

Lake-Sumter Community College Libraries Program Review 2002-2003

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Introduction

The LSCC libraries experienced a productive and eventful year in 2002 - 2003. Much time and effort was expended in preparing for the activation of Aleph, the library management system chosen to replace the statewide legacy system. Betsy Hoagg, Nora Rackley and Denise English participated in statewide committee activities involved in customizing Aleph for the LINCC network. All library and media staff prepared for participation in extensive training sessions related to local implementation of the system.

Annual statistical data for 2002-2003 indicate a number of increases in on-site and remote library usage college-wide over the previous academic year: a 52% increase in reference questions, an 11% increase in circulation of physical materials, a 20% increase in connections to external databases, and a 30% increase in LSCC library catalog searches.

I. Program Overview

The program review process for LSCC libraries provides a systematic procedure in which to measure improvement in library services and resources. The purpose of the review is to evaluate the libraries to ensure their effectiveness as an academic support service for the institution. The review process will serve as the tool for continuous improvement and may impact the program budget, staffing, services, resources, policies and procedures.

This program review is prepared by the library staff and is reviewed by the Vice President of Educational Services. To ensure consistency, effort has been made to use data from the 2002 -2003 academic year.

A. Program Description

Lake-Sumter Community College continues to operate libraries at the Leesburg, South Lake and Sumter campuses. The libraries are responsible for library services, audiovisual support, and mobile classroom technology support services at all LSCC campuses.

The libraries' mission and goals have been reviewed and revised by library and media center staff. No changes have been made in the program description. Partnerships with the Sumter County Public Library System and the University of Central Florida remain active with no major changes. Minor changes in the partnership agreement with the Sumter County Public Library System have been recommended to the VP of Educational Services. The UCF partnership agreement will be reviewed in spring 2004.

B. Program History

Highlights include preparation for release of the Aleph system, acquisition of new furniture and service desk at Leesburg, addition of UCF resources at the South Lake library, and a new staff member, Ed Hager, who joined the libraries as Media Specialist on July 1, 2003.

II. Students, Customers, Employees Served by the Program

The three campus libraries continue to serve LSCC students, faculty, staff and community residents, with a unique focus and clientele at each campus.

A. Students and Employees

In the 2002-2003 academic year, there were 7,168 two-year students registered with the three LSCC libraries. 3,022 patrons were added to the patron database. Duplicated attendance was 67,550, about 13% less than the previous year (due to a decline at the Leesburg campus). This decrease parallels an increase in database and catalog usage, indicating that students are accessing resources remotely. In addition to being able to access full-text books, periodical articles and reference sources online, students were able to directly request circulating items from any community college library in the LINCC database or via the online interlibrary loan form. This encourages online access at the student's convenience, which may result in less personal visits and usage of physical resources.

Partnership programs with Gulf Coast Community College, St. Leo University, and UCF remained in place. The UCF nursing program remained at the Leesburg campus but other UCF programs moved to the South Lake campus. UCF offered four-year degrees in Early Childhood Education, Elementary Education, Sports and Fitness, Nursing, Liberal Studies, Psychology, Business Administration, Criminal Justice, and Masters Degree programs in Education Leadership and Exceptional Education. A reciprocal borrowing agreement among Florida public higher education institutions remains in place, allowing LSCC students, faculty and staff to borrow materials without charge from all Florida community colleges and state universities.

B. Community

A reciprocal borrowing agreement with the Lake County Library System was approved by the LSCC District Board of Trustees in May 2003, which waives the \$7.50 fee for patrons holding a Lake County library card. The reciprocal borrowing agreement with the Sumter County Library System cardholders remains in place.

III. Program Personnel

A. Personnel

Library staff remained stable throughout 2002-2003. Media Specialist Chuck Lewis resigned in May 2003 and was replaced with Ed Hager, who had worked previously in the LSCC IT department. Mr. Hager has trained to serve as the libraries' technology contact for CCLA and serves as the liaison to the LSCC IT department.

With the retirement of the Library Specialist in January 2004, the first priority remains to upgrade the Library Specialist position to an Access Services Librarian position, at an additional cost of approximately \$1200 in salary per year. The need for one of three on-hold positions remains critical, along with two new positions. Students are used to provide services during some evening and weekend hours at the Sumter library and the Leesburg Media Center. This leaves the Sumter campus librarian on-call and the Media Center often supervised by librarians, who can provide limited computer equipment support.

Personnel priorities are as follows:

- D. Upgrade the Librarian Specialist I position at the Leesburg library to a professional Reference/Access Services Librarian. The individual holding the Specialist position is performing at a professional level in providing reference services. The upgrade will offer additional support for library instruction, expanded public services support, support with maintenance of the libraries' web site, and supervision of the physical library space at Leesburg. The salary for an entry-level professional is \$1200 per annum more than the current career-level position. This position upgrade was requested in last year's program review.
- E. Create a new Library Specialist position to provide cataloging and ILL support for LSCC libraries. This paraprofessional position is badly needed to provide support for cataloging and processing materials for all campus libraries. The libraries are now adding LINCC records for Sumter County and UCF library collections in addition to materials for the three LSCC collections. If book funding is restored to a level recommended by ACRL, this position will be critical.
- F. Increase the unfilled part-time technician position to full-time at the Sumter library and fill the position to provide support and service desk coverage for the full-time librarian.
- G. Create a position for a full-time media technician to provide evening and weekend audiovisual and classroom support for mobile computer equipment at Leesburg and back-up support for the Sumter and South Lake campuses.
- H. Fill the full-time technician position at the South Lake library.

B. Professional Development Activities

Denise English, Director of Library Services, completed an Element K course in JavaScript Programming and served on several regional and statewide committees and including: Past Chair, College Center for Library Automation Advisory Board; Library Management System Selection Committee Aleph Implementation Committee; Treasurer, Central Florida Library Cooperative Board of Directors; and Florida Community College Learning Resources Standing Committee Internet Course Revision Committee, updating LIS 2004 course materials and preparing HTML and WebCT versions of the course for statewide distribution.

David Goff, Cataloger/ILL Librarian, attended CFLC Cataloging Interest Group, ILL Interest Group, and Government Documents Interest Group meetings, Aleph training sessions for Cataloging, Serials, Circulation and Reserves, a Florida Library Association membership meeting, and performed in the Lake County Library System Book Cart Drill Team. He attended Microsoft Calendar and XP training sessions at LSCC.

Raechel Gump, Library Technician, participated in CFLC workshops The Reference Interview and Ready Reference Using the Internet and attended Aleph training for Cataloging and Serials. She also trained as back up for the Library Technician who is responsible for library bookkeeping and Interlibrary Loan support.

Ed Hager, Media Specialist, attended Application Contact training at the Valencia West campus in Orlando.

Betsy Hoagg, Reference/Instruction librarian at South Lake, served on CCLA's Information Portal Committee and the Aleph Implementation OPAC Task Force.

Richard Morrill, Reference/Instruction librarian at the Sumter campus, attended CFLC workshops on Medical and Health Internet Resources and Business and Finance Internet Resources, the American Medical Writers Association Conference in Miami, Aleph Circulation and Reserves training, served as a member of the Sumter County Library System Advisory Board, the Sumter County School District Adult Education Division School Improvement Council, and the Sumter County School District Professional Development Council. He also completed three Element K courses: Access 2002 Level 1, Excel 2002 Level 1 and Excel 2002 Level 2.

Nora Rackley Reference/Instruction librarian participated in CCLA's Library Programs and Services Standing committee and CFLC's Government Documents Interest Group, and attended Aleph training for Cataloging, Serials, Circulation and Reserves. She also attended training for the statewide Ask A Librarian Service.

Rhonda Smith served on the Virtual Reference Advisory Committee, attended training and participated in staffing the statewide Ask A Librarian Service and attended acquisitions training for Aleph.

IV. Facilities and Equipment

A. Physical Resources, Instructional

The Leesburg library needs either a new building or renovation of the current building that will allow integration of open computer lab facilities and library lab facilities. Students require access at one location to conduct library research with reference librarian support, compose research papers, and access specialized software to complete classroom assignments. Wireless network and Internet access, a library classroom/lab with Internet access, individual and group study rooms with network access, and expanded seating areas are necessary. Wireless access will expand Internet and network access throughout the library and should include laptops that could be checked out at the service desk. A joint-use facility with the Lake County Library System has been discussed since 1998 but at present does not seem to have adequate support with county leaders or a county funding source.

A new library facility is needed at the South Lake campus, with integration of computer lab facilities, wireless access, expanded seating and stack areas to accommodate LSCC and UCF collections, classroom/lab facilities, office space for staff, and laptops for check-out.

The Sumter campus library facility provides adequate space but will need wireless access and laptops. The adjacent classroom should be dedicated to library use for library instruction and open lab access.

Classroom audiovisual and mobile computer equipment should be replaced at regular intervals. Currently the permanently mounted TVs and VCRs at the Leesburg campus are receiving limited use due to age and lack of flexibility. To accommodate classroom requests the Media Center currently has two 29 " televisions on mobile carts with either a VCR or DVD player connected. The two carts are wheeled to various classrooms on the Leesburg campus as needed. The competition for these two mobile units has increased drastically recently necessitating faculty to reschedule planned activities in the classroom in some instances. Two additional mobile units on the Leesburg campus would facilitate classroom needs. Audiovisual equipment at the Sumter and South Lake campuses is adequate at present.

The technology refresh plan for 2003 -2004 includes a terminal server that would increase the speed of the Pentium I computers located in the

Leesburg and Sumter libraries, negating the need to upgrade those machines.

In 2002-2003, the computer classrooms/labs at the Leesburg and South Lake campus were utilized as open lab space at times when library instruction was not scheduled. This provided needed seating for students conducting research, using Office software, and using specialized software in support of class assignments.

The South Lake library staff is manually counting library patrons as they enter the library facility. An electronic counter is required to provide a more accurate count. This will provide a more uniform college-wide count since the Leesburg and Sumter libraries employ electronic counters.

B. Office Space and Work Areas

The circulation desk at the Leesburg library was replaced with a multilevel counter that allows a seated patron to confer with a reference librarian and to view the reference computer monitor. This helps to better facilitate library research. However, the 19" monitor at the reference computer is heavy and unwieldy. It is recommended that it be replaced with a flat screen monitor, which could be more easily moved so that patrons and library staff could view the screen.

V. Library Resources

A. Online Resources

A third netLibrary shared collection of e-books was purchased through SOLINET; bringing the total e-book collection currently accessible to more than 35,000 recently published titles.

B. Print Book Collections

The Leesburg weeding project begun in 2001 was completed for all areas of the circulating collection except parts of LC classification P, language and literature, and for most of the reference collection. A further 1500 out-of-date and damaged books were withdrawn this year, representing 3% of the book collections. Despite the fact that a thorough weeding had not been conducted for several years, this is still less than the 5% annual renewal rate recommended by CCLA to keep community college collections current. Many more items of marginal quality or utility were retained because they could not be replaced.

Whether or not the budget situation improves, the weeding project should be finished in 2003-04 and regular weeding begun at something approaching the same annual rate. Only half as many new books (approximately 1.5% of the collection) were acquired from all sources (budget, grants and donations) in 2002-2003. If acquisition holds steady, the collection will shrink at the rate of 1 to 2 per cent a year. If it continues

at the level anticipated based on the 2003-04 budget, the rate of decline would be steeper.

C. Print Serials Collections

Ten print serials titles were cancelled due to their lack of use or availability in online databases: 3 titles at Leesburg, 2 titles at Sumter, and 5 titles at South Lake. No microfilm titles were cancelled.

D. Audiovisual Collections

The status of telecourse videotapes was changed from circulating to in-house viewing only. In Leesburg, telecourse videos were transferred from the Media Center to the reserve shelf in the library. Each library now provides one set of each telecourse series for in-house viewing, which has alleviated retrieval issues and the need for frequent replacement of these videotapes.

E. Government Documents Collection

Discard lists were prepared in November 2002 and June 2003 and distributed to the regional depository, all selective depositories in the southern region, and to public libraries and school media centers in Lake County. The Education and Health sections have been weeded.

In the fall, the student assistants completed a massive shifting project in the area. Ready reference documents were incorporated into the circulating shelves and enough space was allotted to accommodate the sections that continue to grow. The shelving in Rhonda Smith's office, which previously housed the ready reference documents, is now used for overflow of uncataloged items and for documents awaiting discard.

With the help of the Cataloger, Library Technician and student assistants, the department has started creating a regular schedule for discards and comprehensive procedures manual. This should be in place by next year. Nora Rackley, government documents librarian, is investigating the use of Government Documents Catalog Service (GDCS) to facilitate cataloging new government documents. The implementation of ALEPH in the spring may also speed up the cataloging process and help minimize the backlog of uncataloged documents.

Student assistants continued to provide support for maintenance of the government documents collection. Stephanie Pincus returned as a student assistant in Fall 2002 and continued to work through August of 2003. Melissa Williams and Kristie Haynes continued as student assistants until their graduation at the end of Spring 2003 and Summer A 2003, respectively. Phillip Sutkuss returned as a student assistant in Summer A 2003.

The data in the following charts represent documents that were added and discarded monthly.

Added	Paper by piece	Microfiche by piece	Electronic Products	Video	Totals
July 2002	69	104	0	0	173
August 2002	40	62	3	0	105
September 2002	0	0	0	0	0
October 2002	28	0	0	0	28
November 2002	33	37	1	0	71
December 2002	0	54	0	0	54
January 2003	56	81	4	0	141
February 2003	180	63	10	0	253
March 2003	146	54	1	0	201
April 2003	74	73	7	0	154
May 2003	46	63	0	0	109
June 2003	58	15	4	0	77
Totals	730	606	30	0	1366

Figure 1 - Materials added monthly to the government documents collection

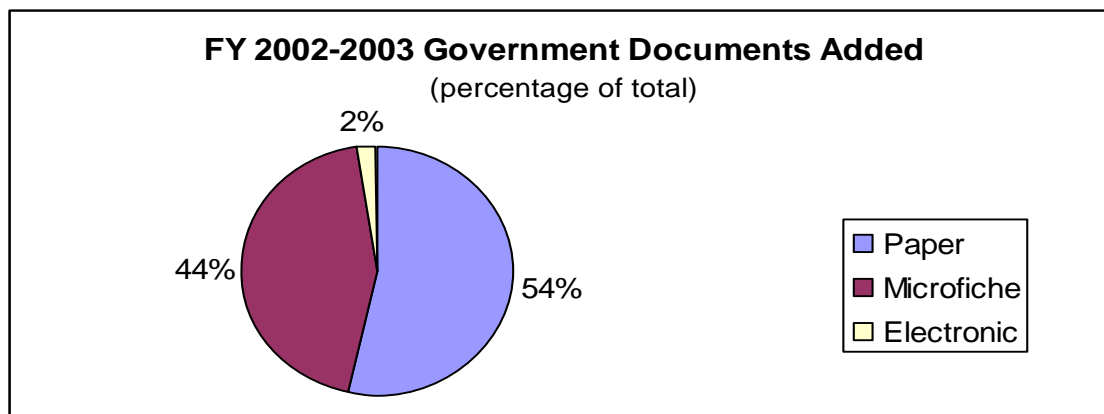


Figure 2 - Percentages of total government documents added to the collection

VI. Library Services

A. Reference Services

Reference transactions increased 52% from the previous academic year, with 11,741 reference questions answered in the three libraries, by telephone, and online. There were 83 queries answered via the online Ask-A-Librarian form. Directional questions decreased slightly from 7592 the previous year to 7361.

Reference & Directional Transactions				
Reference	Leesburg	Sumter	South Lake	Total
Desk	2066	6247	1204	9517
Phone	205	1623	313	2141
2 + 2	0	N/A	N/A	0
Ask-A-Librarian				83
Total Reference	2271	7870	1517	11741
Directional	Leesburg	Sumter	South Lake	Total
Desk	2871	1185	1407	5463
Phone	482	865	551	1898
Total Directional	3353	2050	1958	7361

LSCC began preparing for participation in the Ask-A-Librarian statewide collaborative live virtual reference project in the summer of 2003. Rhonda Smith and Nora Rackley, reference librarians at the Leesburg campus, were trained in use of the software.

B. Library Instruction

The 2001-2002 fiscal year presented challenges and successes for instruction librarians. The reference/instruction librarians taught a total of 193 sessions and reached 2073 students college-wide.

In the fall of 2002, Nora Rackley conducted a Grants Workshop for community patrons. This workshop is usually taught by Denise English, who was unavailable. The workshop covered Internet basics and specific information for grant writing. 13 people attended the session.

The chart below describes the number of sessions taught by type of patron.

Library Instruction FY 2002-2003	Students	Faculty & Staff	Community	Totals
Total # of Classes	134	0	1	135

Total # of Sessions	193	0	1	194
Headcount (all classes)	2073	0	13	2086

Due to the volume of sessions taught each year, the five librarians and the director of library services, Denise English, share the teaching duties. Ms. English teaches an online library research course, LIS 2004, in the fall and spring terms. This course is not reflected in the table below.

Librarians	Number of Sessions				Totals
	Summer B 2002	Fall 2002	Spring 2003	Summer A 2003	
Betsy	0	26	26	3	55
David	0	2	0	0	2
Denise	0	0	0	0	0
Nora	1	29	20	2	52
Rhonda	2	22	18	7	49
Richard	0	18	12	5	35
Totals	3	97	76	17	193

Library instruction contact hours track the time librarians spend teaching. The table below details the contact hours librarians provide in the classroom or teaching online.

Librarians	Number of Contact Hours				Totals
	Summer B 2002	Fall 2002	Spring 2003	Summer A 2003	
Betsy	0.00	20.00	17.00	4.80	41.80
David	0.00	2.00	0.00	0.00	2.00
Denise (credit course)	0.00	15.00	15.00	0.00	30.00
Nora	1.80	44.20	29.00	3.60	78.60
Rhonda	4.20	29.80	25.70	11.60	71.30
Richard	0.00	29.50	13.20	13.80	56.50
Totals	6.00	140.50	99.90	33.80	280.20

During the academic year, Library Instruction Evaluation Surveys were distributed to students to determine their perception of the library instruction sessions. The Institutional Research department on campus compiled and analyzed the results of the surveys. They also made recommendations for revising questions based on the results. The reference instruction librarians at the three campuses collected a total of 432 surveys. Of the 432 respondents 81% said they would recommend the session to someone else. Only 57% of the students said that most of the material covered in the session was new to them, while 11% stated that none of the material was new. Almost 98% of students either strongly agreed or agreed that the presentation and handouts were clear and well

organized. Large majorities also agreed that the amount of material covered was about right (84%), that the resources covered were relevant to their needs (86%) and that they would be able to apply the information while doing research (87%).

During the year the Library Skills pre- and post- tests were distributed to ENC 1101 classes college-wide. The students took the tests via online forms located on the ENC 1101 course guide. 369 students in the fall and spring terms took both the pre- and post-tests. This represents 48% of students enrolled in ENC 1101 (an increase of 31% from 2001). In the fall, 55% of students who took both tests and participated in library instruction scored higher than 60% on the pretest. 85% of the students who took both tests and participated in library instruction scored higher than 60% on the posttest. In the spring, 46% of students who took both tests and participated in library instruction scored higher than 60% on the pretest. 71% of the students who took both tests and participated in library instruction scored higher than 60% on the posttest.

Instruction librarians anticipate removing four specific questions about Internet use (answers are uniformly high and have only varied a few points over the past two years). This will reduce the time required and/or allow the addition of other questions to the survey.

C. Circulation Services

A new service desk was installed at the Leesburg library that facilitates interaction with patrons. Rather than forcing patrons with reference questions to stand, the patron and librarian can be seated across the desk so that the patron can comfortably converse and view the librarian's computer screen. The desk includes a locked money drawer and both open and closed storage areas. Comfortable office chairs were also added to the desk area.

Progress was made in preparation for the release of the Aleph library system. Circulation was one of the areas that participated in a review of data in a test file to determine if errors had been made in data conversion. The new system, which includes a circulation module, will be released statewide in January 2004.

In order to make it easier for students to register, the policy on library holds was changed. Holds were removed from student's records in Banner for any amount of fine less than \$5.00.

Videotapes of the courses offered on LSCC TV 13 were transferred from the Media Center to the Library Reserve shelving. Library policy was amended to prohibit these tapes from being checked out. Copies are always available for viewing in the libraries.

An Offline Backup Circulation program was installed at the Service Desk to capture circulation transactions when connection to LINCC is not possible. The program saves transaction information to a file that is uploaded when the LINCC system is restored.

Materials circulation increased 11% from the previous year, electronic database access has increased 19.75%, and LINCCWeb OPAC searches increased 30%.

Materials Circulation	Leesburg	Sumter	South Lake	Total
Print Books	6130	3429	476	10035
E-Books (netLibrary)				696
Total Books				10731
LSCC Reserves	370	0	1	371
UCF Reserves	0			0
Government Documents	209			209
Print Periodicals	865	0	0	865
Vertical File	26			
Microfilm	85			85
Microfiche	12			12
Software	1	1	0	2
Audio Visual	234	9	8	251
TV Course Tapes	524	29	141	
Total Materials Circulation	8456	3468	626	13246

Electronic Access	Total
Academic ASAP	2428
Biography Resource Center	223
CQ Researcher	1691
Criminal Justice Periodicals Index	240
Custom Newspapers	344
eBooks (NetLibrary)	696
EBSCO Academic Search Premiere	7277
EBSCO Business Source Elite	184
EBSCO MAS Ultra School Edition	73
EBSCO Military FullTEXT	174
EBSCO Primary Search	70
Encyclopedia Britannica	159
FirstSearch	2598
Grove Dictionary of Art	1
Health & Wellness Resource Center	1396
InfoTrac Business Wire News	39
Issues and Controversies	497
Literature Resource Center	2757
Newsbank Newsfile	578
Total	21425
LINCCWeb PAC Searches	48597
Captive PAC Searches	12

Miscellaneous	Leesburg	Sumter	South Lake	Total
Attendance	49385	10222	7943	67550
Community Cards	27	90	1	118
Leesburg Library Lab Usage				
Non-CFLC Usage		780		780
CFLC Lib. Lab. Usage		9		9
Total Library Lab Usage	789			789

D. Copy/Print Services

Copy and print services are functioning well with coin-operated photocopy machines in each library and a single printer located at each library's service desk. Copies remain 10 cents per page.

E. Cataloging and Processing Services

Total Titles and Volumes Held by All Campus Libraries				
	2003	2002	2001	2000
Titles	60684	58599	58640	56458
Volumes	73041	71872	70551	68035

The increase in titles and volumes appears small due to a limited book budget and the number of items withdrawn and deleted from the system over the past several years. In preparation for the migration to a new library automation system, more extensive weeding has been performed, based on criteria such as physical condition (mold or damage) and date of material. In 2002-2003 almost 2000 volumes that fit the criteria were discarded.

2002-2003 Cataloging Data					
	2003 Volumes	Added Volumes	Deleted Volumes	Net Change	2002 Volumes
Leesburg					
Print	51309	+1081	- 427	+ 654	50655
AV	849	+5	- 117	- 112	961
Gov Docs	13165	+1233	- 1233	0	13165
Campus Total	65323	+ 2319	- 1777	+ 542	64781
Sumter					
Print	3505	+ 519	- 24	+ 495	3010
AV	87	+ 3	- 51	- 48	135
SCPLS					
Print	3039	+ 661	- 1	+ 660	2379
AV	5	+ 4	- 0	+ 4	1
Campus Total	6636	+ 1187	- 76	+ 1111	5525
South Lake/UCF					
Print	2027	+ 530	- 0	+ 530	1497
AV	199	+ 43	- 62	- 19	218
UCF	25	+ 25	- 0	+ 25	0
Campus Total	2251	+ 598	- 62	+ 536	1715

LSCC Total	74210	+ 4104	-1915	+ 2189	72021
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Two new collections were added. A Children’s Literature collection of 45 volumes was added to the Leesburg library for early childhood education students and the first 25 volumes purchased by the University of Central Florida were added at South Lake. Telecourse videos were converted to “in library use” on each campus and additional copies were deleted, reducing the number of AV items in the collection.

In a very unusual occurrence both additions and deletions in Government Documents collection were equal at 1233 items giving a net increase of zero; the collection total remains at 13165 items.

F. Interlibrary Loan Services

Lending

ILL lending activity continues to increase. After remaining in the mid-400s for three years, lending has jumped due to two issues. One is the LINCC request feature that permits patrons to place their own requests for library materials at other colleges. The number of LINCC requests doubled in 2001-2002 from 112 to 236 and increased another 20% in 2002-2003 to 284.

The second aspect is the increase in the number of items to which LSCC must respond with “No,” we cannot supply. Negative responses stem from two different sources. In 2000-2001, LSCC libraries subscribed to the first of OCLC’s NetLibrary collections of electronic books (e-books). This collection of over 16,000 items was added to LSCC’s OCLC holdings and libraries have been selecting some of these items rather than the print book when making requests. Our No responses doubled in the first year from 70 to 150 and have remained fairly steady for the past three years. Another source of the additional negative responses is our budget. Our declining budgets have forced the libraries to cancel subscriptions to journals and discontinue microfilm of some titles. Therefore we have been unable to fill some requests for periodical articles. The following table depicts all interlibrary loan lending, including LINCC and OCLC requests.

Inter Library Loan Lending						
Totals from LINCC and OCLC requests						
	Totals		LINCC		OCLC	
	Yes	No	Yes	No	Yes	No
1998-1999	480	84	110	7	370	77
1999-2000	454	73	114	3	340	70
2000-2001	467	159	112	4	355	155
2001-2002	571	168	236	13	335	155
2002-2003	692	149	284	9	408	140

The table below shows that lending requests for non-returnables (photocopies of periodical articles) have decreased from 121 in 1999-2000 to an average of 69 for the past four years. As mentioned previously some of the decrease is due to having fewer print periodicals. Some may also be due in part to patrons using online databases to locate the full text of articles. There is not a similar decline in borrowing statistics for non-returnables.

Totals by Returnable and Non-Returnable Filled Item Requests			
	Totals	Non-Returnable	Returnable
1998-1999	480	121	359
1999-2000	454	70	384
2000-2001	467	61	406
2001-2002	571	84	487
2002-2003	682	62	620

Several methods of delivery are used. DLLI (originally called the Distance Learning Library Initiative), the state courier service, is used for most deliveries. Regular mail is used for smaller institutions not using DLLI and for out of state requests. ARIEL, an electronic transfer of files via the Internet, is used for photocopies or short government documents. The chart below shows substantial increases in the past two years, although ARIEL use is declining, seemingly due to the reduction in non-returnables.

DLLI and ARIEL Send and Receive						
	Totals		DLLI		ARIEL	
	Sent	Received	Sent	Received	Sent	Received
1999-2000	559	610	491	550	68	60
2000-2001	546	629	505	608	41	21
2001-2002	669	788	621	754	48	34
2002-2003	922	1016	897	992	25	24

Borrowing

ILL borrowing shows a steady increase. LINCC requests had just begun in 1998-1999 and were still mediated by a staff member until 2000-2001. Then they doubled in number from 82 to 170 and have continued to

increase, more than doubling again to 408 by 2002-2003. The increase in borrowing has been even greater (397%) than in lending (153%). These increases have been offset to a minor degree by the decline in our use of OCLC on the borrowing side. Borrowing has declined about 50% from a high of 235 in 1999-2000 to 120 in 2002-2003.

Inter Library Loan Borrowing Chart						
Totals from LINCC and OCLC requests						
	Totals		LINCC		OCLC	
	Yes	No	Yes	No	Yes	No
1998-1999	299	43	82	6	217	37
1999-2000	317	36	82	6	235	30
2000-2001	315	27	170	10	145	17
2001-2002	404	16	233	2	171	14
2002-2003	528	10	408	0	120	10

As with lending, there has been a decrease in the number of non-returnables. Many fewer requests suggest that LSCC students, like patrons in other libraries, are finding more full text articles in online periodical databases. However, requests for books are still increasing to more than offset the decline in periodical requests.

Totals by Returnable and Non-Returnable Filled Item Requests			
	Totals	Non-Returnable	Returnable
1998-1999	299	149	150
1999-2000	317	186	131
2000-2001	315	81	234
2001-2002	311	10	301
2002-2003	528	71	457

G. Media Center

All mobile technology equipment college-wide were moved under the supervision of the Media Specialist. A request form was created for faculty and staff, and media log created to track day-to-day usage.

H. Web Site

The libraries' web site was updated by library staff to visually conform to the upgrade in the College's site. New graphics, a JavaScript top level menu, an A to Z index, and sidebar menus were designed. A total of 299 pages were revised and 16 new pages were added, including the previous three years of libraries' annual reports, several course guides, the college academic integrity policy, and two special *What's New* pages, providing information about election candidates and election results.

VII. Budget

Budget savings were sought and realized in several areas:

- A reduced price was negotiated on the Orlando Sentinel NewsBank database, from approximately \$12,000 to \$2,800, providing a substantial savings which was then used to purchase PsychArticles and JSTOR Arts and Sciences and Language and Literature collections for the 2003 – 2004 academic year.
- Amazon.com was used as the major book supplier, saving more than 12% on circulating books. Turtlebacks (paperbacks bound with hard covers) were purchased for SL and Sumter libraries at significantly lower prices than standard hardback prices.
- CCLA negotiated prices for Wilson databases directly with Wilson rather than FirstSearch, resulting in an approximate 50% savings.

The introduction of procedures that would allow purchases by credit card from the main book account is still much anticipated. In addition to providing access to cheaper alternatives for in print books, it would allow replacement of popular lost or stolen titles that have gone out of print and are available only from such sources. The libraries recommend that the College provide purchasing card to maximize limited library funding.

VIII. Support Services

Support services remained stable for the year. CCLA and IT continued to be the most critical support services since access to the library catalog and online resources are reliant upon the local and statewide networks. CCLA continues to be fairly responsive to local library needs and IT staff has improved service response time and follow-up.

Ernie Morris Enterprises has not yet completed delivery on furniture ordered in June 2002 for the Leesburg library. Three double-faced study carrels and two tables were received with the wrong surface, were reordered and have not been received as of April 2004.

IX. Program Evaluation

A. Methodology

The following methods are used to measure outcomes for the library program:

- Evaluation of library usage data
- General user surveys of students, faculty and staff
- CCLA survey of reference transactions
- Survey of instructional session attendees
- Pre and Post-tests of ENC1101 instructional session attendees
- Credit Course outcomes

B. Evaluation of Library Holdings and Usage Data

The libraries' collections have been updated, with weeding having eliminated 1500 out of date and damaged books, and a third collection of e-books has been added to online collections, increasing online holdings to approximately 35,000 current e-books.

The new service desk at the Leesburg library facilitates interaction with library users, seating librarian and patron across the desk so that the patron can comfortably converse and view the librarian's computer screen. A 52% increase in reference transactions and a small increase in directional questions indicate that library staff is providing more assistance to users. A satisfaction questionnaire would help to indicate user satisfaction. ILL borrowing has increased from a total of 404 to 528, indicating that students and faculty have taken advantage of the request feature in LINCC.

Information resources use has increased with circulation of physical materials (books, print periodicals, government documents, and audiovisual items) up 11% from the previous year, electronic database access increasing 19.75% and LINCCWeb OPAC searches increasing 30%.

C. General User Surveys

Both the libraries and Media Center were scheduled to circulate user surveys in the spring of 2004. However, due to the heavy workload imposed by the release of Aleph, surveys will be postponed until spring 2005 and may be issued via the new LSCC portal if it is available by early 2005. Some questions may need revising to reflect user experiences with the new library management system.

D. Student Performance Outcomes

1. Survey of Instruction Session Attendees

Of the 432 respondents 81% said they would recommend the session to someone else. Only 57% of the students said that most of the material covered in the session was new to them, while 11% stated that none of the material was new. Almost 98% of students either strongly agreed or agreed that the presentation and handouts were clear and well organized. Large majorities also agreed that the amount of material covered was about right (84%), that the resources covered were relevant to their needs (86%) and that they would be able to apply the information while doing research (87%).

2. Pre and Post-Tests for ENC 1101 Instruction Sessions

During the year the Library Skills pre- and post- tests were distributed to ENC 1101 classes college-wide. The students took the tests via online forms located on the ENC 1101 course guide. 369 students in the fall and spring terms took both the pre- and post-tests. This represents 48% of students enrolled in ENC 1101 (an increase of 31% from 2001). In the fall, 55% of students who took both tests and participated in library instruction scored higher than 60% on the pretest. 85% of the students who took both tests and participated in library instruction scored higher than 60% on the posttest. In the spring, 46% of students who took both tests and participated in library instruction scored higher than 60% on the pretest. 71% of the students who took both tests and participated in library instruction scored higher than 60% on the posttest.

Instruction librarians anticipate removing four specific questions about Internet use (answers are uniformly high and have only varied a few points over the past two years). This will reduce the time required and/or allow the addition of other questions to the survey.

3. Credit Course Outcomes

Two sections of LIS 2004 were taught, one in fall 2002 and one in spring 2003. The fall 2002 class included 11 students, two of whom withdrew. Pretest grades ranged from 21 to 71 (out of 100). Grade distribution was as follows: 4 As, 2 Cs, 2 Fs and one Incomplete. It is interesting in that the student with the highest Pretest grade of 71 earned a C in the course. The incomplete was not completed and resulted in an F grade.

The spring 2003 class included 15 students, two of whom withdrew. Pretest grades ranged from 7 points to 71. Grade distribution

included 7 As, 1 B, 1 C, and 4 Fs. In both sections the F grades resulted from the student not completing the course, despite several e-mail reminders from the instructor.

Grade distribution for this elective course typically produces a large number of As in part because students seem to have a high interest in the subject matter and devote a great deal of time to the course. The most frequent comment on the instructor evaluation is that the course demands a great deal of work for one credit. Instructor interaction with students is fairly high for an online course with the instructor frequently reminding students to complete assignments on time. This interaction is expected to increase as the course is moved from the web to WebCT in the fall of 2003.

E. Assessment of Prior Year's Departmental Objectives

Recommendation: Purchasing is investigating a procurement card for library use. The libraries recommend such a card be provided to maximize limited funding. Assessment: Several queries were made of the Vice President of Administrative Services but this recommendation has not yet been implemented and will be again recommended.

It is recommended that the Library Specialist position at the Leesburg library be upgraded to a professional Reference/Access Services Librarian position when the Library Specialist retires in January 2004. Assessment: This recommendation was not completed and the position will be advertised as a temporary Library Specialist position. The recommendation will be repeated.

It is recommended that a new Library Specialist position be created to provide cataloging and ILL support for LSCC libraries. This paraprofessional is urgently required to provide support for cataloging and processing materials for all campus libraries position. The libraries are now cataloging and processing Sumter County and UCF library collections in addition to materials for the three LSCC collections. Interlibrary loan requests have increased, as technology has simplified the request process. This would free the current Library Technician II in technical services to provide more support for maintenance of the government documents collection and the web site. This recommendation was not completed and will be repeated.

It is recommended that the college fill the library technician position at the Sumter campus library. This position is essential to providing consistent support for the reference/instruction librarian, who is on duty for 37.5 hours per week, but has learning center and public library responsibilities in addition to filling duties as the college librarian. This recommendation was not completed and will be requested in the future.

The State Board of Community Colleges has recommended a book replacement program for community college libraries, based on replacement of 5% of collections each fiscal year. The recommended replacement allocation for 2001 -2002, based on the 5% replacement of total collection (5% of 57,673 volumes = 2,883 books x average book price of \$52.72), was \$152, 018. It is recognized that this nearly 400% increase will be fiscally impossible, so it is recommended that the book budget be increased incrementally by 25% each year until the target 5% replacement cost may be reached. Assessment: This recommendation was not met; the book budget was initially reduced by 50% to \$25,000 but restored to the \$50,000 level mid-year. The recommendation will be repeated.

It is recommended that the libraries find additional ways to publicize the netLibrary collection of e-books. Assessment: netLibrary was incorporated into library instruction whenever time permitted and is regularly suggested by reference librarians at service desks as a resource. A direct link to ebooks was placed on the libraries' homepage and netLibrary has been featured on the libraries' What's New page. Ebooks are mentioned in library information included in the college catalog and schedule. This recommendation has been completed.

It is recommended that the library add a U.S. history database offering full-text journal articles. Gale's History Resource Center provides full-text articles from reference sources, journals, primary source documents. The cost of this database is \$9667 for unlimited users, based on LSCC FTE. This recommendation was completed. The Gale database was considered and rejected by librarians. The JSTOR Arts & Sciences I collection was selected for its history holdings and a subscription was begun. This recommendation has been completed.

Eight PCs in the Leesburg library and one in the Sumter library are Pentium I computers with a scant 64 MB of RAM. It is recommended that these computers be replaced as soon as possible. This recommendation was not completed. However, an alternative plan to connect these computers to a terminal server has been created.

It is recommended that the libraries' travel budget be increased by \$1500 to allow library each library staff member to attend a regional or national conference. A limited budget did not allow this recommendation to be completed.

The libraries have requested that IT update the WebTrends software program, which collects data from web server logs, so that hits on library pages may be tracked and counted. It is recommended that the software be purchased and configured to monitor usage of each library page. This

recommendation has been completed. Monthly reports began in August 2003.

It is recommended the library staff completes the web site conversion to XHTML and begin an initiative to meet 508 compliance. This has been completed.

The libraries need to more formally evaluate the web site, by making the site evaluation form more prominent on each page, by continuing to survey users, and by creating other evaluation methods such as focus groups. This recommendation has not been completed.

It is recommended that a reciprocal borrowing agreement with the Lake County System be considered a first step towards planning a joint-use facility. This recommendation has been completed.

LSCC Libraries/Media Center Budget Recommendations for 2004 – 2005

The 2003 Program Review recommended that Purchasing consider the libraries' request for a procurement card. This request has not been completed. The libraries again recommend such a card be provided to maximize limited funding for book purchases.

Reiterating the 2003 Program Review, it is recommended that the Library Specialist position in the Leesburg library be upgraded to a professional faculty position Reference/Access Services Librarian. The salary differential is approximately \$1200, \$1560 including benefits.

It is again recommended that a new Library Specialist position be created to provide cataloging and ILL support for LSCC libraries. This position will become more critical as the book budget is increased. The salary range for this position is \$22,823 – \$34,691, plus benefits (40% of salary) of approximately \$9,200 – \$14,000, a total cost of \$32,023 – \$48,691.

It is recommended that the book budget be increased incrementally by 25% each year until the target 5% replacement cost may be reached. \$62,500 is requested for 2004-2005 to purchase print books for the three campus libraries.

It is recommended that \$500 for a flat screen monitor be budgeted for the service desk computer used for librarian/patron reference transactions at the Leesburg campus.

It is recommended that an LCD projector be purchased and mounted in the South Lake library classroom/lab for library instruction use. The cost for brackets, projector and mounting is approximately \$3,000.

It is recommended that \$250 be budgeted for an electric door counter at the South Lake library.

It is recommended that \$2,000 be budgeted for equipment for four mobile carts be purchased for the Leesburg campus Media Center, each including a 27 " screen TV, a VCR and a DVD player and straps to secure the TVs. This would supplement the ageing and inflexible permanently mounted equipment currently in the Leesburg campus classrooms.