

## **BERGEN COMMUNITY COLLEGE**

**Assessment Report for (Department or Unit):** Library

**Unit Leader:** Rong Wang

**Assessment Period: (2011-2012)**

**Submitted by:** Rong Wang

### **1. Intended Outcome (Goal):**

The BCC Library in Lyndhurst will be fully functional; that is, it will provide the same services as the BCC Library in Paramus.

### **2. General Education Requirement(s) to which the intended outcome relates:**

N.A.

### **3. Section(s) of the Strategic Plan to which the intended outcomes relates:**

1.3 Help students better navigate the college experience through the focused coordination and development of student communications, registration, financial and support services, advisement, and inter-office process improvement.

2.2 Build community, and improve two-way communication on campus through the development of interdepartmental and cross-disciplinary collaborative projects, electronic discussion boards, and dialogues processes.

2.3 Foster a positive institutional climate and culture by supporting academic research and further enhancing the staff recognition and appreciation program.

3.3 Increase the integrity, accuracy and consistency of college information and data.

#### **4. Means of assessment, sources of data, and desired result:**

The BCC Library in Lyndhurst had operated on a part-time basis (two half days per week) in Spring 2011 and Fall 2011. Beginning on February 13, 2012 (the first day of Spring 2012 classes at Lyndhurst), the library began operating full time: Monday through Thursday from 9:00AM to 6:45PM (staff report to work from 8:45AM to 7:00PM) and Friday 9:00AM to 5:00PM (staff report to work from 8:45AM to 5:15PM). The intent is to assess how well the Library is providing its services to the students at Lyndhurst.

Means of assessment will include:

- Detailed daily reports listing any problems/concerns/issues with technology, supplies, signage; and policies/procedures to consider.
- Daily count of usage, reserve textbook usage, and number of Library Instruction classes held.
- A suggestion box for students and faculty has been set up in the Library at Lyndhurst. The suggestions will be reviewed for further action.
- A survey of all who use the library will be developed and, if possible, administered during the Spring 2012 semester.

Desired result:

- The number of Library Instruction classes given in the Spring 2012 semester will increase over the number given in the Fall 2011 semester.
- The number of people using the Library at Lyndhurst (the daily headcount) will increase over the course of the Spring 2012 semester. This data will serve as a benchmark for future semesters.

#### **5. Summary of Results:**

##### **Usage**

Library usage can be measured by examining many different factors and services. The most commonly used services are: Reserve textbooks & Teacher's Reserves, circulating materials (books and videos), reference questions, copiers, computer usages, public printing, ILL (Inter Library Loan) and group study rooms. There are also members of the college community who use the library space for studying and relaxing. Many of these uses are tracked through automated library software and equipment-generated reports, but some of these uses are still tracked manually.

##### **Reserve Textbooks & Teacher's Reserves**

One hundred thirty-six (136) textbooks were purchased and put on "Reserve" for student use. Of those titles, sixty-two were actively used. The usage for all Reserve items was measured as 429 checkouts during the Spring 2012 semester. The first two weeks of the semester showed the greatest number of checkouts, as students traditionally use the library materials before/until they purchase their own copies of the textbooks, or as they make copies of their assignments. Usage of these Reserve items remained strong throughout the semester.

Supplementing the Reserve textbooks, the Library also provides items known as “Teacher’s Reserves”. These materials are items used by professors, but which are donated by faculty to the library for student use. In the Library at the Meadowlands, there were fourteen (14) Teacher’s Reserve items added to the collection in Spring 2012. Of these, twelve were actively used. Over the course of the semester, Teacher’s Reserves were checked out 45 times, with the largest number of checkouts in February.

**Circulating Materials**

The materials that are in the circulating collection (items which may be borrowed) were very limited at the Library at Lyndhurst, because there are (still) no security gates. Because there are no security gates, only a small collection of books could be put on the open shelves for patrons to browse and borrow. Most of the books that were put on the open shelves were not new, but rather second copies of books that were from the Paramus collection. New items were purchased for Lyndhurst, but it was determined that they should not be made available until the necessary security gates were in place. Just over one thousand books (1,016) were placed on the open shelves in the Library in time for opening day. Thirty-three (33) of those books were checked out by students and staff during Spring 2012. The highest number of checkouts of circulating books was in April, the traditional time for researchers to be writing their term papers.

With a limited number of print materials (books) on hand at the Library at the Meadowlands, it was essential that a service be developed that allowed users at either campus to borrow materials across locations. By April 2, a tracking form was completed and put into use. Information on the borrower, the requested materials, and the status of the materials were all monitored in the FormSite database.

During the six weeks that this service was available, seven (7) individuals made requests for twelve (12) different items, including one video. Three individuals made multiple requests. Items requested reflected a variety of subject areas.

BL – Religion	HQ – The Family
D – History (General)	HT –Races
DF – Greece	HV –Social & Public Welfare
E – History: America	QE – Geology

Materials were hand-carried by library employees this semester, which led to the 2-3-day turnaround for deliveries. It is hoped that a regular drop-off and pick-up (a.k.a. delivery) service to and from Paramus and Lyndhurst will be established by the college, to eliminate the need for individual staffers to remember to carry items back and forth.

In addition to borrowing between our two BCC library locations, we also provided interlibrary loan service for two (2) items not held in the Bergen Community College library’s collections. These requests were processed in the usual fashion by our staff, but were hand-delivered to Lyndhurst for the patrons to pick up. Again, this underscores the need for regular delivery service between the two college locations.

## **Reference Questions**

Reference services were assessed by self-reported tick-marks. Categories that were tracked included:

- computer help
- directions
- phone calls
- reference
- other

Over the 623.5 hours of reference service that were provided, four hundred one (401) questions were reported.

## **Copiers**

There are two copier machines in the public space at the Library at the Meadowlands. These are the only two copiers for public use in the building at this time.

## **Computers**

Public access (unrestricted) computers are very popular with library patrons. Approximately eighty percent (80%) of the people entering the Library made use of the computers. Eight thousand one hundred forty-one (8,141) visits to the library computers were logged. The data on usage was taken by individuals marking a tick sheet.

## **Public Printing**

Closely related to computer usage is the number of documents that are printed from the public computer workstations. The printer provides a report that tracks the cumulative count of pages printed. As these reports were collected daily, we can see a pattern to the printer usage. Over the twelve weeks of the semester, 50,896 pages were printed. The average number of printouts per day was 848.27.

## **Group Study/Media Viewing Rooms**

The Library in Lyndhurst provides three group study/media viewing rooms for student use. This has been a very popular service in Paramus, so we were expecting a similarly high demand at the Meadowlands. April was the busiest month for Group Study keys to be checked out (23 transactions). In total, thirty-six (36) requests for the use of the rooms were handled.

## **Overall Use of the Library**

Lacking a security gate count, library staff were required to manually track the activity of our users. Data was collected on the number of people entering the library and the number of people using the public-access computers.

Since the Library at the Meadowlands opened on February 13th, we counted ten thousand one hundred sixty-six (10,166) people entering the library. (This number does not reflect unique individuals, but rather a cumulative number of visits by all.) Monday and Tuesday are the busiest days of the week. The busiest hours are between 10:00am and 5:00pm. Fridays were by far the lightest day of the week with respect to library use. Only 2.7% of all library visits occurred on Fridays. This is also the day with the fewest scheduled classes. One thousand two

hundred fifty-one (1,251) users took advantage of the evening hours (5:00pm – 6:45pm on Mondays - Thursdays) offered during Spring 2012, which is about 12% of the total library visits.

Overall, the trend from February to May was toward increased visits by our students and staff. Taking a sum of all visits in a month and dividing them by the number of days we were open in the month, we find:

Month	Total # of People (Visits) Counted	Days Open	Visits/Day
February	1770	13	136.15
March	2922	17	171.88
April	3736	21	177.90
May	1994	9	221.56

See Tables 1-5 (below).

### Library Instruction Classes

Sixteen instructors arranged to have 28 classes of library instruction in the Library at the Meadowlands during the Spring 2012 semester. English courses accounted for just over half of the courses taught (5 EBS, 9 WRT, 1 LIT). In total, eleven different course areas made requests for instruction. Philosophy was the highest, non-English subject area requesting instruction (5 classes). Tuesday was the most popular day for library instruction. Late morning classes (starting between 11:00-11:59am) were the most often requested (9 classes), with the second most popular time being classes that started between 9:00-9:59am (7 classes). Only three (3) requests for classes starting at 6:00pm or later were handled in Spring 2012 at Lyndhurst. Eleven classes were held before Spring Break (weeks 1-5), 17 were held after Spring Break (weeks 7-13).

LYNDHURST	Spring 2010	Fall 2010	Spring 2011	Fall 2011	Spring 2012
Number of Instruction Sessions	19	20	21	23	28

Data sources: FormSite, S3W, librarians self-reporting

### Suggestions

There is a suggestion box on the main service desk at the Library at the Meadowlands. During Spring 2012, only two suggestions were placed on slips in that box. Unfortunately, neither suggestion was taken seriously. One suggestion was for a bed, the other for a fruit punch fountain.

## 6. Recommendations for improvement:

### Security & the Print Collection

One area we would like to see improve would be the availability and circulation of materials (only 3% of the existing print collection in Lyndhurst was used). Use of materials was greatly hampered because the collection itself was so very limited due to the absence of security gates. We have no media (DVDs) available for browsing and we have more than half of our shelves empty. Students and staff commented that they were excited to see the library fill in and grow, but this cannot happen without the purchase and installation of the necessary security gates.

Until the security issues can be remedied, it is impossible to build a collection that can and will be used by the Meadowlands students and staff.

As a side note, the security gates would also provide an accurate “gate count” of visitors to the library. As we did not have this reliable tool at our disposal, a good deal of staff time was taken in recording the movements of our users. Because there were slightly different methods of recording these activities, the raw data we used may have been subject to some human errors.

### **Delivery Service between Campuses**

A few of our services now rely on materials being shared or transferred between the two library locations. As these deliveries are currently transported by library staffers, this leads to delays in getting the materials to the locations where they are needed. The college should implement a standardized, secure delivery service between locations for mail and materials that all departments can depend upon. This reliable, regular exchange would cut off days of waiting for our patrons’ requests to be delivered.

### **Promoting Services**

Now that the library has been open full-time for a semester, it is important to promote the services that we provide to the Meadowlands clientele. Some of the students and faculty are only at Lyndhurst, and therefore not as familiar with the services that the library can provide. Both staff and students were still discovering us on the second floor of Wall Street West at the end of the Spring term, so that suggests that we can do more to “get the word out” that we are there and about what we can do. This could certainly help us to increase our library instructions, our reference services and our study space usage.

### **Furniture & Electrical**

Anecdotally, students reported interest in a few changes to the available furniture and physical layout of the library. This may need to be further assessed. It was recommended that the Silent Study Room be outfitted with individual study carrels, rather than the café tables that were installed. Conversely, students interested in studying in the open spaces of the library were asking for table space for studying, as there are only three study carrels adjacent to the computers that allow for any books or laptops to be laid out. No other available flat surfaces exist in the common areas of the library. This prompted individuals to ask to use our Group Study rooms (which do include tables). Also, laptop users that opted to sit in the blue chairs lining the outer wall of the library found that there were limited electrical outlets for their devices to be plugged in.

### **Survey**

A survey of the library users was suggested as a means of assessment, but was not developed or administered in Spring 2012.

# Tables

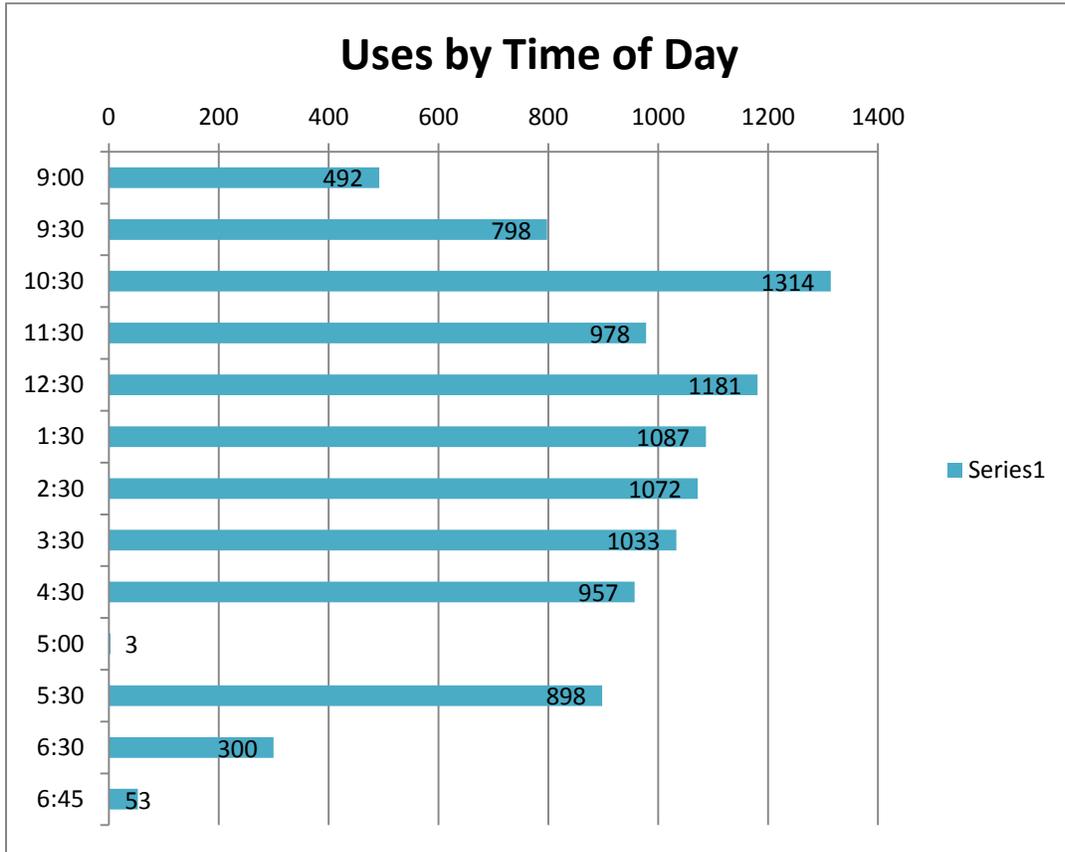


Table 1. Total Uses by Time of Day – Spring 2012 (Library at the Meadowlands)

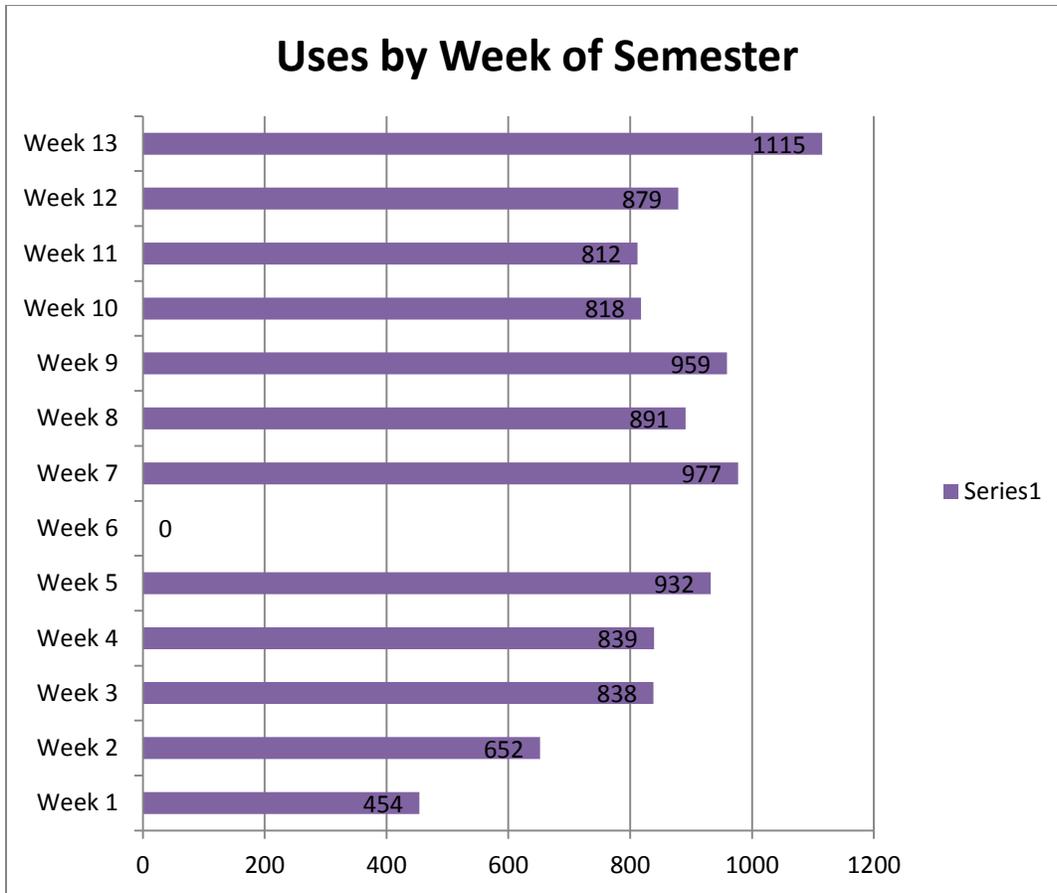


Table 2. Total Uses by Week of the Semester – Spring 2012 (Library at the Meadowlands)

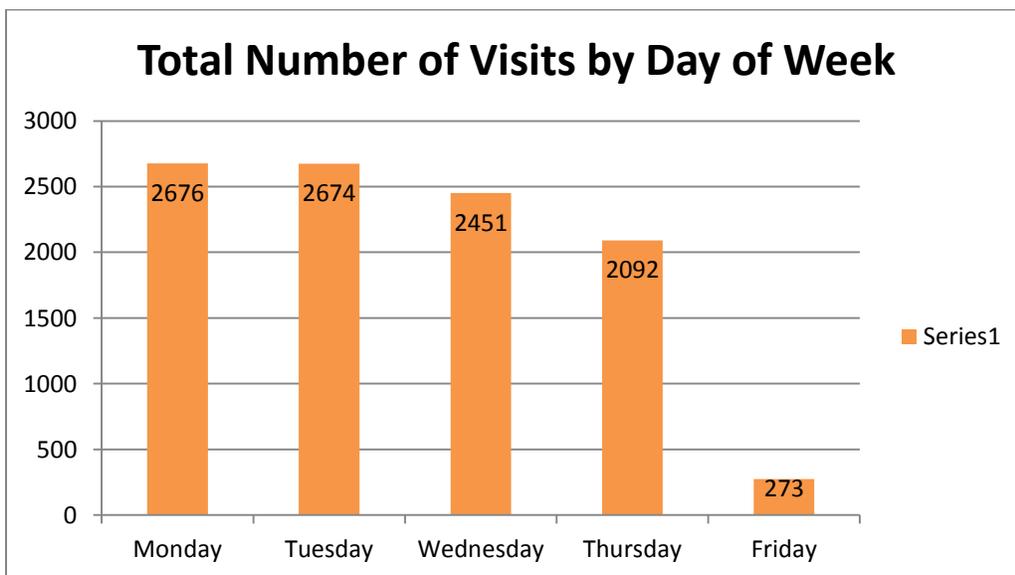


Table 3. Total Number of Visits by Day of the Week – Spring 2012 (Library at the Meadowlands)

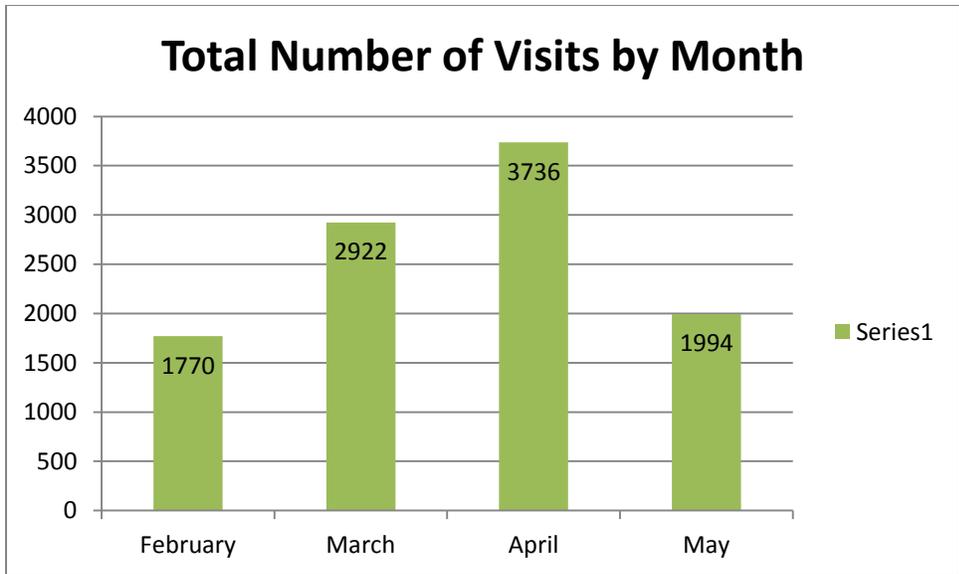


Table 4. Total Number of Visits by Month – Spring 2012 (Library at the Meadowlands)

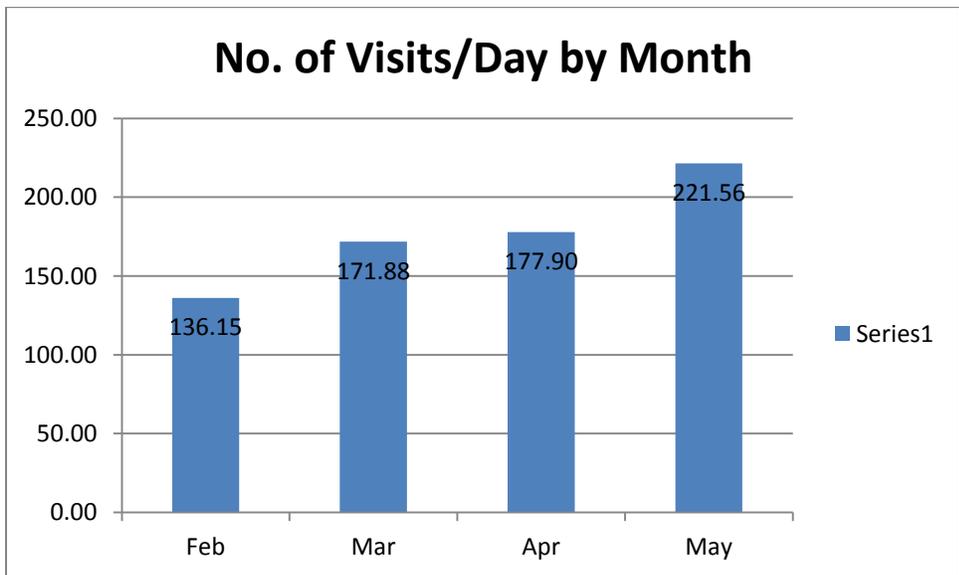


Table 5. Number of Visits/Day by Month – Spring 2012 (Library at the Meadowland)