Northland Pioneer College Library System
Annual Report 2003-2004
Submitted by Trudy Bender, Head Librarian July 22, 2004

I. Public Services

A survey conducted by Institutional Research Department indicates that students are pleased with library services.

Graduating Student Satisfaction Survey June 2004

Rating	# Responses	Percentage
Excellent	45	29.4%
Above Average	52	34%
Average	37	24.2%
Below Average	5	3.3%
Poor	5	3.3%
Didn't know	0	
Didn't use	8	5.2%
Not Available	1	.7%
	153	(200+ graduates)

Students Taking 6 Hrs+ in One Discipline or Gen Ed Classes Spring 2004

Satisfaction							Importance					
V. Sat	Sat	New or Didn't know	Dissat	V. Diss.	Total		V. Imp	Imp.	New or Didn't know	Unimp.	V. Unimp.	Total
38	58	12	9	2	119		62	52	6	1	1	122
31.9%	48.7%	10.1%	7.6%	1.7%			50.8%	42.6%	4.9%	.8%	.8%	

In December 2003, foreign language computers were converted to word processing and internet computers for the Open Computer Lab – doubling our capacity to provide access to these services.

Open Lab Computer Usage– Campus libraries only

	Jan-June 2004
# computers	38
Faculty/staff use	61
Public use	4,294
Student use	6,733
Total	**11,688**

Language class CD-Roms may now be used on newer Open Lab computers. Fewer instructors are asking libraries to provide access for textbook CD-Rom on computers. The library has tried to anticipate student needs by installing Flash, Quicktime, and Shockwave on newer computers in the Open Computer Lab indicating they are for "Text CD" use.

Distance learning support for Internet-only students has been somewhat disappointing. Only one student has registered as an Internet student and no one has asked for materials to be mailed to their home.

Library orientation/instruction/information literacy requests have increased slightly though the number of students reached is diminishing. The reasons for this are not known. We do not know how or if Information Literacy standards are being implemented by faculty.

Library Services

	1999/2000	2002/2003	2003/2004
Headcount Spring semester	5,124	5,760	5,385
Orientation/Instruction sessions	176	89	98
# Students in orientation/inst.	2,146	796	572
Ask a Librarian (online assistance)	Not offered	11 partial year	43
Reference (phone or in-person)	3,875	7,214	7,106
Holds or Requests for NPC items	n/a	220 partial year	852

Many services are becoming more intuitive and user friendly such as the ability to request an item directly through the library catalog, and to request Interlibrary Loans personally through WorldCat. The decrease in Interlibrary Loan borrowing by NPC can most likely be attributed to more use of databases and databases providing more full-text resources. Database index services may account for higher use of journal articles.

Interlibrary Loan use

	Books	Articles	Total
Borrowed by NPC			
2002/2003	206	42	248
2003/2004	161	54	215
Lent by NPC			
2002/2003	222	11	233
2003/2004	238	16	254

III.   Materials & Resources

Use of library materials is increasing. The Federal Government Documents inventory project has been very time consuming but is paying off with increased usage since titles and subjects are now in the library catalog. The FDLP requires records of all holdings.

The Professional Development Collection (for faculty and staff use only) is used minimally. Consideration will be given to dissolving this collection and integrating materials into various NPC libraries.

Library Use

	2002/2003	2003/2004
Headcount Spring Semester	5,760	5,385
Library cards March	3,854	4,170
Total checkouts	8,975	19,883
Government documents	223	398
Professional development	37	58

The Garrett Collection was donated by the former Dean of Forestry at Northern Arizona University, Dr. L. David Garrett. Cataloging and processing was begun on the 28 boxes of studies and reports. The materials primarily cover watershed issues for the Four Corners area. The collection will be in-library-use at the White Mountain library. To date, 312 items have been processed.

Library Titles Owned & Cataloged

	As of June 30, 2000	As of June 30, 2003	As of June 30, 2004
Cassette tape	n/a	130	138
CD or DVD	n/a	62	117
Disk	n/a	1	1
Electronic links	None	158	169
Gov doc (print only)	n/a	12,260	12,300
Large-Type	n/a	13	15
Maps	n/a	318	355
Microform	n/a	7,512	9,181
Print (not serial)	41,058	25,757	27,353
Print (serial)	n/a	387	308
Videotape	453	740	806
Total	41,511	47,338	50,743

53 items were repaired in-house.   132 items were reported lost.

Print subscriptions have been decreased and funds were used to purchase more online databases, giving all NPC students equal access to material and providing access from home. Care is taken to lease databases with the most full-text resources that relate to the school's curriculum. The library periodical (serial) budget was reduced by $26,000 in December 2000. A Title III grant has paid for the majority of library databases since 2000. The budget needs to be restored as Title III funds end. It will cost $26,490 to provide for the current databases.

Current Serials Access

Print paid	Print gift	Government Documents free	Databases (full text titles only)
137	23	72	11,557

Serials include: journals, magazines, newsletters, and newspapers. Serials under "Library Titles Owned" include annuals but they are <u>not</u> included in these Print statistics (except Government Documents serials include annuals).

Library Database Use

	2002/2003	2003/2004
Headcount Spring Semester	5,760	5,385
ABI Inform	1,431	1,178
Academic Abstracts	7,063	8,381
Access Science	*1,020	1,674
Encyclopaedia Britannica	*n/a	n/a
FirstSearch (NPC paid)	863	617
FirstSearch (state paid)	2,814	2,540
Gale Literary	1,775	1,392
Gale Health & Wellness	6,053	5,964
Grove Art	298	437
Newsfile	2,187	1,382
World Book Encyclopedia	*83	590

began January 2003

The Student Writing Assistance portion of the library web page was revised to include examples and directions to cite various types of sources using several style manuals.

III. Faculty Support

The Dean of Student Services is now providing a separate location and staffing to monitor final exams for fall semester during spring early registration. Students appreciate these efforts to provide a quiet testing location.

Selected Faculty Services

	1999/2000	2002/2003	2003/2004
Test monitoring	6,511	6,910	6,785
Equipment use	n/a	1,403	*8,941

Method of counting use of equipment assigned to a classroom changed to include estimated number of uses within classroom beginning Jan. 2004.

Use of Services & Reserve Items 2003/2004 by Department – Campus libraries only.

	AIS	ANT	ART	BIO	BUS	CHM	COS	ECD	EDU
Tests monitored	17	225	9	52	210	73	59	46	105
Reserves used	19	0	0	72	4	8	0	0	11
	ENL	GEO	GLG	HES	HIS	LIB	MAT	MDA	MUS
Tests monitored	214	221	117	78	332	16	1,936	21	49
Reserves used	0	0	49	0	0	0	245	0	64
	NAT	NUR	PHL	POS	PSY	SOC	SPA	EMT	
Tests monitored	122	72	29	85	804	277	68	16	
Reserves used	1	352	0	0	0	743	43	0	

Testing services are restricted to audio and video classes, math labs, and out-of-district colleges.

Testing done for other colleges: 47
Course Reserves are listed on the library web page. Faculty now have the capability to link to articles in databases on the Course Reserve page.

Workshops on Information literacy, copyright, and detecting plagiarism were presented at the Fall All-Faculty Convocation. The Copyright section on the library webpage was significantly revised and faculty were notified of college policy. The library's role in monitoring copyright issues is not clear.

Desk Copy services decreased as Nursing and Biology withdrew from the library program. The desk copy database is available from the library web page and lists materials which the library provides for Divisions: Liberal Arts, Nursing Assistants, Science & Math (except Biology), Business & Technology (except AIS, BUS, CIS).

IV. Library Staff

3 new staff members were hired for college libraries this year: Sherry French, Associate Librarian and Chairperson of Library Media Technology program; Linda Smith, Advisor/Library Technician; Alfreda Poleahla, Advisor/Library Technician.

Staff members have been active in NPC Foundation, Campus Councils, and the Classified Staff organization. The Head Librarian serves on Academic Standards & Curriculum Committee and Students Services Coordinators – also serving on ad hoc committees such as Federal Work/Study, and Academic Honesty. Associate Librarian at White Mountain serves on Instructional Leaders Group and attended Academic Assessment meeting. Associate Librarian at Winslow attended the Federal Government Document Council meeting in Phoenix. Advisor/Technician at Hopi attended Advisor conference in Tucson.

Trudy Bender and Sherry French completed online workshops about the TEACH Act, Fair Use (of copyright) as well as a course on WebCT so that the Library Media Technology program can move to the Internet. Henrietta Dickson is working towards her LMT Associates Degree at NPC. Lynda Klingler completed a course in Excel.

Library staff hosted Donna Ashcraft who led us in the Appreciative Inquiry style of planning. Staff are utilizing the principles for planning and goal setting.

Overall, the library system had a productive year. Library staff will meet on August 5 for training and to begin planning for 2004/2005.