Library Overview

The Charles J. Meder Library is open seven days a week and provides students and faculty at Finger Lakes Community College, as well as local community residents, with access to information resources in electronic, print and media formats. Library users do not need to have a direct affiliation with the College to utilize the majority of the Library's resources and services. Residents of Ontario County, New York, and all neighboring counties may visit the library in person and borrow materials.

Collections - College librarians serve as liaisons to the academic departments in order to ensure that print, media and online resources, and instruction meet the curricular needs of students and faculty. The Library’s collection consists of 70,000 volumes, 250 current periodical titles, and 10,000 audio and media programs. The library subscribes to over 100 databases that provide online access to streaming video, streaming audio, art digital collections, and over 150,000 full text periodicals and books. When needed, additional books and articles can be obtained for students and staff through interlibrary loan.

Access - Librarians are always available to provide individual assistance in locating and using information resources. Students and staff whom aren’t able to utilize the Library during normal operating hours can access all online content as well as Ask Us 24/7 library chat reference assistance 24 hours a day 7 days a week via the internet.

Facilities - The Library has public access computers, individual and small group study spaces, photocopiers, an electronic library instruction classroom and space for print collections. The Library provides several quiet study areas as well as attractive lounges for leisure reading and relaxation. The Library is also home to the Academic Success & Access Programs department, (which includes the Math Center, the Write Place, EOP, Disability Services and Tutoring Services), a production studio (for use by students enrolled in the College’s Communications program) and FLTV.
This report summarizes key library activities and events that have occurred in the Charles J. Meder Library during the 2014-2015 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.

Library Priorities: Throughout the past year the following areas have been identified as Charles J. Meder Library 2015-2020 Priorities:

- Access (to information)
- Space (learning spaces for different learning styles)
- Collection (content and resources)
- Staff Development
- Information Literacy
- Technology

Library Statistics for AY 2014-2015

Archives
Total Inquiries: 72

Building Use / Gate Count
Semester weekly average: 5,488
Annual total: 176,934

Circulation
Items loaned and renewed: 15,748
Laptop loans: 4,585

Collections
Monographs purchased and cataloged: 2138
Available e-books: 146,000
Print journal subscriptions: 248
Online full-text journals: 65,000

ILL / Interlibrary Loan
Interlibrary loans requested: 279
Interlibrary loans sent: 588

Information Literacy / Library Instruction
Teaching Librarians: 8
Unique courses taught: 45
Sessions taught: 195
Students reached: 3713

Online Resources
Webpage unique page views: 79,849
Research guide usage: 89 guides with over 40,077 views
Total databases: 101

Reference
Directional: 1039
Ready Reference: 3470
Major Questions: 783
Department Resources - Personnel

Library Personnel Include:

- **Robert Antonucci**
  Librarian, Part-Time
  7.5 years of service

- **Waldo Babcock**
  Media Librarian
  11.5 years of service

- **Jenny Burnett**
  Automated Systems Librarian
  1.5 years of service

- **Karen Clement**
  Senior Library Clerk
  17 years of service

- **Charlotte Cooper**
  Librarian
  31 years of service

- **Deborah DePauw**
  Secretary to the Director
  24 years of service

- **Anna Gossin**
  Librarian, Part-Time
  5 years of service

- **Sharon Malecki**
  Librarian
  25 years of service, retired

- **Hilda Mannato**
  Librarian, Part-Time
  16 years of service

- **Steve McWilliams**
  Librarian, Part-Time
  12 years of service

- **Sarah J. Moon**
  Director
  9 years of service

- **Bonnie Ott**
  Circulation Media Clerk
  8 years of service, retired

- **Tim Niver**
  Librarian, Part-Time
  3 years of service

- **Christine Porschet**
  Librarian, Part-Time
  3.5 years of service

- **Jonathan Porschet**
  Librarian, Part-Time
  8.5 years of service

- **Andrea Rossman**
  Circulation Media Clerk
  .25 years of service

- **Greta Selin-Love**
  Librarian, Part-Time
  3 years of service

- **April Steenburgh**
  Electronic Resources &
  Online Instruction Librarian
  .5 years of service

- **Carrie VanEtten**
  Librarian, Part-Time
  6 years of service

- **Pat Vitalone**
  Technical Services Clerk
  41 years of service

Student Staff

We couldn't provide our outstanding level of customer service without the committed student staff who were employed in all areas of the Library.

- **Tia Arnold**
- **Erica Holzinger**
- **Roger Peterson**
- **Assatou Tall**
- **Joshua Barry**
- **Haley Jacobson**
- **Gretchen**
- **Connor Truitt**
- **Lucas Campanile**
- **Kristen Karam**
- **Rhinehart**
- **Kristina Tunley**
- **Ashley Degaugh**
- **Zachary Miller**
- **Evan Santiago**
- **Tracy VanArnham**
- **Diamond Fling**
- **Victoria Parsons**
- **Kelsey Snyder**
- **Connor Truitt**
Library Personnel Changes Include:

2014 – September – Deb DePauw joins the library as the new Secretary to the Director
2014 – September – Sharon Malecki retires after 25 years of service to the Charles J. Meder Library
2015 – January – April Steenburgh is hired to the newly titled position, Electronic Resources and Online Instruction Librarian

From FLCC eNews: April went to SUNY Binghamton for her undergraduate degree in philosophy, and then to Syracuse University for her master of library and information science. She is now finishing a master’s in learning and emerging technologies through Empire State College. She reports to Sarah Moon, director of library learning resources.

While in grad school, April worked as director of the public computing center at the George F. Johnson Memorial Library. “The location provided digital literacy training to community members of all ages and demographics,” she said, adding that she also managed the Deposit Free Library until accepting a position at Broome Community College as the reference librarian and liaison for computer science and philosophy.

April now represents the SMART (technology in libraries) section on the governing council of the New York Library Association.

In her spare time, April is a firespinner, geocacher, and writer of ebooks. She attends a convention focused on literature and art called World Fantasy ever year, and she is an overzealous gardener who has a bumper crop most every season. Additionally, she plans to take a state exam this spring to become an apprentice falconer.

“I am ecstatic to be here at FLCC,” she said. “Everyone has been incredible in making me feel welcome and making sure I am settling in. I look forward to working with students, staff, and faculty as the semester gets rolling!”

2015 – February – Bonnie Ott resigns as the Circulation Library Clerk-Typist
2015 – May – Andrea Rossman joins the library as the new Circulation Library Clerk-Typist

(From June 29, 2015 FLCC eNews): Andrea (Breese) Rossman ’97 got started as FLCC's new library clerk-typist the day after she finished her spring semester at SUNY Geneseo, where she is pursuing her bachelor's degree in sociology. After Geneseo, she hopes to work toward a master's degree in library science.

Before coming to FLCC, Andrea worked as a library associate at the Geneva Public Library as well as at Wood Library in Canandaigua. In her current post she processes interlibrary loans, works at the circulation desk and helps with media reserves for faculty members. She reports to Sarah Moon, director of library learning resources.

Andrea is married with three children. She enjoys cooking, reading, writing and crocheting "things that always turn into blankets or scarves.”

What does she like best about FLCC so far? "Everyone has been so warm and welcoming," she said. "It's a great place to be."
2015 – August – Charlotte Cooper retires after 31 years of service to the Charles J. Meder Library

Library Personnel Highlights Include:

Waldo Babcock, Media Librarian:
- Maintained membership in SUNY-LA, the SUNY Librarians Association
- Participated in a variety of online seminars & training sessions including:
  - Virtual WorldShare ILL and ILLiad User Group, Beyond FirstSearch: WorldCat Discovery and what it means for your library, Kanopy Webinar on Patron Driven Acquisition (PDA) (June 2, 2015)
  - Attended a workshop at Rochester Regional Library Council (RRLC) in Fairport: Search and the Net in 2014

Jenny Burnett, Automated Systems Librarian:
- Served as the Library representative on the Academic Assessment Committee
- Presented 10 CTL (Center for Teaching and Learning) sessions
- Served on the search committee for the Electronic Resources and Online Instruction Librarian
- Organized and implemented the Fall 2014 FLCC ComiCon Event
- Represents FLCC as a member of the Rochester Regional Library Council (RRLC) Technology Committee
- Serves as a Library Board Member for the Clyde Savannah Public Library

Charlotte Cooper, Reference Librarian:
- Embedded librarian in THE210
- Served on the Curriculum Committee
- Member of the Library Advisory Board
- Member of the Information Literacy Learning Framework committee
- Maintained membership in SUNY-LA, the SUNY Librarians Association
- Served on the RRLC Collection Development/Advisory Committee
- Member of the NYS/O Music Library Association; attended annual meeting

Sarah Moon, Library Director:
- Member of the RRLC (Rochester Regional Library Council) Advisory Committee
- Vice-Chair of College Council at Finger Lakes Community College
- Chair of the Information Literacy Learning Framework committee
- Attended How to Supervise People and Lead a Team, offered by the Canandaigua Chamber of Commerce and Supervision and Performance Reviews, offered by the Rochester Regional Council
- Received FLCC Spirit Award

April Steenburgh, Electronic Resources & Online Instruction Librarian:
- Represented FLCC at the annual SUNY-LA conference as FLCC’s SUNYLA delegate
- NYLA’s SMART section president
Department Resources - Budget

Library Budget 2014-2015

- Personnel: $199,551.00
- Supplies: $78,727.00
- Expenses: $17,140.00
- Equipment: $572,176.00

Charles J. Meder Library Yearly Budget Comparison

- Personnel
- Supplies
- Expenses

Comparison for:
- 2010-2011
- 2011-2012
- 2012-2013
- 2014-2015
Collection Development

The primary objective of collection development activities at the Charles J. Meder Library is to build and maintain a library collection that supports the Finger Lakes Community College undergraduate curriculum. The library directly supports teaching, research and service by developing and organizing relevant collections, providing access to information resources regardless of location or format, and instructing patrons in the effective use of information resources. Librarians of the Charles J. Meder Library will select and manage materials in print and other media to meet current and long-term teaching, research and administrative needs of the Finger Lakes Community College community.

Working with faculty members, the four librarians purchase materials for specific department areas.

Waldo Babcock
Liaison for: Anthropology, Developmental Studies, Education, History, Political Science, Psychology, Science/Math/Technology; Video and spoken-word media in all areas

Jenny Burnett
Automated Systems Librarian
Liaison for: Archives, Chemical Dependency & Addiction Counseling, Computer Science, Integrated Health, Massage, Nursing, Physical Education

Charlotte Cooper
Librarian
Liaison for: Conservation, Horticulture, Humanities/Language & Literature, Visual and Performing Arts, Viticulture; Recorded music in all genres

April Steenburgh
Electronic Resources Librarian
Liaison for: Business, Careers, Criminal Justice, Culinary Arts, Hotel & Resort Management, Law, Sociology, Travel/Tourism

• During the Fall Semester, the Charles J. Meder Library implemented an eBook package to diversify and increase access to online and off-campus students.

• Collection development during 2014-2015 included a comprehensive review of our periodicals collection. During 2013-2014, the Library completed a large and complex project of reviewing all print materials, and shifting the books on the first and second floors.

• During the 2014-2015 AY, the Charles J. Meder Library participated in a purchase-on-demand eBook trial through the Rochester Regional Library Council. During the trial period, FLCC library patrons had access to an increased number of eBook titles in EDS. Books were only purchased after a title had been requested. The book was then made available to all libraries participating in the trial. Trial data is still being evaluated.
Operations

Instruction

The Library provides course-related library instruction sessions. For the 2014-2015 AY, four full-time and four part-time teaching librarians taught 195 sessions for more than 45 unique courses. Each class is customized to meet the specific needs faculty and their students. More than 3700 students received library research instruction.

The Charles J. Meder Library has one instructional computer classroom designated for library instruction. In addition to this location, day and evening classes were taught at the Geneva, Newark and Victor campus centers.

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Classes</td>
<td>209</td>
<td>211</td>
<td>171</td>
<td>185</td>
<td>195</td>
</tr>
<tr>
<td>Students</td>
<td>3897</td>
<td>3964</td>
<td>3165</td>
<td>3540</td>
<td>3713</td>
</tr>
</tbody>
</table>

Academic Year:

- 2010: 209 classes, 3897 students
- 2011: 211 classes, 3964 students
- 2012: 171 classes, 3165 students
- 2013: 185 classes, 3540 students
- 2014: 195 classes, 3713 students
**Events:**

2014 – September – Week of Welcome – A collaborative event with the Academic Commons designed to highlight changes in each area included a faculty/staff open house held during Opening Days and a student welcome event held during the first week of the semester.

2014 – September – Banned Books Week – In conjunction with the Charles J. Meder Library, Lori Vail, Humanities Instructor, read excerpts from Like Water for Chocolate. Readings were paired with chocolate.

2014 – October – ComiCon – (From FLCC eNews): FLCC’s first ComiCon on Tuesday, Oct. 7, drew an estimated 200 employees, students and guests. Many came dressed as their favorite superhero or villain.

  • Through a panel discussion, the Humanities Department discussed the ways comic books and graphic novels have impacted their personal lives and teaching.
  • Bill Pealer and Josh Dubock presented their knowledge on creating costumes from start to finish. The presentation will include ideas on what materials to use, and how to begin designing.
  • Jacob Amidon presented The Marvel Universe: Concepts, Reflections & Organization and will speak about his herculean efforts to organize his 6000 comics into a logical reading order.
  • Adrielle Mitchell was the guest presenter and presented on Non-Fiction Graphic Novels, education, readership & genre shifts.

Event funding was provided from the Student Corporation and the Honors House.

Photos and more information can be found at: http://libguides.flcc.edu/FLCCComiCon2014.
2014 – November -  (Press release) Robert J. Sawyer, the science fiction author whose novel "Flashforward" was the basis for a television miniseries by the same name, visited the College on November 3rd to read from his book, "The Terminal Experiment" and discuss his writing process. Attendees filled Stage 14. The event was sponsored by FLCC's Humanities Department and the Charles J. Meder Library.

2014- December – Hosted Type & Form Exhibit

On 12/4, the Library hosted its 1st ever student art exhibit opening reception. The Type & Form exhibit featured juried artwork from Lacey McKinney's fall semester ART 104: Design 1 class.

During the creation of their designs, students were challenged to create six compositions that demonstrate the principles of design such as hierarchy, scale, rhythm and repetition, contrast, dominance, and positive/negative shape reversal. The limitations of letterforms used were dictated by poems derived from the book, *Haiku Moment: An Anthology of Contemporary North American Haiku*, edited by Bruce Ross.

The exhibit was on display on the second floor of the Charles Meder Library from 12/4-12/17.

2015 – May – Study-A-Thon - The Charles J. Meder Library invited FLCC students and the College community to the first ever Study-A-Thon evening on May 5th, 2015. Designed with night owl students in mind, this program had events throughout the evening. Participants enjoyed a wide range of activities including yoga, meditation study breaks, glow Frisbee, massage chairs, moon lit study break walk and a variety of refreshments. The Library was open until 11 PM to provide enhanced support and access to services for students. Planned services included: librarians on hand for research help, writing center staff and student success tutors as well as yoga, massage & meditation sessions for increased mental clarity and awareness.

Attendees were asked to complete an event satisfaction survey. 43 people took the time to complete the event satisfaction survey. Comments include:

“Awesome! Great idea-really helped push me through for the end of this semester. Was just what I needed. Thank you.”

“This was helpful fun! We should really have a longer one next semester.”

“Also did the meditation. I loved it!”

“it was the best thing I’ve done on campus so far.”

“Again thank you and enjoyed the goodies!!!”
All Year – Orientation & Recruitment Events - The Library staff was present at orientation and visitation events during the 2014-2015 school year. Events outside of the library enable library staff to connect with students and make them aware of available library resources early in their FLCC studies.

All Year – Presented CTL Professional Development Sessions – Throughout the course of the year Library staff presented the following CTL sessions: Library eBook Collections, Discovery Services at FLCC Library, Library Streaming Video and Music Collections, RefWorks, Finger Lakes Discovery Services, Streaming Services @ FLCC Library – Vast & Music Online, eBooks @ FLCC Library, Illiad & Worldcat – Search & Request

Initiatives to Improve Services:

- Began discussion with local public library/system with regards to shared services
- Added graphing calculators – Requested by math students, the Library now offers graphing calculators to students
- Received funding from Student Corporation to develop a leisure DVD collection. These DVDs can be checked out of the library by students.
- Implemented dual screens at the reference desk
- Recipient of Strategic Plan Proposal to purchase textbooks

Facilities:

- New front doors were installed – The (almost) twenty year old doors were replaced due to condition.
- Added new furniture on the 1st floor
- Relocated teaching video collection to make room for more comfortable seating on the 2nd floor
- Introduced new library maps – Designed in conjunction with Sarah Butler, the updated maps are colored to reflect the appropriate noise “zone” for each area
Technology:

Implemented EDS

The Library launched EDS, also known as EBSCO Discovery Service. The web scale discovery tool searches the library catalog and the rich content found in all of FLCC’s databases from a single search box.

EDS searches over 70 databases and numerous online resources simultaneously, including more than 60,000 full-text electronic journals. EDS also searches all of materials in the library catalog. Online resources available include e-books, journals, databases, streaming videos, streaming music, art collections, subject guides and much more.

Many students have difficulty determining which database to use when beginning the research process. EDS attempts to alleviate some of the anxiety initially associated with research. Advanced researchers and students in courses requiring specific subject specific databases still have the option to search within individual databases. The Google-like EDS search box is prominently located on the Library homepage.

Library offers a new eBook package

In the Fall of 2014, the Charles J. Meder library began offering access to eBooks. The EBSCO eBook Academic Subscription Collection offers cross-searchable access to a multidisciplinary library of over 130,000 high quality, e-books from over 450 publishers.

Books are discoverable from the EBSCOhost ebook link on the Library homepage or by searching EDS.

Evidence

2013 SWOT & Resulting Priorities and Updates:

During the 2013-2014 AY, the library staff conducted a SWOT, a visioning session and monthly staff meetings. Using the input gathered, the following library priorities were identified:

Access (to information), Collection (content and resources), Information Literacy/Library Instruction, Space (learning spaces for different learning styles), Staff Development, and Technology

Below are the SWOT results. Any changes/updates that have occurred since the initial SWOT are in italics.

SWOT Results:

Strengths
- Service (*Helpful, friendly, knowledgeable staff; *Reference / One-on-one reference instruction all the time the library is open)
- Instruction (*Custom tailored instruction)
Weaknesses

- **Physical Qualities** (*Study Space → New seating was added on the 1st floor, two additional cubbies will be added on the 3rd floor*)
- **Staffing** (*Not Filling Positions → 10 month circulation clerk position was reinstated to a 12 month position*)

Opportunities

- **Physical** - More group study space, Handicap Access, Fix Main Doors → *doors replaced in 2015*, Furniture needs repaired/replaced → *furniture replacement plan was submitted in 2014*, Noise Control → *new zones were implemented in 2014*, Signage, Café, More Copiers = Noisy, Open Earlier → *now open at 7:30 M-F*, Listening Stations → *new stations were located on the 2nd floor of the Library in 2014*, Better Maintenance of Books in Stacks/Collections, Update/Improve interior aesthetics
- **Staff** (*Fill Vacant Positions*)
- **Online** (*Expand library presence online → New Electronic & Resources and Online Instruction Librarian was hired in 2015*)

Threats

- **Funding – Lack of** (*Budget Cuts → Continual monitoring, communication and advocacy necessary*)
- **Space – Lack of** (*Loss of Space → Continually updating space plan for changing needs*)

**Comments:** A comment box was added by the front door of the Library further enabling patrons to provide input into the Library. Directly quoting from a library patron, I “love the charging stations - just a small gesture that shows thought was put into the needs of students!”

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

As of the 2015-2016 AY, The Media Copy Center will cease to exist. Expansion of the newly created Academic Success and Programs reduced the Library proper square footage by an estimated 2000 square feet. Library plans had designated part of the space as a classroom to address the library patron needs. Another space will need to be repurposed to meet this function and need.

During the 2015 summer, the Librarians completed a comprehensive review of the bound periodicals to eliminate redundancy in what is available in print and online. The collection was reduced by approximately 1/3 of its original size, and it should be noted that no title access was lost.

The space freed up by the reduced collection will be home to two group study rooms, the microfilm machines, microfilm collection and study carrels. The nursing lab and the math lab have swapped spaces and the nursing lab is now located in the Academic Success space.