					8	6		22	11	18	19	1
0%	1	Other ACC faculty	1											
14%	72	Putkamer, Carol	2	4	2	9	9	3	2	11	6	8	10	6
1%	5	Ricker, Margaret				1		1		1	1			1
5%	24	Salziger, Kim			1	9		3			6		5	
11%	56	Thomson, M.J.			5	7	6	2		14	12	4	6	
2%	10	Vesotski, Amber		1	1	1		1		1				5
42%	218	Vue	24	20	11	11	13	17	17	20	27	22	31	5
Other Coll/Univ														
0%	0	CMU												
0%	0	GrandRapidsCC												
0%	0	Jackson CC												
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												
	516	Total	27	25	20	54	37	36	19	71	74	60	75	18

Appendix B

Patron Survey 2017-2018

		Blank	1	2	3	4	5
1	You are	No response	ACC student	Student at another college	High School student	Not a student	
		0%	95%	0%	2.5%	2.5%	
2	You have attended ACC's "Library Orientation" taught by the Librarian:						
			Yes	No			
			95%	5%			
3	The Librarian's orientation to the library was beneficial to my college experience:						
		No response	Strongly agree	Agree	No opinion	Disagree	Strongly disagree
		0%	44%	52%	4%	0%	0%
4	Status:						
		No response	ACC Main campus student	ACC Off-campus student			
		2%	85%	13%			
5	ACC status:						
		No response	College freshman	College sophomore	Other		
		1%	68%	17%	14%		

Appendix B

6 Student load:

No response	Full time (12+ credits)	Part time
3%	74%	23%

7 You use ACC Library materials for class assignments:

No response	Frequently	Occasionally	Never
5%	16%	65%	14%

8 You are able to obtain the materials you need from or through ACC's Library:

No response	Frequently	Occasionally	Never
13%	51%	35%	1%

9 You consider the use of Library materials:

No response	Very important	Of some importance	Of no importance
4%	60%	35%	1%

10 You use other libraries:

No response	Frequently	Occasionally	Never
3%	7%	33%	57%

11 You have used the Inter-Library Loan service:

No response	Frequently	Occasionally	Never	Don't know what it is
3%	7%	33%	57%	0%

Appendix B

4% 1% 6% 29% 60%

12 The photocopying facilities in the Library are:

No response	Adequate	Inadequate	No opinion
18%	40%	2%	40%

13 The number of seats in the Library is adequate:

No response	Yes	No	No opinion
3%	80%	8%	9%

14 The seating in the Library is comfortable:

No response	Strongly agree	Agree	No opinion	Disagree	Strongly disagree
1%	26%	59%	10%	4%	0%

15 The Library staff keeps you informed on services, regulations, hours, etc.:

No response	Strongly agree	Agree	No opinion	Disagree	Strongly disagree
8%	23%	57%	9%	3%	0%

16 The Library staff are helpful:

No response	Strongly agree	Agree	No opinion	Disagree	Strongly disagree
2%	42%	53%	3%	0%	0%

17 The Library student staff are helpful:

No response	Strongly agree	Agree	No opinion	Disagree	Strongly disagree
-------------	----------------	-------	------------	----------	-------------------

Appendix B

	5%	25%	50%	18%	2%	0%
18	Overall, in your opinion, the ACC Library is:					
	No response	Excellent	Good	Fair	Poor	No opinion
	3%	52%	42%	3%	0%	0%
19	How would you evaluate ACC's computerized Library card catalog?					
	No response	Excellent	Good	Fair	Poor	No opinion
	12%	27%	35%	7%	0%	19%
20	How would you evaluate the computer (full-text) databases?					
	No response	Excellent	Good	Fair	Poor	No opinion
	4%	41%	44%	6%	0%	5%
21	How would you evaluate the book collection (general, Ref., Juv., & Fic) ?					
	No response	Excellent	Good	Fair	Poor	No opinion
	6%	34%	42%	7%	0%	11%
22	How would you evaluate the magazine / newspaper collection?					
	No response	Excellent	Good	Fair	Poor	No opinion
	6%	24%	50%	6%	0%	14%
23	How would you evaluate the typing & word processing software & equipment?					
	No response	Excellent	Good	Fair	Poor	No opinion
	6%	37%	44%	6%	2%	5%
24	How would you rate the noise level in the main seating area?					

Appendix B

	No response	Excellent	About right most of the time	To noisy some of the time	To noisy most of the time	No opinion
25 How would you evaluate the quiet study area (in back of Library)?	4%	36%	42%	10%	4%	4%

	No response	Excellent	About right most of the time	To noisy some of the time	To noisy most of the time	No opinion
26 Generally, how would you evaluate the Library's hours?	8%	51%	20%	1%	1%	19%

	No response	Excellent	Good	Fair	Poor	No opinion
27 You recommend that the Library's weekend hours:	6%	36%	46%	7%	0%	5%

	No response	Be increased	Keep the same as now	Be discontinued	Other (please comment in box below)
28 You recommend the Library's evening hours:	32%	20%	47%	1%	0%

	No response	Be increased	Keep the same as now	Be discontinued	Other (please comment in box below)
	28%	19%	52%	0%	1%

COMMENTS

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

Appendix B

The ACC library is the best library I have ever been. The staff was incredible and they can help any student in need.

Don't use the library as much as I could.

More checkers!

There could be more computers.

Over all great place to work. I always get my work done. It's a happy easy going calm work place. The staff are great and always helpful. 10/10 would recommend.

Can't wait to use the Library.

I can't think of anything.