



Northland Pioneer College

LIBRARY SERVICES

2012-2013 Annual Report

NPC libraries were able to work on several components of the College Strategic Plan for 2012-14.

Implement Information Literacy Competency Standards for Higher Education (NPC

Strategic Plan 1.1.2)

1. Research Strategies were added to the Library webpage so that students can learn individually how to find and use information.
2. Faculty has reduced their requests for library instructional/orientation sessions. The reason for this decrease is unknown.

Academic Year	Headcount	# Sessions	#Students in Sessions
2005-2006	4686	199	948
2008-2009	5109	136	749
2010-2012	4354	49	541
2011-2012	4101	59	708
2012-2013	4143	41	464

3. The Library conducted a student survey March 2013 using the college's new online survey site. Only 56 students (out of 4,143) responded. The results seem to indicate that some students are unaware of Library resources and services. This is an insignificant number of responses but shows trends.

	Didn't know you had them	Not apply to my courses	Never, I use Google	Sometimes	Yes	No
Do you use library databases?	9	3	7	20	18	n/a
Do you use library electronic books?	22				8	27
Do you use Ask a Librarian? (email)	16				9	32
Do you use Research Strategies web page?	16				17	23
Would you use Text a Librarian services?					33	23
Would you use Library chat service?					37	20

4. The Social & Behavioral Sciences departments will ask the Library for analysis of Works Cited Pages of research papers submitted for Fall 2013 classes.
5. The English department has not decided if they want to assess information literacy using this approach mentioned in #4.
6. The copyright webpages maintained by the Library were removed. The links for all copyright information now directs persons to Columbia University where the College Attorney has referred faculty.

Create adequate support services to enhance student success (NPC Strategic Plan 1.1.4)

1. Various parts of the collection were reviewed and weeded/discarded if material was no longer relevant, or out-of-date. Reference Collection, Government Documents Collection, call number sections of K, L, R, and T plus removal of general pictorial works, guidebooks, description and travel books. In the Serials Collection, microfiche of old issues were removed and storage period for print journals was reviewed.
2. We will continue to participate in the Federal Depository Library Program. A decision was made to keep the microfiche; however, the equipment at Little Colorado Campus, Silver Creek Campus and White Mountain Campus has failed. Sales staff for microfiche reader/printers are not responding to our requests for product information. We may have to review our decision to keep the government microfiche. Another issue is the unknown factor of which department will pay for the equipment. There is one microfiche reader/printer with film adapter at Painted Desert Campus which is operational. The New York Times on microfilm was moved to the Painted Desert Campus Library.
3. Text–A- Librarian service was implemented in June 2013. [see chart on page 1 #3]
4. The Electronic Book Collection from EBSCO increased from 383 last year to 439 as of June 30, 2013. Usage decreased from 252 in 2011-12 to 205 in 2012-13. The reason for this is unknown. \$6114.92 was spent on the electronic book collection. Access is provided from a separate web page for Electronic Books as well as individual title links within the library catalog. [Refer also to chart on page 1 #3.]
5. The decrease in use of resources and services is not known. There could be many factors such as less emphasis on research and writing, lack of awareness and training for Library resources, more faculty acceptance of general Internet web sites, lower enrollment, lack of sign-in for computers, etc.

	Reference questions	Ask a Librarian (email)	Borrowed Items	Hold/Requests in catalog	Database Searches	Computer Use
2011-2012	2134	54	11498	762	45106	75742
2012-2013	2094	22	9333	573	42099	72384

6. These resources and services increased.

	Monitoring tests	Searches in catalog		
2011-2012	4180	4199		
2012-2013	4409	4563		

The increase in catalog searches with decreased borrowing could be related to lack of skills using a Library catalog or the Library not owning materials being searched. The Public Catalog Search Statistic monthly reports show lack of skills and a drop in Reference questions indicate people are less likely to ask questions. [see chart on page 2 #5.]

7. The Library reviewed and corrected 1,400 MARC records in the Library Catalog with broken URLs.

Increase technology availability, access, and support that focuses on students needs

(NPC Strategic Plan 3.1.1)

1. The Library student survey asked questions about technology needs. As a result Text-a-Librarian service was implemented. [see chart on page 1 #3]
2. Marketing dropped the Library web pages from the NPC Google Analytics account. The Library has not had time to explore other options for counting use of web pages.
3. The Library migrated to a new Library Catalog interface.
4. The Library requests for the ability to monitor tests on a computer were still on hold.
5. The Library requests for computer reservation and print management were still on hold.
6. Computers from the Disabilities Resource Access office were moved back to the Libraries since Libraries are open longer than any other office/department/room. Not all components were transferred. This is not resolved.
7. The Library had difficulty maintaining EZProxy server due to changes in the Information Services Department. This is not fully resolved.
8. Offered to help Support Center understand Library services and resources to assist students.
9. Requested camera and monitor replacements for testing areas. This is not completed.
10. The Little Colorado Campus Library security gate is still not functioning properly.
11. The Library provided students an explanatory sheet to forward College e-mail to their preferred personal e-mail account.
12. Information Services provided privacy screens for computers at the Library front desks to protect student records.

13. Disc cleaning equipment was purchased for each campus Library to clean and repair DVDs and CD-Roms.

Establish a grants management function (NPC Strategic Plan 5.2.1)

1. The Library maintains a small print Grants Collection and provides access to GrantSelect database.

Implement facilities resources to improve student success (NPC Strategic Plan 6.1.2)

1. Requested a meeting with the Director of Facilities. Not yet scheduled.

Improve availability and use of current facilities (NPC Strategic Plan 6.2.1)

1. Fliers were posted in classrooms advertising Group Study rooms via reservations at Campus and Center offices. Library group study rooms were previously converted to either a testing area or the Archives at the Painted Desert Campus Library.
2. Campus Managers at Little Colorado Campus, Silver Creek Campus, and White Mountain Campus agreed to direct students thru hallway doors to avoid unnecessary traffic in Libraries and reduce distractions and noise levels. The Painted Desert Campus Library has a different layout with minimal use of a classroom accessed via the Library.
3. Library layouts were changed at Hopi Center, Little Colorado Campus, Silver Creek Campus, White Mountain Campus to provide better access to electrical outlets, Internet ports, quiet areas, and create a welcoming environment.
4. Whiteriver closed their Library during finals to provide quiet study and testing area. This was appreciated by the students since the Library is usually busy/noisy with the public using computers within the Library.
5. St. Johns Center remodeled to allow for expansion of a multi-learning (model) classroom which also changed the Library and test areas.
6. Springerville/Eagar Center moved to a new location. One result was less use of Library computers.

Northland Pioneer College Library System
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Borrowers & Material Use													
	Hopi	Internet	Kayenta	LCC	PDC	SCC	SPE	STJ	WMC	WhiteRv	TOTAL		
Headcount (# enrolled)	157	764	73	391	481	463	203	213	1,227	171	4,143		
Borrowers (Students with library cards)													
Student	127	0	77	515	410	244	26	18	863	246	2,529		
Staff	7		2	11	54	24	1	2	23	4	128		
Faculty	2		1	26	21	21	2		33	3	108		
Comm A	35		1	158	198	150	1	4	89	66	667		
Comm Y	1		0	1	1	4			1	4	11		
Total	172		80	711	684	443	30	24	1,009	323	3,443		
Students not currently enrolled are still included in the Student Borrower count because they owe fines.									Headcount as of May 2013.				
Not counted - other categories such as ALU, DOC, Sanders, etc.													
Items from Catalog Borrowed by Location													
Checkout	381	0	125	2,141	2,098	1,746	37	20	1,961	242	8,751		
Renewal	23		19	123	102	190	0	0	106	19	582		
Total	404		144	2,264	2,200	1,936	37	20	2,067	261	9,333		
Items from Catalog Borrowed by Patron Type													
Student	3219	Faculty	1169										
Staff	769	Adult Community	1246	Youth Community	16								
										Reserve Use			
										Copies on Reserve	395		
										Pieces on Reserve Used	458		
Equipment													
	Owned	Used			Owned	Used			Owned	Used			
AV cart	61	107	Jump drive		4	1	Remote for Reserve TV		7	22			
Barcode scanner	3	18	Labeler		2	1	Slide projector		6	7			
Cassette player	27	5	Laptop computer		9	64	Slide projector, caramate		4	2			
CD player	7	7	LCD projector		16	273	Sound system		3	3			
Conference phone	4	17	Luggage carrier		28	0	Speaker sets		12	95			
Digital camcorder	5	15	Media Mouse		4	0	Television		18	15			
Document holder	2	4	Microphone		10	1	Television LCD		24	86			
DVD player	3	1	Microphone stand		2	1	Television/VCR		5	1			
DVD/VHS player	40	113	Opaque projector		2	2	TV/VCR/DVD combo		9	106			
Easel	15	23	Overhead projector		30	48	Tripod		5	6			
Extension cords	12	60	Patch cable		19	10	Typewriters		13	n/a			
Filmstrip projector	1	0	Power outlet bar		21	121	VHS player		3	1			
Floppy drive, external	4	2	Presentation cart		4	92	VHS recorder		3	1			
Headphone	92	904	Projection screen		9	0	Video camera		2	0			
Headphone adapater	4	16	Equipment Used Statistics only reflect items that were checked out to an individual. They do not include items kept in classrooms.				Visual presenter			3	0		

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Items in the Library Catalog as of June 30, 2013													
Collections	Owned	Used		Media	Owned			Total # Title Owned		70,048			
Archives *	622			Book	46,775								
Audio	243	55		Braille	40			Total # Copies/Volumes Owned		80,675			
Career	116	62		Cassette Tap	166								
Educational Video	828	418		CD/DVD	1224			Items Repaired		187			
Entertainment Video	465	361		E-books	439								
Faculty Video	n/a	177		Internet link	10,116			Items Reported Lost by Borrower		41			
Foreign Film	83	21		Large Type	28								
Garrett*	262			Map *	1416			Items Missing from Libraries		60			
Government Documents	23,262	103		Microform	18,344								
Grants	26	1		Serial *	253			Holds/Requests within Library Catalog		573			
Leppin*	387			VHS	1223								
McNary*	13							Holds/Requests filled		488			
Media Archives*	60			* items cannot be borrowed									
Professional Dev.	112	28						Total # Copies Paid Subscriptions		42 (print)			
Reference*	781			Data not presented for kits, graphics, equipment.									
Term Paper Asst *	85												
OTHER	53,330												
										Overdue Notices Sent to Borrowers			
										Pre-Due Date Reminder	391		
										1st Notice	1492		
										2nd Notice	251		
										Billing	163		
										Fees Collected			
										\$1,881.49	Late, damaged, replaced, misc charge Not printouts & copies		
										Electronic Book Usage			
										Sessions	Searches	Full-Text Views	
										Ebook	1603	452	205
										Salem History	vendor cannot provide data		
										Salem Literature	vendor cannot provide data		
										Library Catalog Usage			
										Visits	11398		
										Searches	4563		
										No data for September 2012			

Database Use				
	Name	Searches	Sessions	Full-Text Views
General	Academic Search Elite	21,869	5,441	15,870
	JSTOR	3,267	1,543	2,047
	WorldCat	759	1,477	n/a
Health	CINAHL	1,307	589	601
	Nursing & Allied Health	3,684	545	840
	Nursing Resource Ctr	3,006	380	121
Humanitie	Classical Music	279	70	527
	Grove Music	135	128	125
Sciences	Science Magazine	330	n/a	119
Soc Sci	Chronicle of Higher Ed	329	434	3,529
	e-HRAF	5,699	862	17,665
	History Study Center	1,435	658	3,312
	Totals	42,099	12,127	44,756

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Services Provided												
	Hopi	Internet	Kayenta	LCC	PDC	SCC	SPE	STJ	WMC	WRV	Total	
Directional	979	0	162	2,202	2,827	2,088	1,895	28	2,696	1,586	14,463	
Reference	12			569	553	176	40	12	379	353	2,094	
Testing	302		103	917	517	758	355	126	1,098	233	4,409	
Instructional Email	261		400	343	387	729	125	64	396	104	2,809	
Other *	916		1,782	5,727	4,249	5,939	601		5,267	1,827	26,308	
Total	2,470		2,447	9,758	8,533	9,690	3,016	230	9,836	4,103	50,083	
National Center for Education Statistics defines the terms "Directional" and "Reference"												
Other * is an optional reporting feature.												
Tests Monitored												
	Hopi	Internet	Kayenta	LCC	PDC	SCC	SPE	STJ	WMC	WRV	Total	
ANT	20	n/a	11	13	33	34	12	2	20	24	169	
ART	9		2	5	4	13	8	5	54		100	
BIO	38		4	45	43	2		1	51		184	
CHM				35	14	34			1	2	86	
COS				96							96	
ECD/EDU	4		3	7	5	18	4	5	19	19	84	
EMT					1	23			15			
ENL	7		3	8	7	12		1	2	59	1	100
GEO	27			58	49	157	54	56	64	65	530	
GLG	3			2	10	1	2		10	7	35	
HES	11		10	77	18	77	146	11	122	8	480	
HIS	8		4	53	34	24	20	8	72	27	250	
MAT	63		43	201	84	155	35	32	203	35	851	
MDA				2	4	10			5			
MUS	5		10	7	17	16	2		21	3	81	
NAT/NUR	37			181	52	10	17	1	99		397	
PSY	40		6	68	55	117	22	2	213	32	555	
SOC					7							
SPA	15			6	26	15	22		10		94	
Other NPC	4		2	23	13	10	3	2	22	7	86	
Other Non-NPC	4		1	29	38	28	7		32		139	
TOTAL	295	0	99	916	514	756	355	127	1092	230	4317	

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Text a Librarian Electronic Service										Instructional Presentations (including NAVIT)			
4										# Sessions		41	
started June 2013										# People in Sessions		464	
Ask a Librarian Electronic Reference Service										Interlibrary Loans - system wide			
22										Borrowed by NPC		43	
										Lent by NPC		258	
										no activity during December			
										\$755.00 received from Arizona State Library for being a net lender. This is last year for ILL reimbursements.			
Computer Use (libraries & open lab requiring sign-in)													
	Hopi	Internet	Kayenta	LCC	PDC	SCC	SPE	STJ	WMC	WRV	Total		
Public	2353	n/a	41	8511	10801	6853	17	294	3364	9370	41604		
Students	1798		2098	5248	7394	2750	392	553	7680	1979	29892		
Staff	0		3	189	323	95	5	31	242	0	888		
Total	4151	0	2142	13948	18518	9698	414	878	11286	11349	72384		
# Owned	12	n/a	12	21	19	18	17	3	22	17	141		
Comparison with Other Libraries													
2010 Academic Library Survey from the National Center for Education Statistics													
			Total FTE	Lib Staff	Total Lib	# Books	# AV	Circulation	Hours Serv	Gate count	ILL Loans	# Instruction	
			per FTE	per FTE	\$ per FTE		Materials	per FTE	per Week	per week		Sessions	
National Average			4,037	8	\$88.00	328,066	31,979	n/a	79	7,004	3,504	2,909	
Arizona Average			13,569	12	\$534.00	303,450	54,296	8	78	5,845	4,299	3,382	
Northland Pioneer Coll.			2,929	6	\$147.00	58,937	2,483	4	63	7,833	253	539	
Brazosport Coll. TX			2,296	3	\$300.00	70,611	721	4	61	1,208	160	1,892	
Eastern Arizona Coll.			3,739	3	\$112.00	47,104	1,463	17	80	3,269	0	824	
Mohave Comm. Coll. AZ			3,691	3	\$160.00	57,888	3,240	5	60	4,884	464	2,296	
Western Nevada Com. C.			2,625	6	\$344.00	44,425	27,644	3	61	3,452	90	1,227	
Brazosport College & Eastern Arizona College have				1 campus.	Mohave has 4 sites.			Western Nevada has 8 sites.			NPC has 9 sites.		
http://nces.edu.gov/surveys/libraries			2010 Survey is the most recent available data on the web.										