Northland Pioneer College

LIBRARY SERVICES

2011-2012 Annual Report

NPC libraries were able to work on several components of the College Strategic Plan for 2011-12.

Enhance Audio & Video Environments (1.1.1) ✓

1. Library staff offered 15 minute audio and video classroom use sessions to introduce students to the equipment and how to manage class activities. 21 classes participated. **Continue**
2. E-mailed assignments or tests from students to instructors for audio and video classes and received tests via e-mail from instructors in audio and video classes. 2,833 times **Continue**
3. There was a reduction in the number of tests monitored. Most likely because Math lab classes were discontinued and because faculty are utilizing Moodle for testing. We cannot provide any monitoring services for Moodle testing. Reduction of 5,485 for 2010-11 to 4,210 for 2011-12.
4. Requested implementation of thin clients in testing area to provide monitoring of computerized tests. This project was postponed by Information Services. **Continue**
5. Requested new cameras & monitors for test monitoring areas 2012-2013.
6. Added signs "Do not move/turn off equipment".
7. Created Audio class phone list and placed in rooms so participants could call each other.
8. Purchased earplug dispensers for most libraries so students can reduce noise during testing.

Promote the library's Professional Development Collection (1.3.1) ✓

1. Displayed information about the Collection at the Fall Convocation.
2. Created a learning object explaining how to search the Library Catalog for materials in the Collection.

Have information literacy become a goal in the Strategic Plan (1.3.3) ?

1. Met with the Chairperson of the Assessment of Student Knowledge Committee who explained that information literacy requirements will be addressed in the future. **Continue**
2. Provided information to the Pillar One team for Strategic Plan 2012-13 so they could add Information Literacy to the 2012-13 Strategic Plan. **Continue**
3. Requested class time to provide library skills sessions. We were able to reach more students this year. 541 students in 2010-11 to 708 students in 2011. However, some instructors do not participate and some students still do not seem aware of databases. **Continue**
4. Head Librarian attended webinar on Assessment of Information Literacy.

Implement retention strategies (2.2.2) ✓

1. Began periodic e-mails to students about research tips. **Continue**
2. Began "mouse pad notes" to remind students about important dates, fees, etc. **Continue**

Promote NPC libraries to communities (2.3.6)

1. Developed and delivered bookmarks to community public libraries promoting use of college libraries. More can be done to help community members use our materials and not just computers. **Continue**
2. Silver Creek Campus Library introduced parents & home-school students to NPC libraries during an NPC conference for home-schoolers.

Create a competitive, informative, industry standard web presence (2.3.1)

1. Began review of Discovery, the new OPAC interface for EOS Integrated Library System with goal to implement by December 2013. **Continue**
2. Created learning objects "How to search for children's books", "Searching for short stories, fairy tales", "Searching for Professional Development materials". We can explore other skills that our students and faculty might need to learn. **Continue**
3. A tutorial for using Google Docs was created and added to the library web site.

Maintain and improve relevant NPC social media presence (2.3.6)

1. Consulted with Marketing and on their recommendation, decided not to use Facebook.
2. Budgeted for MOSIO texting software for reference service 2012-2013.

Implement comprehensive print management & access solution (3.1.1)

1. Most staff attended webinar about Pharos print management software so the multi-functional printer can be moved into public use areas.
2. Requested that Information services include a computer reservation system.
3. The college will determine when and if this will be implemented.
4. 3 campuses had outdated/broken photocopiers removed and now provide personal copying service via their office multi-functional printer. Personal service by library staff was already required for faxing, scanning to e-mail and retrieving computer printouts.

Explore the use of mobile devices within the college (3.1.1)

1. Posted mobile apps for many government sites on the library web page. **Continue**
2. Posted mobile apps for several library subscription databases and Library Catalog on the library web page. **Continue**
3. Budgeted for MOSIO texting software for reference service 2012-2013.

Develop an efficient solution for 24/7/365 user self-help for technology issues (3.2.3)

1. Provided questions & answers about the library for the college's new Question & Answer web page.
2. Confirmed directions for use of wireless access is accurate. **Continue**
3. Offered to work with the Support Center so their staff can assist users with library issues. We can offer again. **Continue**

Explore how MyNPC could help facilitate better communications college wide and provide training (4.1.1)

1. All library staff training modules are accessed via MyNPC. **Continue**
2. All library reports, procedures, directories, inventories are posted in MyNPC. **Continue**
3. All summaries of library training workshops are posted in MyNPC. **Continue**

Implement the customer service components outlined in the Enrollment Management Plan (4.1.3

1. Purchased new material about customer service. **Continue**
2. Provided bibliography of customer service materials.
3. One library staff was invited to participate in college formal training. **Continue**
4. Arranged a session on customer service at the August 9, 2012 library staff training day.

Research effective team-building activities (4.1.4)

1. Purchased material about team-building. **Continue**

Provide opportunity for new and current employee training (4.2.4)

1. Promoted free webinars. Staff attended 24 free online events. **Continue**
2. Posted summaries of conferences & trainings for other library staff to use. **Continue**
3. All full-time staff receive Federal Work Study Supervisor training. **Continue.**
4. Associate Librarians attended the Arizona Library Conference.
5. 3 Exercise Sheets were added for library staff training with online resources. **Continue**

Develop procedures for identifying grants, prioritizing which grants to apply for, etc. (6.2.1)

1. Grant Collection was kept current. This Collection is kept at the Painted Desert Campus library. One half of the material is Reference. Arrangements can be made for the books to be kept at another NPC library for couple of week. **Continue**.
2. Maintained GrantSelect database. **Continue**

Identify specific facility needs for existing and future programs (6.2.3)

1. At White Mountain Campus library, a visual barrier was put on the windows between the testing area and the lobby to reduce distraction to students taking tests.
2. The security gate at Little Colorado Campus library stopped working in May. This has been reported to Maintenance. **Continue**
3. In January, the library at the Whiteriver Center was partitioned off from the lobby allowing a quieter study and testing area.

Other Library Accomplishments

Collection development

1. The audio and video collections were reorganized and displayed differently. This has increased the usage of materials. Ten titles about Native Americans were added to the Entertainment Video Collection and are heavily used. These collections are held at campus libraries.

	Audio (cassette tape & CD-Rom)	Entertainment Video (VHS & DVD)	Educational Video (VHS & DVD)	Faculty Video (VHS & DVD)
2010-2011	32	332	189	Counted with Educational
2011-2012	120	423	547	315

2. Electronic books - 363 owned in 2010-11 increased to 383 owned in 2011-12.
3. Archives – The majority of these materials have been cataloged. There are now 864 items.

4. Database Use – The Title 3 grant which funded several databases came to an end and we lost the funds to subscribe to them. This is reflected in the use statistics of our databases. The library compensated by linking to the Navajo County Public Library on NPC library web page and giving directions to access databases paid by the Arizona State Library. When giving students their printouts, staff frequently noticed that students were not using databases. When asked why they did not use them, a common response was "I didn't know you had any". If more instructors would allow library instruction sessions, this problem could be eliminated.

	# Databases	# Searches	# Sessions	# Full-Text Retrievals
2010-2011	15	54,073	11,369	47,482
2011-2013	13	45,753	14,231	47,017

5. Children's materials were purchased for Early Childhood and Education programs. The majority of these books are award winners and can be found via Special Titles Lists within the Library Catalog. $8,195.00 was spent. Directions were sent to instructors so they could inform their students how to access the material and how to qualify as a Distance Learner for mail delivery of materials. No one has used our Distance Learner services for several years.
6. Government Documents Map Collection cataloging was completed. All items are now listed in the library catalog.
7. Internet documents available via the Library Catalog increased from 9,909 in 2010-11 to 10,369. The majority of these are federal government documents but electronic books are also included. Electronic Books have 2 access points – Library Catalog and a separate web page for our Electronic Books purchased via EBSCO.
8. 120 titles of journals and magazines on microfiche were discarded since they had not been used in many years. The issues were 10-20 years old. Students now access journals via our subscription databases.
9. Analytical entries using MARC 505 were made in library catalog records for short stories, fairy tales, legends, and myths. Analytical entries for poetry anthologies are still in progress. This type of information will allow searching by a story title, fairy tale, poem, etc. using the Library Catalog's Advanced Search feature.
10. Fairy tales and folklore books were re-classified to follow a consistent formula.

Special Events

1. All libraries participated in the Arizona Centennial Celebration February 14 by serving birthday cake.
2. Silver Creek Campus Library hosted the Arizona State Library's exhibit "A Dose of Cod Liver Oil" about life during the Great Depression.
3. The library promoted federal documents on the main library web page with a Document of the Week graphic and link to the document.
4. All libraries participated in a Native American Film Festival in November. 66 people attended.
5. All libraries participated in Women's History Film Festival during March. 74 people attended.

Trudy Bender, Head Librarian

August 2, 2012

Northland Pioneer College Library System

Library Orientation/Instruction Comparison Over the Years
7/31/2012
Trudy Bender

Year	Headcount	# Sessions	# students within Sessions
1999-2000	5124	176	2146
2000-2001	5728	97	834
2001-2002	5405	64	842
2002-2003	5760	89	796
2003-2004	5385	98	572
2004-2005	5290	92	869
2005-2006	4686	199	948
2006-2007	4854	132	934
2007-2008	4384	123	780
2008-2009	5109	136	749
2009-2010	5022	68	431
2010-2011	4354	49	541
2011-2012	4101	59	708
2011-2012 Audio & Video Class Equipment Orientation Sessions		21	476
Average of National Comparison (2010 report)		156	2909

Northland Pioneer College Library System

Test Monitoring Data

Compiled August 2, 2012 by Trudy Bender, Head Librarian

Academic Year	# NPC tests	#non-NPC tests	Total Tests
1998-1999	n/a	n/a	7,778
1999-2000	n/a	n/a	n/a
2000-2001	n/a	n/a	n/a
2001-2002	n/a	n/a	6,546
2002-2003	n/a	n/a	6,910
2003-2004	6,738	47	6,785
2004-2005	n/a	n/a	7,604
2005-2006	n/a	n/a	6,084
2006-2007	6,393	106	6,499
2007-2008	n/a	n/a	5,608
2008-2009	n/a	n/a	5,349
2009-2010	6,028	219	6,247
2010-2011	5,280	205	5,485
2011-2012 Math labs were discontinuted	4,019	191	4,210

Northland Pioneer Collee Library System
2011-2012 Annual Report Data

Borrowers & Material Use

	Hopi	Internet	Kayenta	LCC	PDC	SCC	SPE	STJ	WMC	WhiteRv	TOTAL
Headcount	142	588	92	405	502	465	234	225	1,278	170	4,101
Borrowers											
Student	130	0	118	539	465	264	25	33	816	361	2,751
Staff	4		2	12	55	24	1	2	26	5	131
Faculty	2		1	24	17	24	1	4	44	3	120
Comm A	28		1	149	173	139	1	0	97	51	639
Comm Y	1		0	1	1	4	0	0	3	4	14
Total	165		122	725	711	455	28	39	986	424	3,655

Students not currently enrolled are stilll included in the Student Borrower count because they owe fines.

Headcount as of May 2012.

Not counted - other categories such as ALU, DOC, Sanders, etc.

Items from Catalog Borrowed by Location

Checkout	426	0	70	2,082	2,432	2,781	47	62	2,300	415	10,615
Renewal	28		11	169	97	380	3	2	150	43	883
Total	454		81	2,251	2,529	3,161	50	64	2,450	458	11,498

Items from Catalog Borrowed by Patron Type

Student	4010	Faculty	942		
Staff	1012	Adult Commuinity	1187	Youth Community	14

Reserve Use

Copies on Reserve	465
Pieces on Reserve Used	481

Equipment

	Owned	Used		Owned	Used		Owned	Used
AV cart	61	158	Jump drive	4	2	Remote for Reserve TV	7	32
Barcode scanner	2	15	Labeler	2	5	Slide projector	7	34
Cassette player	32	11	Laptop computer	9	135	Slide projector, caramate	6	4
CD player	8	92	LCD projector	16	237	Sound system	3	3
Digital camcorder	5	19	Luggage carrier	3	0	Speaker sets	10	72
Document holder	2	9	Media Mouse	4	0	Televsion	18	27
DVD player	3	2	Microfiche reader/printer	4	n/a	Televsion LCD	24	103
DVD/VHS player	42	149	Microphone	10	4	TV/VCR combo	6	4
Easel	15	20	Opaque projector	4	3	TV/VCR/DVD combo	9	107
Extension cords	12	81	Overhead projector	33	75	Tripod	5	11
Filmstrip projector	1	0	Patch cable	18	109	VHS player	4	2
Floppy drive, external	4	4	Power outlet bar	21	0	VHS recorder	5	3
Headphone	89	765	Presentation cart	4	85	Video camera	2	4
Headphone adapater	4	5	Projection screen	9	0	Visual presenter	3	3

Northland Pioneer Collee Library System
2011-2012 Annual Report Data

Items in the Library Catalog as of June 30, 2012

Collections	Owned	Used
Archives *	864	n/a
Audio	260	135
Career	197	74
Educational Video	1,084	534
Entertainment Video	519	392
Faculty Video	275	311
Foreign Film	86	90
Garrett*	335	n/a
Government Documents	27,293	158
Grants	29	5
Leppin*	391	n/a
McNary*	13	n/a
Media Archives*	72	n/a
Professional Dev.	156	34
Reference*	2,283	n/a
Term Paper Asst *	61	n/a
OTHER		7,300

Media	Owned	Used
Book	49,291	8,403
Braille	39	0
Cassette Tap	170	28
CD/DVD	1058	829
E-books	383	see below
Internet link	10,369	n/a
Large Type	28	1
Map *	1424	n/a
Microform	18,336	45
Serial *	368	n/a
VHS	1235	550

* items cannot be borrowed

Data not presented for kits, graphics, equipment.

Total # Title Owned	72,353
Total # Copies/Volumes Owned	83,667
Items Repaired	342
Items Reported Lost by Borrower	90
Items Missing from Libraries	143
Holds/Requests within Library Catalog	762
Holds/Requests filled	639
Total # Copies Paid Subscriptions	43

Database Use

	Name	Searches	Sessions	Full-Text Views	
General	Academic Search Elite	18,797	4,724	14,565	
	JSTOR	5,026	3,031	3,032	
	WorldCat	1,352	1,817	n/a	
Health	CINAHL	1,676	418	412	
	Nursing & Allied Health	4,087	608	516	
	Nursing Resource Ctr	3,616	487	229	
Humanitie	Classical Music	1,315	268	4,728	
	Oxford Dict. Music	254	269	294	
Sciences	Science Magazine	578	n/a	222	
Soc Sci	Chronicle of Higher Ed	570	679	3,264	
	e-HRAF	7,835	1,543	20,638	
	History Study Center	0	0	0	added May
		Totals	13,844	47,900	

Overdue Notices Sent to Borrowers

Pre-Due Date Reminder	506	(started March)
1st Notice	1965	
2nd Notice	345	
Billing	158	
Late Fees Collected	$1,951.75	

Electronic Book Usage

	Sessions	Searches	Full-Text Views
EBSCO	995	783	252
Salem Histor	n/a	n/a	71
Salem Litera	n/a	n/a	352

Library Catalog Usage

Visits	6571
Searches	4199

(data missing from some months)

Northland Pioneer Collee Library System
2011-2012 Annual Report Data

Services Provided

	Hopi	Internet	Kayenta	LCC	PDC	SCC	SPE	STJ	WMC	WRV	Total
Directional	707	n/a	248	2,449	2,834	2,523	2,348	45	2,824	1,630	15,608
Reference	9			343	568	314	213	13	500	174	2,134
Testing	268		118	850	510	748	170	84	1,277	155	4,180
Instructional Email	196		126	1,013	397	586	99	0	351	65	2,833
Other *	1,001		1,461	7,873	3,918	5,807	1,627	0	4,519	112	26,318
Total	2,181		1,953	12,528	8,227	9,978	4,457	142	9,471	2,136	51,073

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	3	n/a	5	46	40	72	2	0	71	8	247
ART	2		1	18	12	29	1	0	21	1	85
BIO	0		1	25	7	4	0	1	24	0	62
CHM	0		0	13	0	2	1	1	0	0	17
ECD/EDU	24		16	12	20	22	4	5	40	13	156
ENL	1		0	27	14	10	0	1	8	0	61
GEO	4		1	12	9	48	8	3	79	17	181
GLG	0		0	4	8	17	2	1	33	2	67
HES	2		3	38	9	28	22	3	70	16	191
HIS	34		9	47	26	59	17	10	97	11	310
HUM	2		3	7	1	4	9	4	4	2	36
HUS	14		0	0	0	0	0	0	0	0	14
MAT	118		63	263	191	185	75	30	429	55	1409
MUS	0		3	8	8	32	6	10	62	11	140
NAT/NUR	16		0	148	23	31	11	6	70	0	305
PSY	27		11	103	53	158	2	9	148	19	530
SPA	7		0	15	14	0	1	0	18	6	61
TLC	9		0	3	6	1	0	0	5	0	24
Other NPC	4		0	25	43	8	0	0	43	0	123
Non-NPC - BYU	0		0	3	1	1	1	1	1	0	8
Non-NPC - Rio Salado	0		2	20	39	29	4	0	68	0	162
Other Non-NPC	0		0	16	0	0	2	0	3	0	21
TOTAL	267	0	118	853	524	740	168	85	1294	161	4210

Northland Pioneer Collee Library System
2011-2012 Annual Report Data

Instructional Presentations (including NAVIT)

# Sessions	59
# People in Sessions	708

Ask a Librarian Electronic Reference Service

54

Audio & Video Class Equipment Orientation

# Sessions	21	(new service)
# People in Sessions	476	(new service)

Interlibrary Loans - system wide

Borrowed by NPC	61
Lent by NPC	266

no activity during December
$855.00 received from Arizona State Library for being a net lender.

Computer Use (libaries & open lab requiring sign-in)

	Hopi	Internet	Kayenta	LCC	PDC	SCC	SPE	STJ	WMC	WRV	Total
Public	1556		20	9607	10115	6667	89	499	3816	8845	41214
Students	1405		1636	8344	7091	3627	320	845	7927	2263	33458
Staff			7	396	356	90	4	8	190	19	1070
Total	2961	0	1663	18347	17562	10384	413	1352	11933	11127	75742
# Owned	12	n/a	12	22	17	18	17	4	22	17	141

Comparison with Other Libraries

2010 Academic Library Survey from the National Center for Education Statistics

	Total FTE	Lib Staff per FTE	Total Lib $ per FTE	# Books	# AV Materials	Circulatioin per FTE	Hours Serv per Week	Gate count per week	ILL Loans	# Instruction 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.