This report is to summarize key library activities and events that have occurred in the Charles J. Meder Library during the 2013-2014 academic year.

Mission, Vision and Goals

Current Mission: The mission of the Charles J. Meder Library is to provide innovative, accurate and timely information services and resources that support Finger Lakes Community College's learning-centered environment, provide enriching life experiences and enhance the quality of life throughout our community.

Vision and Goals: The mission, vision and goals are under review by the Library Department and the Library Advisory Committee.

Department Resources—Personnel (includes: personnel changes and additions, departmental/program structure, professional development and/or trainings, etc.)

Library Personnel Include:
- Library Director, Account Clerk Typist, Typist/Cataloger, 4 Librarians (various titles), Circulation Supervisor/Senior Clerk, Night Supervisor/Library Typist, 9 part-time librarians, 12-15 student workers – See attached organizational chart

Library Personnel Changes Include:
- 2013 – August - Frank Queener retires after 16 years of service to the Charles J. Meder Library.
- 2013 – September - Sarah Moon is hired as the new Director of the Charles J. Meder Library

Sarah Moon started working in the Charles J. Meder Library as a student worker over a dozen years ago. Now she holds the top position in the main campus library.

Effective Sept. 9, Sarah took the helm as FLCC’s director of library learning resources. She previously served as the automated systems and technical services librarian and before that she was a library clerk. Her latest appointment fills the vacancy created with the retirement in late August of Frank Queener. Charlotte Cooper, professor and reference/bibliographic librarian, has served as the library's acting director in the interim.

Among other roles, Sarah serves on College Council and co-chairs the newly formed Institutional Effectiveness Committee with Mary McLean-Scanlon, the new director of institutional effectiveness. Sarah reports to Karen Taylor, associate vice president of instruction and assessment.
Sarah is a 1998 FLCC alumnus with a bachelor's degree in international business and economics from SUNY Brockport and a master's in library science from SUNY Buffalo. She calls Canandaigua home and she is mother to 1-year-old Amanda and 3-year-old Carter.

- **2014 – March – Jenny Burnett is hired as the new Systems Librarian.**

  (March 24, 2014 FLCC eNews) Jenny Burnett said it felt like a homecoming when she started as the automated systems and technical librarian on March 3.

  Ten years ago - in 2004 - she left FLCC with an associate degree, "truly prepared for the next step," she said. She earned a bachelor's degree in creative writing arts from SUNY Oswego, followed by a master's in library science from the University of Buffalo. She also spent time studying abroad, at the University of Pecs in Hungary. Jenny said FLCC was her favorite college, "hands down!" "I had some of the best experiences of my college career here," she said. "I got the most personalized attention here, had almost all of my most notable classes here, and I met the people I liked best here."

  She feels especially indebted to Jon Palzer, associate professor of English, for pushing her to her potential. "In addition to the feeling I have always gotten from the college, I have always wanted to be in the technical aspects of librarianship," Jenny said. "I feel like it is the place where libraries are going. We can provide service anywhere, anytime, and we are evolving rapidly with the new technologies that are making it so easy to access anything."

  Jenny, who resides in Clyde with her husband Jason, started her career as a page at her hometown library. She was a student worker at Penfield Library at SUNY Oswego and went on to become a librarian at the Geneva Public Library. In Geneva she became the technical and adult services librarian, creating over 80 courses and adult and teen friendly programs like "movies on the lawn," night Frisbee and computer courses. She has also worked as a part-time reference librarian at the Cayuga Community College library.

  Jenny reports to Sarah Moon, director of library learning resources. "What I hope to bring to the position is excellent customer service, an environment of constant seamless access, both online and in person," she said. That, and, "new ways to use technology to help get library resources and librarians more readily available for students, faculty, and staff."

- **2014 – August – Cheryl Hudson-Curtiss retires as the Secretary to the Director.**

  **Library Personnel Highlights Include:**

  - All staff received Customer Service Training, presented by HR staff member Patti Zimmer.
  - Library Director served as a member of the RRLC (Rochester Regional Library Council) Advisory Committee and presented at the Conversation on Open SUNY Panel, April 2014, SUNY Council of Library Directors
- Wally Babcock served on the FLCC Curriculum Committee. He also attended the RRLC session “The Library’s Role in Assessment in Higher Education: How It Relates to Information Literacy, Accreditation, and Value.”
- Charlotte Cooper reached the 30 year milestone at FLCC. She served on Academic Senate for 2013-2014.
- Sharon Malecki reached the 25 year milestone at FLCC.

*Department Resources*—Budget (include: changes in physical space, renovations, and supplies, operating budget, technology, etc.)

![Library Budget 2013-2014](chart.png)

- Relocated offices moved archives to the 1st floor of the Library and the library staff up to offices on the 2nd floor.
- First floor receives face lift - New furniture and updated study space greeted library patrons visiting the first floor of the library during the fall 2014 semester. Brightly colored oversized lounge style chairs look out the back windows facing the CMAC and study carrels wrap around two of the cement pillars. Shortened book shelves allow more natural light to enter and brighten the space.
Operations (includes: improvements in delivery of services or customer service, innovative approaches to improve effectiveness, assessment of stakeholder needs, and examples of professionalism)

- Library Advisory Committee was created
- Monthly librarian and monthly staff meetings began in September
- Customer Service Training, presented by HR staff member Patti Zimmer, was presented to all library staff
- Library Improvement Team was created to design to work “towards continuous improvement through the introduction of new ideas, and the resolution of issues and problems in order to improve library services.”
- Implemented new library food and noise policies
- Implemented new zones - New noise specific zones/areas provide library patrons the opportunity to select an area that best fits the activities they wish to pursue so as not to disturb others. The new zones include: Silent Zone / Silent Study, Quiet Zone / Quiet Study Areas, Group Study / Collaborative Zone and a Cell Phone Zone.
- Load leveled instruction to all librarians
- Implemented new cash procedure to provide increased accountability
- Security Cameras – Plan to phase out library’s old analog security system and update and replace system with Campus Safety’s security system
- Introduced streaming media
- New staff training guide was created to help acclimate new hires to the Library
- Librarians taught 170 classes for 10 different departments, 42 different courses at the main campus and the three campus centers.
- KwikBoost self-charging stations were installed on all three floors of the Library

Evidence (includes: any assessment activities conducted and results)

- Library staff and AVP of Academic Affairs participated in a SWOT session to look at Library related Strengths, Weaknesses, Opportunities and Threats. The following were identified as key areas:

**STRENGTHS**
- **Service**
  *Helpful, friendly, knowledgeable staff
  *Reference / One-on-one all the time
- **Instruction**
  *Custom tailored instruction

**WEAKNESSES**
- **Physical Qualities**
  *Study Space
- **Staffing**
  *Not Filling Positions
OPPORTUNITIES

- **Physical**
  More group study space, Handicap Access, Fix Main Doors, Furniture needs repaired/replaced, Noise Control, Signage, Café, More Copiers = Noisy, Open Earlier, Listening Stations, Better Maintenance of Books in Stacks/Collections, Update/Improve interior aesthetics

- **Staff**
  *Fill Vacant Positions*

- **Online**
  *Expand library presence online*

THREATS

- **Funding – Lack of**
  *Budget Cuts*

- **Space – Lack of**
  *Loss of Space*

*College Changes* (includes changes at the college that have impacted your area this year)

- **Reorganization – Director of Academic Success**
  A Director of Academic Success was hired and offices are going to be relocated to the Library. Plans will reduce “Library Space” to accommodate additional non-library offices.

- The Blackboard migration eliminated faculty access to the Library LOR and subsequently the graded Library assessment. The library staff is working with the Department of Online Learning to restore faculty access.
The **mission** of the Charles J. Meder Library is to provide innovative, accurate and timely information services and resources that support Finger Lakes Community College’s learning-centered environment, provide enriching life experiences and enhance the quality of life throughout our community.

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| **Student Success** | **Faculty Success / Preparedness** | **Community Services** | ????
| What does this mean? | What does this look like? | What does the community want? | What should the library be providing? |
| Better prepared | | | |
| Able to complete research | | | |