

**LIBRARY/LRC
ANNUAL
REPORT**

2011-2012

**WEST VIRGINIA
NORTHERN
COMMUNITY
COLLEGE**

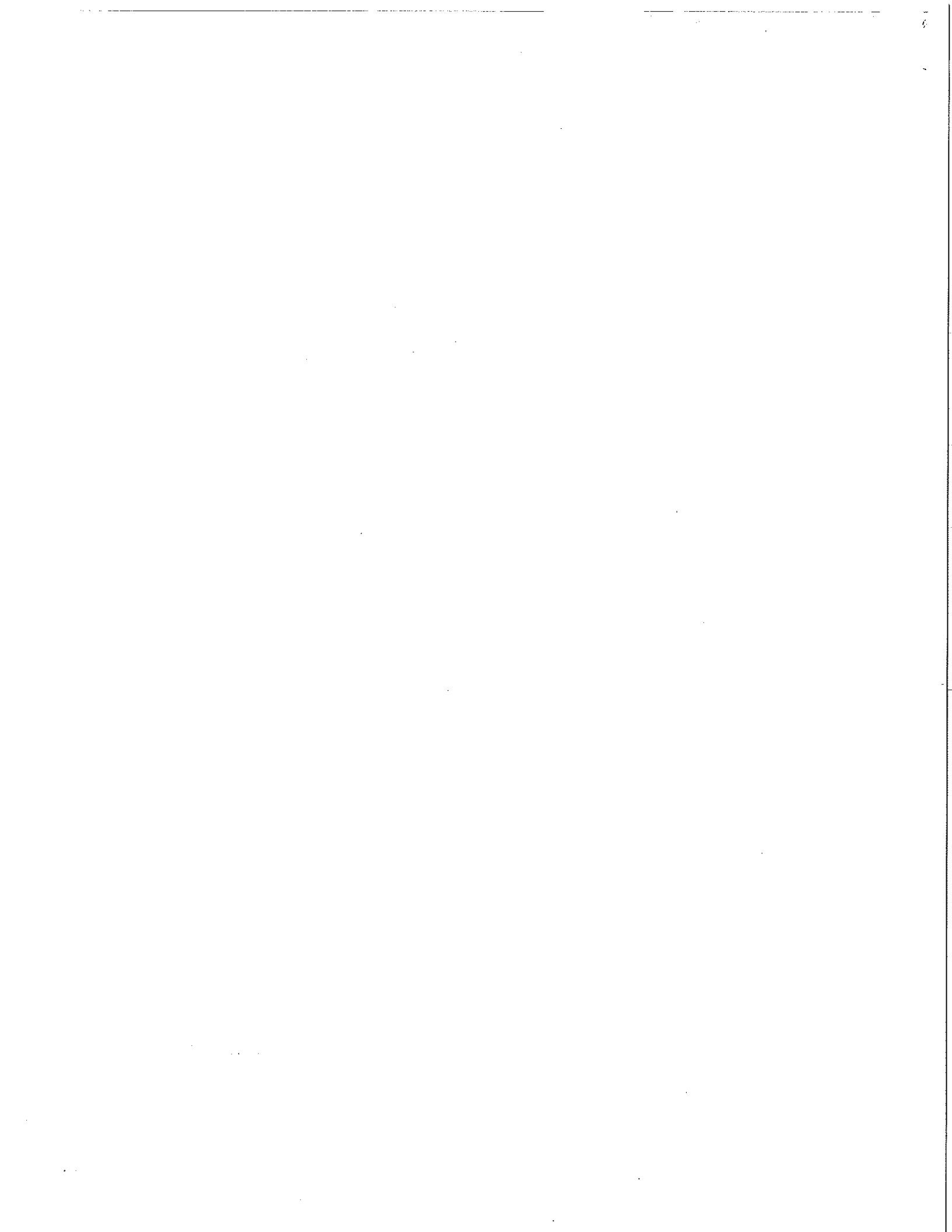
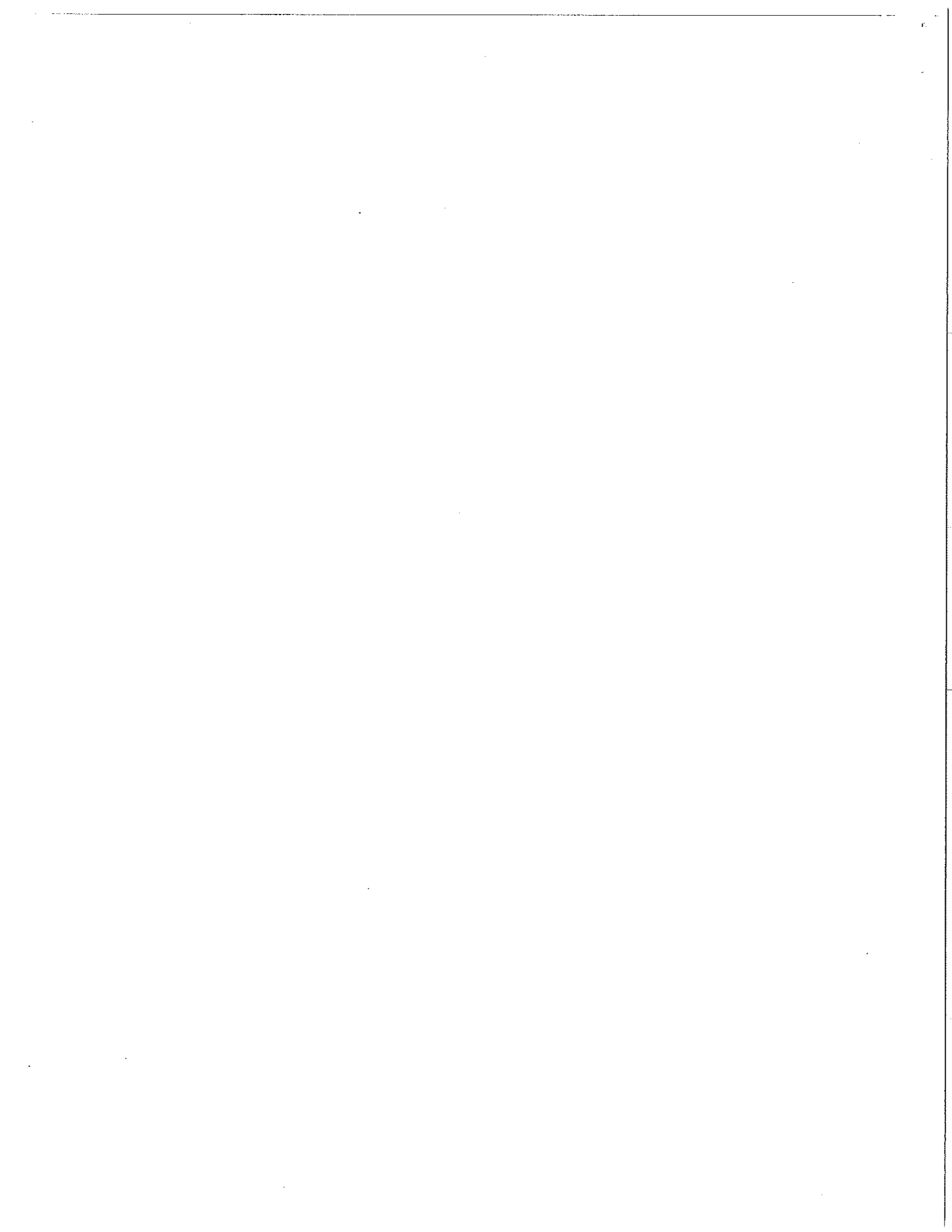


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DIRECTOR'S REPORT

Dr. Vicki Riley, Vice President of Academic Affairs, remained as the administrator in charge of the Library/Learning Resource Center this fiscal year.

STAFF

Patricia Stroud – Director of Libraries – Exempt - based in Weirton.
Janet Corbitt – Staff Librarian – Exempt – New Martinsville
Nancy Nosko – Library Technical Assistant I – non-exempt – Weirton
Linda Fletcher – Library Associate – non-exempt – Wheeling
Larry Bukosky – Library Technical Assistant I – non-exempt - Wheeling
Pearl Foston – Library Technical Assistant I – non-exempt – Wheeling
Tillie Ossman – Part-time Regular- Library Technical Assistant I – Weirton
Miranda Stokes – Part-time Regular – Library Technical Assistant I – New Martinsville

Full time staff remains the same. Tillie Ossman was made a part time regular employee for the Weirton LRC on July 18th of 2011. She joined Melody Anderson (New Martinsville) who was our other part time regular employee. On January 6, 2012 Melody sent me a letter of resignation. Her last day was February 3, 2012. After two rounds of interviews, Miranda Stokes was offered the job. Her first day was April 9th. From February until April 23rd the New Martinsville LRC was put on reduced hours as only Janet Corbitt was available to work. I went to NM at least once a week to help out especially with our discarding of books and the placement of inventory tags.

The Wheeling LRC is the only campus with an assigned work study student (6 hours per week). LRC staff meeting was held on Friday January 6th in the Wheeling LRC. Weirton and New Martinsville LRCs were closed for the day.

February – LRC Staff began following the new College Dress Code

March – All staff participated in the College Customer Service Training

BUDGET/CAPITAL REQUESTS

Operating Budget

I asked for only a small increase in the operating budget this fiscal year to cover increased costs in office supplies (mainly to cover toner costs in our printers).

In general we have tried to cut down in expenditures in all areas. Even though faculty requests for materials increased this year we managed to spend 18% less on paper items (books, magazines, newspapers, etc.) and 6% less on electronic items (databases and eBooks). Fewer AV items were purchased and we have ended purchasing for our Microfiche collection.

Capital Request

This year's capital request was for the LRC proxy server \$5,500.00. Five hundred dollars was for the EZProxy software and \$5,000 was for the computer to act as a server.

Inventory Project

Mr. Lippiello (CFO/VP of Administrative Services) created a new project of inventory control this year and it included the library. In July Linda Fletcher was called into a meeting and asked

all kinds of questions about bar codes and how to get a list of books that we own from WVU. I met with Steve in August and he described to me a system of new bar codes that would be put into each library book and AV items. These are smart bar codes to be used in inventory. Training for this new system was held on November 30th in Wheeling for Linda and me. The rest of staff was trained in December. On January 10th training was held to show staff how to use the hand held devices to do an inventory. The system did not work that day, and we were never showed how to do this inventory. Bar coding of books began in January. By the end of June, Weirton's collection was completed, Wheeling had the majority of their collection done but still had more to go, and New Martinsville still had to finish the general collection with reference, AV, and course reserve to go. The goal is to finish by September 2012 on all campuses.

May was the first time we have been billed for our eBook collection hosting service. Ebrary hosts our eBooks on their server and we must pay each year a 5% of purchase price fee. This year was \$336.46 for 251 eBooks.

EQUIPMENT, TECHNOLOGY, SERVICES

New Martinsville and Weirton LRC staff still assists with the IP Video and Nefsis conferencing systems on their campuses when IT staff is not available.

August 2011 all library computers were upgraded to Windows 7 and Office 2010

August -- I requested from Hilary Curto and Dr. Riley that the LRC be permitted to create our own page on Facebook. It was denied-all is to go through the college Facebook page.

August -- All of the LRC records in circulation will no longer include social security numbers. The college worked with WVU to create the change for all college personnel and students to use their college "N" number. I had to create a new set of numbers to use with our community patrons, instead of their social security numbers. These were created and distributed to all LRC staff.

September 2011 -- The College web page changed -- and we disappeared. The college created an entirely new web page. Our library web pages were not included. There was no link to us anywhere. All of our pages needed to be changed into the new system. So we had to link to our old web pages from September through December. The college put a link on the main page under Quick Links to the library's old pages. Because of our large number of pages and not knowing the new system, I asked for help in switching them over. Hilary Curto helped in creating the new pages, with all of the major links intact. Because of teaching our students to use the old pages, we did not go live with the new until December 15, 2011. Even after going live, many of the links needed to be redone, especially those done from files. Linda Fletcher worked on some of them but much more work needs to be completed, especially with our Help pages. I spent the rest of the fiscal year trying to learn how to create web pages on this new system.

September 2011 -- The College changed Internet service providers in Wheeling and Weirton to Comcast. New Martinsville stayed with the old service, Stratus Wave. This change also changed our campus IP addresses. All of our database vendors needed to be informed of these changes to

add the new IP numbers for Wheeling and Weirton and it took me several days to get all of our databases changed and their links available on campus. Internet outages in New Martinsville continued to be commonplace as they remained under the old Stratus Wave system.

October – I held a database trial for streaming video on demand for our allied health department. This is the first time I made this available for comment from faculty. The company was Alexander Street and they had a collection of 350 videos from MEDCOM. The trial was successful as most nursing and allied health faculty commented on the good content and availability for the students. We did not purchase this product as cost was very high (\$7000 per year). I see this as something we will need to move to in the future for AV services if costs become more reasonable. Streaming video, especially for our distance students, on demand will be needed in all areas, not just allied health.

November – Sign Language students are now using the Wheeling LRC archives room as a Video Lab. They need to record their sessions so Larry Bukosky helped them create an area with a digital camcorder and tripod in this room.

November – Furniture for free standing computers was purchased for Weirton and Wheeling. The purpose was to have these computers available when the college went to individual logins for all computers in the labs and libraries. This did not happen this year. New Martinsville did not need a stand as it has an area for this computer when needed.

April 2012 - Proxy server implementation for the LRC began as a part of the Student Portal instead of being linked directly from the library web pages. Dave Hanes decided to create a link in the Student Portal for the library and created his own page of library links. Janet Corbitt and I created our own version of this page and submitted it to Mr. Hanes. He disregarded our version and his remained. The way that a proxy server should work is with links embedded in our library web pages that when clicked off campus would go to the server to authenticate was no longer an option. I asked Mr. Hanes to contact one of our database technical advisers from the Ebrary Company to speak with her on how the proxy server should work with our library pages. Once he spoke with her, he said the links in our web pages will be made, but nothing was official until a June meeting confirmed this process. Next fall, our proxy server access from the library web pages should be in effect and the use of passwords for off campus access will go away. The library link in the Student Portal still remains but the page that Janet and I created is now in place.

April – Adam software was unavailable on all campus LRCs. Service was restored only to Wheeling in May

On May 10th and 11th WVU did an update on our Voyager library systems. IT did not install the new version in Weirton until the 14th and in NM and WH until the 15th. All library services were offline during this time. Also in May the Weirton LRC had an Internet switch go down on the 9th and a switch went down in Wheeling on the 11th. Weirton had little disruption but Wheeling had issues with printing until it was fixed on the 22nd. The LRC patrons suffered during this time as the ability to print was very limited or lost for this time period.

May 14th – IT changed the Wheeling wireless system. The new system requires logins by student, guest, or staff to use. Many problems occurred with the system and it still does not work properly. IT has been called several times to help students log in and staff to get our equipment working.

LIBRARY

Discarding – Continued all year, Weirton and Wheeling have finished their discarding. New Martinsville has more to do because of the staffing situation in the past year. By the end of June: Holdings are 33,386 volumes (print). We discarded 7,733 items. The value of the collection is \$632,060.66 – it was \$901,547.85.

Public Access Policy – This new policy was put into effect in December 2011. It has a big effect on the LRCs. Children are no longer permitted in the LRCs. All non-students must get a visitor's pass from the service centers before coming into the library and have a special sign in even when not using the designated community computers.

Ohio County Law Library – This year the library received more than 100 volumes from the closed Ohio County Law Library. This gift was handled by Mr. John Plesa – director of our paralegal department. These were housed on the shelving that was used for our AV videotapes that have now been discarded. These books are open to all LRC patrons. Linda Fletcher has cataloged the materials. The sets of books are no longer being maintained as there was no budget created for newly published updates.

August – the Weirton LRC began use of their new Quiet Room. Procedures and signs were created and the room was promoted on the Weirton Campus.

October – Library Statistics formerly held by NCES will be moving into the IPEDS reporting in 2013. I informed our IR department of this change.

Gate Count – The LRCs completed another gate count in the spring semester from January 23-28. This goes along with the two other counts that have been done.

April – the College is implementing new Lockdown procedures. Officer Faldowski met with the WH LRC staff this month to go over what to do in a lockdown. I spoke with staff in Weirton and New Martinsville on the same subject.

LRC COMMITTEE

First meeting was held on November 4th as we did not receive a completed members list until October. A quorum was not met so the meeting did not proceed.

Minutes – Linda Fletcher put the committee meeting minutes online this year.

December 2nd – EBooks were shown to the members. 2011 library statistics were discussed. Book discarding and the new Inventory bar coding project were discussed. ISP and web page change and its effect on the library was discussed

March 2nd – First meeting held in President's Board Room with a phone link to Weirton members. Lockdown was discussed with members. Discussion on what web pages and help they would like to see when I begin upgrading the web pages. I discussed with the members the presentation materials that I used at the Humanities Division presentation on Information Literacy in February.

EVENTS, MEETINGS, PROJECTS

Accreditation – I began work in Criterion 2 but moved to Criterion 3 when I discovered the LRC description of services would be found here. I completed the library section and worked with Sandy Beck on all of the other parts of section 3D. All areas completed were sent in to Criterion 3 leader Chris Kefauver.

Classified Staff Council – This year I was a member of council in the Managerial sector. I represented council on the College Budget Committee this year.

College Technology Committee member this year

Distance Education Committee member this year

Member of the President's Council beginning in September

Adjunct faculty orientations in Weirton and Wheeling were completed in August 2011

College Resource Fair participation in September 2011

Wheeling Chamber of Commerce meeting on Business Documents attended in September in Wheeling

Constitution day was celebrated in all LRCs in September

January – presentation on the library to tutors in the Wheeling tutoring center

February – All LRCs did displays for Black History Month

February 17th – Presentation on Information Literacy to the Humanities/Social Science Division

April – Weirton Ribbon Cutting ceremony on the new addition

April 8-14 – National Library Week was celebrated in all the LRCs

Participated in April with the Paralegal Program Accreditation

June – I was appointed to the WV Digital Library Consortium – a statewide committee to investigate more state funding for library resources in math and science. My first meeting was in Fairmont at the WVLA Academic Librarians meeting on June 12th. Here I received a description of the initiative and I submitted my first report later that month.

LRC ASSESSMENTS

LRC Gate Count – January 23-27, 2012 was submitted: see below for shortened report.

The April 2011 Library Week Student Survey results were compiled and submitted as an assessment project in April 2012. Overall, students gave the library and the staff very high praise with lots of comments in general and some dealing with library hours.

STATISTICS - 2012

Circulation –4,925 (-21%)

Computers –34,167 (-8%)

Public Service –34,838 (-8%)

Testing – 2,942 (-19%)

Statistics by Campus

	Wheeling	+/-	Weirton	+/-	New Martinsville*	+/-
Circulation	2613	-18%	1545	-28%	767	-15%
Computers	22363	-6%	7744	-6%	4060	-19%
Public Service	19341	-8%	10275	-10%	5222	NC
Testing	1143	-9%	1242	-22%	557	-27%

*NM Campus LRC on reduced hours February 3rd to April 23rd 2012

Gate Counts

Gate Count Totals – per week

	NM	Weirton	Wheeling	Overall Total
Fall 2010	611	600	2721	3932
Spring 2011	457	543	2996	3996
Spring 2012	384	563	2488	3435

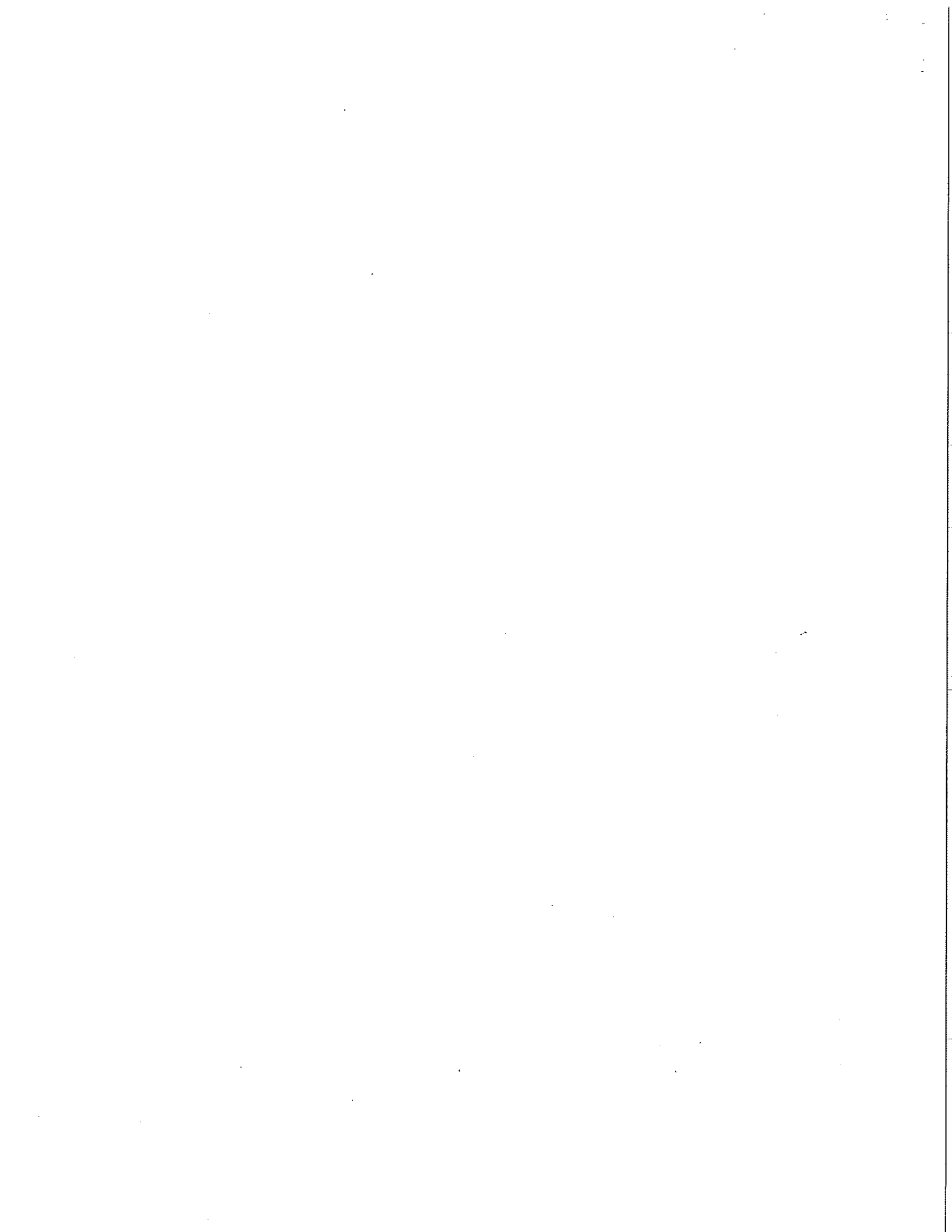
Average Gate Counts

	Per Week	Per Day
NM	484	97
Weirton	569	114
Wheeling	2735	547
Overall – 3LRCs	3788	758

In general, most of the LRC statistics are down this year. I feel that this is corresponding with the college's lower enrollment. The changes in financial aid has led to fewer classes with less people in classes and this corresponds directly with the number of people using the library and our resources.

The use of our databases seems to be a mixed bag, several have gone up in usage and some have decreased use. Both of our health related databases have increased (Health and Wellness; and Ovid). Credo, our reference database has seen a nice increase in use. SIRS and the Infotrac group have decreased somewhat but EBSCOhost has seen a nice increase. So having fewer students has impacted the use, but some may be turning from one database to another to use. I do feel that many of our students and faculty do not have a clear understanding of what our databases are and how to use them. A structured program of Information Literacy embedded throughout our General Ed courses is greatly needed. A student skilled in how to use information has a better chance of success in college and throughout life. I did do a presentation this year to the Humanities/Social Science division to include information literacy initiatives in their classes and to try and encourage the adjunct professors to stick with consistent assignments with information literacy components included. Much more needs to be done.

Respectfully submitted
Patricia Stroud
Director of Libraries



TECHNICAL SERVICES

A. State of the Collection

The collective book holdings for all three campuses are approximately 27,174 volumes. Four hundred fifty-five (455) titles were added in 2011-12. This is a decrease of approximately percent eighteen (18%) in comparison to titles added last year. Seven thousand one hundred seventy-three (7,173) volumes were discarded in 2011-12. Additionally, fifty-one (51) e-book titles were added to the collection from Ebrary making our total holdings three hundred seven (307).

In 2011-12 twenty-four (24) titles and sixty-seven (67) pieces were added to West Virginia Northern's audio-visual collection. The number of titles added was a fifty-six percent (56%) decrease from the number of titles added in the previous year. Northern's collective audio-visual holdings now total approximately one thousand one hundred sixty-four (1,164) pieces. One thousand nine hundred fifty-one (1,951) pieces were discarded in 2011-12.

The following tables summarize acquisition statistics for this academic year and compares them with previous years.

Table 1. Acquisitions, 2011-12, 2010-11, 2009-10, 2008-09, and 2007-08.

<i>Books</i>					
	2011-12	2010-11	2009-10	2008-09	2007-08
Titles added	455	555	505	532	591
Volumes added	761	686	639	634	701

<i>Audio-visual Materials</i>					
	2011-12	2010-11	2009-10	2008-09	2007-08
Titles added	24	54	109	128	106
Pieces added	67	107	191	342	352

Table 2. Book Acquisitions By Campus, 2011-12, 2010-11, 2009-10, 2008-09, and 2007-08.

	Wheeling	Weirton	New Martinsville	Total
2011-12	253 497	92 127	110 137	455 761
2010-11	223 308	118 148	214 230	555 686
2009-10	274 354	122 153	109 132	505 639
2008-09	288 327	133 171	111 136	532 634
2007-08	279 334	154 188	158 179	591 701

In 2010-11, Wheeling received 65% of the volumes; Weirton received 17%; and New Martinsville received 18% of the volumes added to the collection. Last year, Wheeling received 45%; Weirton received 21%; and New Martinsville received 34% of the book acquisitions.

Table 3. Book Acquisitions By Category, 2011-12, 2010-11, 2009-10, 2008-09, and 2007-08.

	2011-12	2010-11	2009-10	2008-09	2007-08
New Vols.	446	517	456	586	564
Gift Volumes	260	151	121	29	100
Grant Vols.	55	18	62	19	37

Approximately fifty-nine percent (59%) of the books cataloged in 2011-12 were new books compared to seventy-five percent (75%) in 2010-11. Approximately thirty-four percent (34%) of this year's book acquisitions were gifts compared to twenty-two percent (22%) last year. Book volumes purchased with Perkins' grant funds made up seven percent (7%) of West Virginia Northern's acquisitions in 2011-12 compared to three percent (3%) last year.

Table 4. Book Acquisitions by Library of Congress Subject Area, 2011-12

Class	Subject	Number of Titles	Number of Volumes
A	General Works	0	2
B	Philosophy, Psychology, Religion	15	15
C	Archeology, Heraldry, Biography	1	1
D	General History	21	21
E	U.S. History	40	40
F	History of the Americas	13	15
G	Geography	12	16
H	Social Sciences	98	135
J	Political Science	8	11
K	Law	22	257
L	Education	34	36
M	Music	7	9
N	Fine Arts	3	3
P	Language and Literature	59	67
Q	Science	22	22
		65	74

R	Medicine		
S	Agriculture	5	5
T	Technology	21	21
U	Military Science	3	3
V	Naval History	1	2
Z	Bibliography, Library Science	5	6
	Archives	0	0

Of the volumes added to the LRC collection, the subject area with the most development was K-Law with thirty-four percent (34%) of the total volumes. This development was due to a large donation of law books from the former Ohio County Law Library. The Social Science-H subject area had the next highest development with approximately eighteen percent (18%) of the total volumes added for the year.

Table 5. Audiovisual Acquisitions By Campus, 2011-12, 2010-11, 2009-10, 2008-09, and 2007-08.

	Wheeling	Weirton	New Martinsville	Total
YEAR	Titles Pieces	Titles Pieces	Titles Pieces	Titles Pieces
2011-12	24 67	10 19	1 1	35 87
2010-11	31 56	16 36	7 15	54 107
2009-10	81 114	10 38	18 39	109 191
2008-09	92 215	25 85	11 42	128 342
2007-08	90 303	12 35	4 14	106 352

This year the Wheeling campus received 69% of the A-V materials. Weirton received 29%, and New Martinsville received 2%. Last year, Wheeling received 57% of the A-V items, Weirton received 30%, and New Martinsville received 13%.

Table 6. Audio-Visual Acquisitions by Library of Congress Subject Area, 2011-12.

Class	Subject	Number of Titles	Number of Pieces
A	General Works	0	0
B	Philosophy, Psychology, Religion	4	14
C	Archeology, Heraldry, Biography	0	0
D	General History	0	0
E	U.S. History	5	8
F	History of the Americas	2	12

G	Geography	1	1
H	Social Sciences	15	21
J	Political Science	0	0
K	Law	1	1
L	Education	0	0
M	Music	1	1
P	Language and Literature	1	10
Q	Science	0	0
R	Medicine	2	14
S	Agriculture	0	0
T	Technology	1	3
U	Military Science	2	2
Z	Bibliography, Library Science	0	0

The subject area with the most development in A-V acquisitions was H-Social Sciences with twenty-one percent (21%). The areas of B-Philosophy, Psychology and Religion and R-Medicine had the next highest development with fourteen percent (14%) each of the total pieces added to the collection.

Table 7. Number of A-V Titles and Pieces Cataloged Per Type of Format, 2011-12.

	Titles	Pieces
DVDs	35	87

B. Collection Maintenance

Discards:

Books

Four thousand seven hundred ninety-four (4,794) titles and seven thousand one hundred seventy-three (7,173) volumes were withdrawn from the collection in 2011-12.

A-V

Five hundred sixty (560) titles and one thousand nine hundred fifty-one (1,951) pieces were withdrawn from the collection in 2011-12.

C. Interlibrary Loan (I.L.L.)

Table 8. Total Number of Items Borrowed and Loaned in 2011-12, 2010-11, 2009-10, 2008-09, and 2007-08 for All Campuses.

	2011-12	2010-11	2009-10	2008-09	2007-08	Percentage of Change Between 2011-12 & 2010-11
Items Borrowed	190	280	268	388	185	-32%
Items Loaned	70	91	95	88	68	-23%

Table 9. Interlibrary Loan Requests for Borrowing by campus, 2011-12.

	2011-12	Percentage of Total Borrowing Requests
Wheeling	49	25%
Weirton	5	3%
New Martinsville	136	72%

Table 10. Borrowed Items by Format for All Campuses, 2011-12.

	2011-12	Percentage of Total Borrowed Items
Books	162	85%
Periodical Articles	26	14%
A-V Material	2	1%

Table 11. Borrowed Items by Type of Borrower, 2011-12.

	2011-12	Percentage of Total Loaned Items
Faculty/Staff	73	38%
Students	116	61%
Other	1	1%

Table 12. Loaned Items by Format for All Campuses, 2011-12.

	2011-12	Percentage of Total Loaned Items
Books	63	90%
Periodical Articles	7	10%

Submitted by:

Linda Fletcher
Library Associate

LARRY BUKOSKY

I. GENERAL OVERVIEW:

A. Provided limited AV support to non-LRC areas.

1. Institutional technology (IT) staff now has primary responsibility for non-LRC AV areas.

2. Assisted IT staff in these areas only at their request. Areas included:

a. TEC Rooms

b. IP Video

c. E Pop

B. Provided full support to all LRC AV areas.

1. Overhead projectors

2. VHS player/recorders

3. Laptop computers

4. LCD projectors

5. Camcorders (digital, VHS, flip)

6. Smart boards

7. PA microphones and podiums

8. TV monitors

9. DVD player/recorders

10. Audio dubbing (cassette tape)

11. Video dubbing (VHS to VHS, DVD to DVD)

12. Video format transfer (VHS to DVD)

C. Assisted LRC staff in providing library services to college faculty, staff and students.

1. Covered circulation desk as needed.

2. Completed routine clerical duties.

II. TEC CLASSROOMS:

A. IT staff does all monitoring of TEC rooms.

1. Focus is now less on external DVD and VHS and more on computer generated sound and video.

2. Provided technical support for TEC by request from IT personnel.

3. No major requests for assistance received during the past year.

III. IP VIDEO:

A. IP video is primary responsibility of Institutional Technology Department.

1. Assisted IT staff by request.

2. No major requests for IP assistance received during the past year.

IV. E-POP:

A. E-Pop system is maintained by IT staff.

1. Provided backup support if requested from IT staff.

2. No major requests for help received during past year.

V. LAPTOPS AND LCD PROJECTORS:

A. Provided college community with access to LRC notebook computers and LCD projectors.

1. Several requests from faculty and staff received and processed during past year.

-Most requests were for off campus use especially laptops.

B. Completed monthly routine maintenance on all LRC laptops.

1. Recharged batteries.

2. Downloaded latest windows updates.

3. Checked wireless card function.

4. Defragged hard drives.

C. Changes made to wireless access function by IT staff.

1. All users must now log on to use wireless internet.

VI. INVENTORY AND REPAIRS:

A. New items received.

1. Samsung digital camcorder with memory card.
2. Think Pad laptop computer.

B. LRC AV equipment discards projects.

1. Began weeding B&O, E-Building and New Martinsville of obsolete, unused AV hardware.

-Created discard lists of equipment to be thrown away.

-Updated inventory to reflect items discarded.

2. Projects partially completed at writing of this narrative.

-B&O and E Building projects completed.

-New Martinsville project partially completed.

C. Camcorder maintenance.

1. Recharged power packs on digital camcorders and flip cameras.

VII. ADDITIONAL ITEMS:

A. Audio visual.

1. Transferred selected VHS tapes over to DVD format.
2. Cleaned equipment as needed.
3. Checked out camcorders, laptops and LCD projectors to faculty and staff.
4. Setup TV monitors as needed.
5. Provided Overhead projectors for faculty that still request them.

B. LRC.

1. Assisted with LRC mail check in.
2. Assisted in shelving books and software.
3. Assisted in processing ILL requests.
4. Assisted in doing banner grade holds.

5. Assisted in proctoring exams held in LRC.
6. Assisted in placing items on closed reserve.
7. Assisted in monitoring LRC computer usage.
8. Assisted in maintaining LRC magazine and newspaper collection.
9. Assisted in maintaining LRC web site.
10. Assisted in updating Union list.
11. Covered main circulation desk as needed.
12. Assisted in weeding LRC book and magazine collection.
13. Assisted in putting new bar codes on LRC collections.
14. Assisted in implementing new security procedures in LRC.
 - No children policy.
 - Sign in sheets for non-student visitors
 - All non -student visitors must have visitor's pass
 - Check for proper ID when needed.
15. Attended customer service training seminar for all college staff.

YEARLY STATISTICAL SHEET OF AUDIO-VISUAL ACTIVITIES

DATE: July 2010 to June 2011

July 2011 to June 2012

CLASS ROOM SETUPS: (OHP & OTHERS)

CLASS ROOM SETUPS: (OHP & OTHERS)

B&O: 240

B&O: 219

E BUILDING: 233

E -BUILDING: 17 (Estimated)

TECHNICAL ASSISTANCE:

TECHNICAL ASSISTANCE:

TEC VISITS: 0

TEC VISITS: 0*

E-POP VISITS: 0

E-POP VISITS: 0**

IP -VISITS: 0

IP-VISITS: 0***

AV DUPLICATION:

AV DUPLICATION:

AUDIO TAPES: 0

AUDIO TAPES: 0

DVD: 36

DVD: 35

VIDEO TAPES: 2

VIDEO TAPES: 0 ****

PC/LCD SETUPS: 14

PC/LCD SETUPS: 12

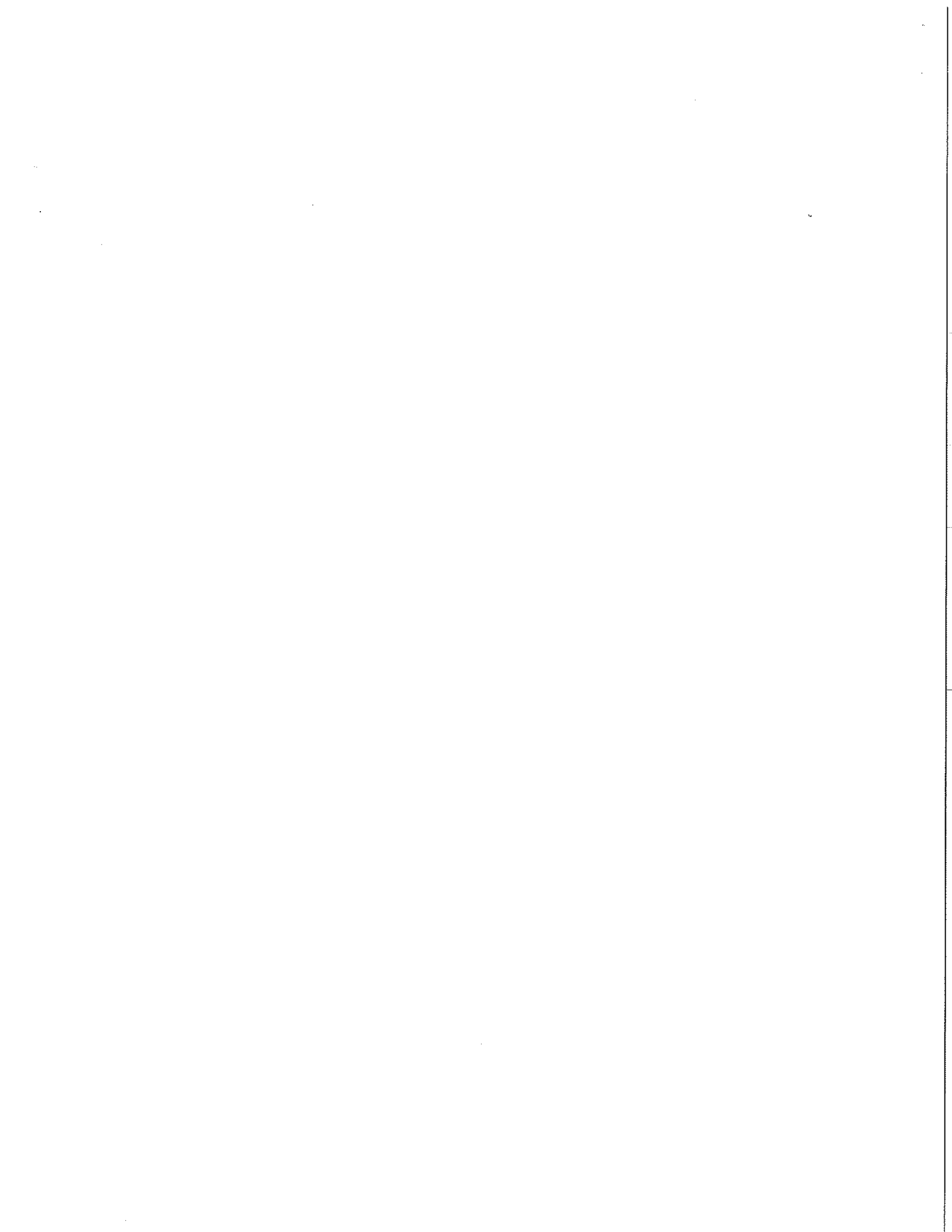
* Decrease in TEC visits due to shift of primary TEC responsibility to IT staff

**Decrease in E-POP visits due to shift of responsibility to IT staff.

*** IT department has responsibility for IP system.

****Dramatic decrease in VHS dubbing due to change over to DVD format.

Respectfully Submitted:
Larry Bukosky
Library Technical Assistant



New Martinsville

Technology

Technology continued to be a major challenge to our staff and students. The decision to eliminate social security numbers from student files forced a change in our data gathering for student IDs. In addition, we had to generate a list of community patron numbers to replace their social security numbers.

The student computers in the library had to be upgraded to Windows 10 to adhere to the parameters set by faculty. Unfortunately, the upgrade was flawed and resulted in the loss of spell-check, the deletion of the Keyboard Pro program, and the inability to print from the Documents program for Rita Malek's classes. These problems were eventually addressed, and the only difficulty we faced was assisting the students in learning the new system.

But these problems paled in comparison to the debacle that occurred when the new web page came online on September 14th. The library websites were lost in the transition which meant that students could not take online tests, access the databases, or perform research. Most upsetting was the realization that the college home page had no link to the library. Director Stroud got an IP address from an old server from Dave Hanes, and we used it until December when the new library page came online.

It was also decided that the Fall Semester was the best time to change our internet server which resulted in problems with IPV and Nefsis, especially in Weirton. Some of their classes had to be cancelled. Problems continued in New Martinsville until it was announced in October that New Martinsville was returning to Stratus Wave and Verizon to handle our internet and phone service.

The biggest problem we faced with Nefsis was the lack of training that plagued the new CIT instructors. Most of them were hopelessly unfamiliar with even the basics of the system and took up a lot of class time trying to set up for teaching. During the Spring Semester I discovered that none of the CIT classes had been set up on the Nefsis system so that we were unable to connect our campus to the instructor. I contacted Carol Cornforth who quickly set up a temporary site so we could get started.

We lost all internet service on Tuesday of Finals Week in December. This impacted online testing, IPV finals, and communication with faculty and students. On May 8 of Finals Week we lost all power for several hours. Students in IPV classes took their finals in the library to take advantage of the sunlight.

Student Services

The library continues to provide the services needed by faculty and students to support the academic programs. Director Stroud continues to expand our e-book collection, and the arrival of a proxy server to handle authorizations for off-campus use of e-books will be tremendously beneficial to our students. Unfortunately, setting up the proxy server to perform as needed has proved to be difficult.

I provided Bibliographic Instruction for Dr. Craig, Mrs. Barcus of the Magnolia Early Entrance Program, Dr. Buerdsell, and Mrs. Stokes. Email reference continues to be popular, especially with students who are off-campus. This should become more prevalent as online classes and distance ed continue to be promoted by the college. My classes for Dr. Buerdsell were particularly interesting in that they concentrated on doing research in professional journals. The classes went so well that she asked me to schedule them as a regular part of her biology classes.

Because the New Martinsville IT staff member Jason Woods is often off-campus, I instructed some new faculty – Jana Thomas, Dr. Terry Zuber, and Joyce Britt – in the intricacies of the IPV system.

The library also set up displays promoting Black History Month, Constitution Day, National Poetry Month, and National Library Week. We also displayed the books written by Dr. Terence Zuber, a noted military historian, whose use of primary source materials has revolutionized the interpretation of World War I history. Our interlibrary loan service was of great assistance to Dr. Zuber in writing his books, and we are thanked in several of his acknowledgements. He also presents us with a copy of each book as it is finished. Bob DeFrancis sent out an article about the display which appeared in several newspapers. We also maintain a rotating display of new books that may interest our patrons.

We continue to act as liaison between students and distance education teachers using the IPV, Nefsis, and online classes. We distributed and returned tests, homework, and projects while keeping a detailed log of all items passing through the LRC. We also kept records of all students taking tests in the library whether make-up, scheduled, or online for various classes. We also act as a testing center for other schools such as KVTC and WGU.

Professional Development and Activities

The biggest project for the year was the weeding and Asset Tracker barcoding of the entire collection. With an enormous amount of help from Director Stroud the entire book collection including reference, career corner, and study skills was completed; we discarded 2,763 books. We have already started on the media and reserve collections. Larry Bukosky has been to the campus twice to continue his work with the AV equipment. Miranda weeded the periodical

collection ensuring that the older magazines were discarded, especially those in nursing which cannot be older than five years.

Director Stroud and I completed my annual evaluation. I submitted monthly narrative and statistical reports as well as the annual report.

As part of the Criterion 4 committee, I submitted questions for the assessment survey.

I attended All College Day and Commencement.

Melody Anderson resigned on February 3, 2012. As a result we had to reduce library hours from 10 AM to 6 PM until she was replaced. Miranda Stokes was hired and began work on April 9, 2012. We maintained the reduced hours until we felt confident she could work on her own.

I worked with Director Stroud on an information literacy project which attempted to correlate course objectives and the goals of information literacy.

The online tutorial project is still incomplete. Dean Tackett posted our taped introduction to the library webpage to his YouTube account, but his new position as Director of Developmental Education has superseded many of his other duties including helping us with this project. The library staff has also been so overwhelmed with the internet and server changes, the weeding and barcoding projects, and the staff shortage here in New Martinsville that we've lacked the time to plan and work on the tutorials.

The library conducted another gate count in January. The results were lower than last year's, but a 20% drop in enrollment doubtless had an effect.

I attended the Customer Service Seminar in Wheeling on March 14th. I presented a book review of *Game Change* at the public library.

New patron guidelines were developed and were to go into effect on December 1st.

Campus Activities

I attended weekly staff meetings for the New Martinsville Campus.

I participated in the Adjunct Faculty Orientation held for the Fall Term in which I spoke about library services available to students and faculty and distributed a handout listing these services as well as forms that they might find useful for scheduling make-up tests or putting items on reserve.

The library participated in the Resource Fair held on campus in September. We had the Document Center create some bookmarks with the college logo and the library home page address. We distributed these along with a handout listing library services and some candy.

Miranda and I attended the emergency training seminar where we received instructions in handling crisis situations. We were given a manual and then participated in a fire drill.

Because of my accumulated vacation leave, I was in danger of losing days. Director Stroud suggested I close the library for two days during Spring Break. Dean Tackett agreed.

Miranda and I attended the morale booster visit held by Dr. Olshinsky and Peggy Carmichael.

The library participated in the Trick or Treat activity the campus sponsors for a local daycare center.

Conclusions

There is no doubt that the decrease in enrollment is having an effect on our use statistics. Added to this is the increasing number of online courses, especially in the summer, which also removes students from the campus. The only statistics that show an increase are Bibliographic Instruction and Public Service. The increase in Public Service is not really surprising when you consider all the problems we had this year with changing the servers and the web page. Students needed a lot of help to navigate the new system. The lack of a coherent and universal information literacy program also affects library use and reflects on the quality of class work that is taken directly from the internet and deemed acceptable by instructors.

Despite the mayhem inflicted by technological change, the library continues to offer the support and service our students and faculty need. The various surveys indicate a deep appreciation for the help students have received at the library and a positive attitude in general towards the library and its staff.

The weeding project has removed much dated and obsolete material from the collection. Replacing it with e-books will not only insure that the collection remains up to date but will make it easily accessible to all students whether on or off campus. The New Martinsville book collection has been completed, and Audiovisual and Reserve collections are well under way. They should be finished by the end of Summer Term.

Submitted by:
Janet Corbitt
Staff Librarian

NM LRC Bibliographic Instruction/Number of Orientations

	2001-2002	2002-2003	2003-2004	2004-2005	2005-2006	2006-2007	2007-2008	2008-2009	2009-2010	2010-2011	2011-2012
JULY	0	0	0	1	0	0	0	0	0	0	0
AUG	3	3	4	2	0	5	1	0	2	1	0
SEPT	3	4	3	4	7	5	2	2	3	3	2
OCT	0	0	0	2	1	0	0	3	1	1	1
NOV	0	0	0	0	0	0	0	1	0	0	0
DEC	0	0	0	0	0	0	0	0	0	0	0
JAN	2	0	1	0	1	0	0	0	0	3	1
FEB	4	2	6	3	4	2	0	3	0	0	1
MAR	0	0	0	0	0	0	1	0	0	0	0
APR	0	0	0	0	0	2	2	1	0	0	4
MAY	0	1	0	0	0	2	0	0	0	0	0
JUNE	2	0	1	0	1	0	0	1	0	0	0
TOTAL	14	10	15	12	14	16	6	11	6	8	9

NM LRC Bibliographic Instruction/Number of Students

	2001-2002	2002-2003	2003-2004	2004-2005	2005-2006	2006-2007	2007-2008	2008-2009	2009-2010	2010-2011	2011-2012
JULY	0	0	0	27	0	0	0	0	0	0	0
AUG	71	66	84	39	0	76	35	0	48	25	0
SEPT	66	73	69	87	155	82	38	36	66	69	46
OCT	0	0	0	37	9	0	0	40	24	22	25
NOV	0	0	0	0	0	0	0	11	0	0	0
DEC	0	0	0	0	0	0	0	0	0	0	0
JAN	36	0	30	0	12	0	0	0	0	78	27
FEB	105	96	108	39	85	49	0	42	0	0	22
MAR	0	0	0	0	0	0	9	0	0	0	0
APR	0	0	0	0	0	14	28	25	0	0	59
MAY	0	22	0	0	0	28	0	0	0	0	0
JUNE	40	0	16	0	15	0	0	10	0	0	0
TOTAL	318	257	307	229	276	249	110	164	138	194	179

NM LRC Books Checked Out

	2003-2004	2004-2005	2005-2006	2006-2007	2007-2008	2008-2009	2009-2010	2010-2011	2011-2012
JULY	20	13	15	13	18	13	7	19	3
AUG	24	10	7	9	8	11	24	38	21
SEPT	89	74	77	102	107	66	128	118	72
OCT	35	57	77	83	63	60	77	53	84
NOV	26	36	20	21	69	94	49	64	26
DEC	7	16	17	14	4	8	28	27	8
JAN	11	17	22	33	47	3	17	41	21
FEB	27	47	73	39	33	71	53	59	45
MAR	23	40	38	62	53	35	53	59	23
APR	18	30	47	38	25	48	18	19	9
MAY	5	10	9	23	7	2	7	2	6
JUNE	6	6	0	25	15	40	10	1	12
TOTAL	291	356	402	462	449	451	471	500	330

	2003-2004	2004-2005	2005-2006	2006-2007	2007-2008	2008-2009	2009-2010	2010-2011	2011-2012
2003-2004	0%	22%	38%	59%	54%	55%	62%	72%	13%
2004-2005	22%	0%	13%	30%	26%	27%	32%	40%	-7%
2005-2006	38%	13%	0%	15%	12%	12%	17%	24%	-18%
2006-2007	59%	30%	15%	0%	-3%	-2%	2%	8%	-29%
2007-2008	54%	26%	12%	-3%	0%	0%	5%	11%	-27%
2008-2009	55%	27%	12%	-2%	0%	0%	4%	11%	-27%
2009-2010	62%	32%	17%	2%	5%	4%	0%	6%	-30%
2010-2011	72%	40%	24%	8%	11%	11%	6%	0%	-34%
2011-2012	13%	-7%	-18%	-29%	-27%	-27%	-30%	-34%	0

NM LRC Reserve Items Checked Out

	2003-2004	2004-2005	2005-2006	2006-2007	2007-2008	2008-2009	2009-2010	2010-2011	2011-2012
JULY	5	2	1	2	4	24	2	19	4
AUG	78	19	23	34	33	22	12	9	12
SEPT	145	74	39	71	111	132	44	33	70
OCT	125	80	62	114	80	179	53	57	82
NOV	45	88	50	31	45	135	36	59	44
DEC	23	40	29	13	30	57	41	30	32
JAN	33	37	28	25	61	16	15	17	30
FEB	71	64	47	112	80	44	29	27	28
MAR	56	46	51	91	98	75	15	42	42
APR	79	57	10	97	117	71	18	36	40
MAY	28	38	1	33	24	54	7	14	11
JUNE	8	9	1	24	2	3	14	2	0
TOTAL	696	554	342	647	685	812	286	345	395

	2003-2004	2004-2005	2005-2006	2006-2007	2007-2008	2008-2009	2009-2010	2010-2011	2011-2012
1999-2000	9%	-13%	-47%	1%	7%	27%	-55%	-46%	-38%
2000-2001	7%	-15%	-47%	0%	5%	25%	-56%	-47%	-39%
2001-2002	-26%	-41%	-64%	-31%	-27%	-13%	-69%	-63%	-58%
2002-2003	16%	-8%	-43%	8%	14%	36%	-52%	-42%	-34%
2003-2004	0%	-20%	-51%	-7%	-2%	17%	-59%	-50%	-43%
2004-2005	-20%	0%	-38%	17%	24%	47%	-48%	-38%	-29%
2005-2006	-51%	-38%	0%	89%	100%	137%	-16%	1%	15%
2006-2007	-7%	17%	89%	0%	6%	26%	-56%	-47%	-39%
2007-2008	-2%	24%	100%	6%	0%	19%	-58%	-50%	-42%
2008-2009	17%	47%	137%	26%	19%	0%	-65%	-58%	-51%
2009-2010	-59%	-48%	-16%	-56%	-58%	-65%	0%	21%	38%
2010-2011	-50%	-38%	1%	-47%	-50%	-58%	21%	0%	14%
2011-2012	-43%	-29%	-15%	-39%	-42%	-51%	-38%	14%	0%

NM LRC Media Checked Out

	2003-2004	2004-2005	2005-2006	2006-2007	2007-2008	2008-2009	2009-2010	2010-2011	2011-2012
JULY	3	1	4	10	5	0	3	0	0
AUG	3	10	6	12	10	0	3	4	0
SEPT	13	21	12	28	17	15	14	7	3
OCT	8	61	22	19	16	10	16	9	15
NOV	5	26	5	20	10	7	14	6	4
DEC	1	15	1	7	0	1	4	1	1
JAN	12	15	11	27	7	8	5	10	3
FEB	13	15	9	8	8	6	2	9	7
MAR	21	18	4	9	10	5	7	7	2
APR	24	20	6	21	8	14	4	4	7
MAY	0	4	10	3	1	2	2	0	0
JUNE	1	4	0	6	2	3	1	0	0
TOTAL	104	210	90	170	94	71	75	57	42

	2003-2004	2004-2005	2005-2006	2006-2007	2007-2008	2008-2009	2009-2010	2010-2011	2011-2012
2002-2003	-6%	89%	-19%	53%	-15%	-36%	-32%	-49%	-62%
2003-2004	0%	102%	-13%	63%	-10%	-32%	-28%	-45%	-60%
2004-2005	102%	0%	-57%	-19%	-55%	-66%	-64%	-73%	-80%
2005-2006	-13%	-57%	0%	89%	4%	-21%	-17%	-37%	-53%
2006-2007	63%	-19%	89%	0%	-45%	-58%	-56%	-66%	-75%
2007-2008	-10%	-55%	4%	-45%	0%	-24%	-20%	-39%	-55%
2008-2009	-32%	-66%	-21%	-58%	-24%	0%	6%	-20%	-41%
2009-2010	-28%	-64%	-17%	-56%	-20%	6%	0%	-24%	-44%
2010-2011	-45%	-73%	-37%	-66%	-39%	-20%	-24%	0%	-26%
2011-2012	-60%	-80%	-53%	-75%	-55%	-41%	-44%	-26%	0%

NM LRC Total Items Checked Out

	2003-2004	2004-2005	2005-2006	2006-2007	2007-2008	2008-2009	2009-2010	2010-2011	2011-2012
JULY	28	16	20	25	27	37	12	38	7
AUG	105	39	36	55	51	33	39	51	33
SEPT	247	169	128	201	235	213	186	158	145
OCT	168	198	161	216	159	249	146	119	181
NOV	76	150	75	91	124	236	99	129	74
DEC	31	71	47	47	34	66	73	58	41
JAN	56	69	61	85	115	27	37	68	54
FEB	111	126	129	159	121	121	84	95	80
MAR	100	104	93	162	161	115	75	108	67
APR	121	107	63	156	150	133	40	59	56
MAY	33	52	20	59	32	58	16	16	17
JUNE	15	19	1	55	19	46	25	3	12
TOTAL	1091	1120	834	1311	1228	1334	832	902	767

Percentage Changes Between Years

	2003-2004	2004-2005	2005-2006	2006-2007	2007-2008	2008-2009	2009-2010	2010-2011	2011-2012
2003-4	0%	3%	-24%	20%	13%	22%	-24%	-17%	-30%
2004-5	3%	0%	-26%	17%	10%	19%	-26%	-19%	-32%
2005-6	-24%	-26%	0%	57%	47%	60%	0%	8%	-8%
2006-7	20%	17%	57%	0%	-6%	2%	-37%	-31%	-41%
2007-8	13%	10%	47%	-6%	0%	9%	-32%	-27%	-38%
2008-9	22%	19%	60%	2%	9%	0%	-38%	-32%	-43%
2009-10	-24%	-26%	0%	-37%	-32%	-38%	0%	8%	-8%
2010-11	-17%	-19%	8%	-31%	-27%	-32%	8%	0%	-15%
2011-12	-30%	-32%	-8%	-41%	-38%	-43%	-8%	-15%	-0%

Computer Use by Number of Students

	2003-2004	2004-2005	2005-2006	2006-2007	2007-2008	2008-2009	2009-2010	2010-2011	2011-2012
JULY	14	32	53	30	84	116	162	112	133
AUG	152	58	87	160	325	423	457	368	474
SEPT	287	204	201	336	451	570	810	775	594
OCT	255	273	288	495	557	540	613	615	508
NOV	134	125	179	363	394	390	450	572	477
DEC	80	76	120	225	196	303	324	306	286
JAN	165	111	102	289	334	336	296	348	413
FEB	213	146	153	373	354	523	432	539	322
MAR	163	179	151	396	351	480	402	431	227
APR	164	166	176	423	435	594	348	487	335
MAY	44	82	96	154	174	290	198	310	221
JUNE	46	56	55	124	135	144	103	150	70
TOTAL	1717	1508	1661	3368	3790	4709	4595	5013	4060

	2003-2004	2004-2005	2005-2006	2006-2007	2007-2008	2008-2009	2009-2010	2010-2011	2011-2012
2003-2004	0%	-12%	-3%	96%	121%	174%	168%	192%	136%
2004-2005	-12%	0%	10%	123%	151%	212%	205%	232%	169%
2005-2006	-3%	10%	0%	103%	128%	184%	177%	202%	144%
2006-2007	96%	123%	103%	0%	13%	40%	36%	49%	21%
2007-2008	121%	151%	128%	13%	0%	24%	21%	32%	7%
2008-2009	174%	212%	184%	40%	24%	0%	-2%	6%	-14%
2009-2010	168%	205%	177%	36%	21%	-2%	0%	9%	-12%
2010-2011	192%	232%	202%	49%	32%	6%	9%	0%	-19%
2011-2012	136%	169%	144%	21%	7%	-14%	-12%	-19%	0%

NM LRC Total Deposits

	2003- 2004	2004- 2005	2005- 2006	2006- 2007	2007- 2008	2008- 2009	2009- 2010	2010- 2011	2011- 2012
JULY	\$0.00	\$0.00	\$0.00	\$0.00	\$106.00	\$0.00	\$0.00	\$0.00	\$0.00
AUG	\$18.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
SEPT	\$0.00	\$38.20	\$113.00	\$92.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
OCT	\$139.00	\$47.75	\$0.00	\$0.00	\$310.00	\$0.00	\$0.00	\$0.00	\$0.00
NOV	\$186.00	\$36.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$10.00
DEC	\$118.00	\$0.00	\$412.35	\$0.00	\$0.00	\$0.00	\$166.00	\$0.00	\$0.00
JAN	\$0.00	\$0.00	\$0.00	\$269.00	\$0.00	\$203.50	\$0.00	\$145.50	\$0.00
FEB	\$0.00	\$94.10	\$118.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
MAR	\$84.00	\$47.70	\$94.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
APR	\$108.50	\$53.55	\$100.65	\$0.00	\$0.00	\$166.00	\$0.00	\$0.00	\$0.00
MAY	\$0.00	\$71.00	\$207.30	\$0.00	\$0.00	\$0.00	\$0.00	\$81.00	\$0.00
JUNE	\$0.00	\$0.00	\$0.00	\$0.00	\$148.00	\$0.00	\$0.00	\$0.00	\$0.00
TOTAL	\$653.50	\$388.30	\$1,045.30	\$361.00	\$564.00	\$369.50	\$166.00	\$226.50	\$10.00

NM LRC Interlibrary Loans Received

	2003-2004	2004-2005	2005-2006	2006-2007	2007-2008	2008-2009	2009-2010	2010-2011	2011-2012
JULY	11	4	12	4	11	1	0	7	1
AUG	1	1	9	3	5	0	3	0	2
SEPT	78	28	83	27	25	27	14	26	29
OCT	27	27	73	39	11	28	15	21	15
NOV	7	22	5	4	12	21	7	15	5
DEC	1	1	0	3	0	7	19	17	6
JAN	1	7	9	23	3	0	3	4	3
FEB	33	15	41	59	24	24	12	14	11
MAR	26	23	35	37	10	14	9	16	9
APR	1	14	11	5	5	3	0	9	9
MAY	1	1	2	2	0	20	2	0	2
JUNE	2	6	2	5	1	4	8	3	0
TOTAL	189	149	282	211	107	149	92	132	92

	2003-2004	2004-2005	2005-2006	2006-2007	2007-2008	2008-2009	2009-2010	2010-2011	2011-2012
2003-2004	0%	-21%	49%	12%	-43%	-21%	-51%	-30%	-51%
2004-2005	-21%	0%	89%	42%	-28%	0%	-38%	-11%	-38%
2005-2006	49%	89%	0%	-25%	-62%	-47%	-67%	-53%	-67%
2006-2007	12%	42%	-25%	0%	-49%	-29%	-56%	-37%	-56%
2007-2008	-43%	-28%	-62%	-49%	0%	39%	-14%	23%	-14%
2008-2009	-21%	0%	-47%	-29%	39%	0%	-38%	-11%	-38%
2009-2010	-51%	-38%	-67%	-56%	-14%	-38%	0%	43%	0%
2010-2011	-30%	-11%	-53%	-37%	23%	-11%	43%	0%	-30%
2010-2012	-51%	-38%	-67%	-56%	-14%	-38%	0%	-30%	0%

NM LRC Tests Taken in Library

	2003-2004	2004-2005	2005-2006	2006-2007	2007-2008	2008-2009	2009-2010	2010-2011	2011-2012
JULY	5	0	5	4	20	14	17	25	7
AUG	3	7	3	3	8	6	21	17	23
SEPT	69	71	91	60	75	77	69	87	58
OCT	108	161	125	102	153	95	112	117	86
NOV	110	121	68	86	80	64	74	82	74
DEC	113	65	87	84	77	98	59	76	65
JAN	16	17	5	23	16	5	8	8	9
FEB	69	83	80	86	88	62	63	70	51
MAR	104	89	109	86	70	85	111	87	48
APR	157	131	144	126	79	85	75	83	50
MAY	55	77	70	55	65	75	93	94	55
JUNE	66	42	17	6	13	8	41	19	31
TOTAL	875	864	804	721	744	674	743	765	557

Percentage Changes Between Years

	2003-2004	2004-2005	2005-2006	2006-2007	2007-2008	2008-2009	2009-2010	2010-2011	2011-2012
2003-2004	0%	-1%	-8%	-18%	-15%	-23%	-15%	-13%	-36%
2004-2005	-1%	0%	-7%	-17%	-14%	-22%	-14%	-11%	-31%
2005-2006	-8%	-7%	0%	-10%	-7%	-16%	-8%	-5%	-23%
2006-2007	-18%	-17%	-10%	0%	3%	-7%	3%	6%	-25%
2007-2008	-15%	-14%	-7%	3%	0%	-9%	0%	3%	-17%
2008-2009	-23%	-22%	-16%	-7%	-9%	0%	10%	14%	-25%
2009-2010	-15%	-14%	-8%	3%	0%	10%	0%	3%	-27%
2010-2011	-13%	-11%	-5%	6%	3%	14%	3%	0%	-27%
2011-2012	-36%	-36%	-31%	-23%	-25%	-17%	-25%	-27%	0%

NM LRC Public Service Statistics Yearly Comparison

	2003-2004	2004-2005	2005-2006	2006-2007	2007-2008	2008-2009	2009-2010	2010-2011	2011-2012
JULY	18	54	70	94	153	152	243	244	253
AUG	284	125	140	226	319	390	562	542	496
SEPT	449	385	330	450	355	708	741	753	748
OCT	289	753	231	394	405	912	466	704	609
NOV	184	412	275	306	350	1037	306	465	517
DEC	146	258	107	136	236	659	194	281	297
JAN	168	285	121	171	271	382	264	289	499
FEB	213	234	330	371	362	854	353	379	420
MAR	188	293	359	342	366	841	433	454	427
APR	137	341	376	305	318	771	480	487	464
MAY	105	204	206	184	124	624	329	383	303
JUNE	85	52	67	83	89	330	213	218	189
TOTAL	2266	3396	2612	3062	3348	7660	4584	5199	5222

Percentage Changes Between Years

	2003-2004	2004-2005	2005-2006	2006-2007	2007-2008	2008-2009	2009-2010	2010-2011	2011-2012
2003-2004	0%	50%	15%	35%	48%	238%	102%	129%	211%
2004-2005	50%	0%	-23%	-10%	-1%	126%	35%	53%	54%
2005-2006	15%	-23%	0%	17%	28%	193%	75%	99%	100%
2006-2007	35%	-10%	17%	0%	9%	150%	50%	70%	71%
2007-2008	48%	-1%	28%	9%	0%	129%	37%	55%	56%
2008-2009	238%	126%	193%	150%	129%	0%	-40%	-32%	-32%
2009-2010	102%	35%	75%	50%	37%	-40%	0%	13%	14%
2010-2011	129%	53%	99%	70%	55%	-32%	13%	0%	0%
2011-2012	130%	54%	100%	71%	56%	-32%	14%	0%	0%

Submitted by:
Janet Corbitt
Staff Librarian

WEIRTON CAMPUS

The West Virginia Northern Community College (WVNCC) Weirton Regional Campus Learning Resource Center (LRC) annual report covers the fiscal year of July 2011 through June 2012.

Weirton LRC Staff

Patricia Stroud – Director of Libraries (permanent full-time exempt) – Main Office

Nancy Nosko – Library Technical Assistant I (permanent full-time non exempt employee)

Tillie Ossman – Library Technical Assistant I (permanent part-time employee). The permanent part-time position went into effect Monday, July 18, 2011.

Weirton LRC Promotions

September 17, 2011 – Constitution Day – The bulletin board illustrated examples of what American citizens take for granted. There were also handouts consisting of Civic Questions and answers for the Naturalization Test.

October 2011 – The bulletin board was decorated with ravens and spider webs. Books on display were written by some of the following authors: King, Poe, Rice, and Jackson.

November 2011 – Theme for the month “Harvest Knowledge At Your LRC.” Leaves on the board displayed different services and materials that are available at the Library.

February – Black History Month – The board paid tribute to certain famous African Americans, including pictures and dates. Handouts contained information regarding these individuals.

April 9 -13 – National Library Week – The theme was “You Belong @ Your Library.” Examples of what you might need to use at your Library were on display.

Facility

The toilet in the LRC broke on Wednesday, August 3, 2011. Roto-Rooter came Wednesday, August 10 and the toilet was back in use Thursday, August 11, 2011.

The fire extinguisher in the LRC was replaced on Friday, August 5, 2011. The serviceman also checked the smoke detectors in the ceiling.

On Thursday, September 29, 2011 at approximately 3:20 PM water was leaking from a light fixture in the LRC. It was discovered that someone was making distilled water in the Science Lab, above the LRC, and they left the jug valve open. The valve was closed and the water stopped leaking.

The fire alarm was tested for the new building Friday, January 13, 2012 through Monday, January 30, 2012.

On Friday, February 10, 2012 the Fire Marshall inspected the Library.

A fire alarm drill was held Monday, April 30, 2012 at approximately 11:15 AM.

LRC, Services, Equipment, and Reports

Patricia Stroud, Librarian, and Nancy Nosko, Library Technical Assistant I, completed the Annual Report for the month of July.

The Library received (4) four new chairs for the Quiet Room on Wednesday, July 20, 2011.

John Mehaffey, IT, updated computers in the Library in August 2011. All computers have Windows 7, Microsoft 2010, and Deepfreeze. The Community Computer and the computer on the podium were updated week of June 18, 2012.

On Monday, August 15, 2011 Patricia Stroud, Librarian, and I attended The All College Day on the Wheeling Campus and also an Accreditation Meeting.

Requests for testing in the Quiet Room began in September 2011. The LRC Staff will record any requests for the room in our AV Equipment and Quiet Room Book.

The IT Department completed the Internet change over to Comcast as of October 2011.

The LRC Staff began informing and handing out to the students and Community Members The Public Access on College Property Administrative Procedures that went into effect 12/1/11.

Barcoding of the Library's book collection by the LRC Staff began in January 2011. All book barcoding was completed by April 5, 2012.

On January 3, 2012 John Mehaffey, IT, illustrated the new Student Portal.

The gate count started on Monday, January 23, 2012 and continued until Friday, January 27, 2012.

On Wednesday, March 14, 2012 the LRC Staff attended a Customer Service Training Session on the Wheeling Campus. We received a certificate for completing this training.

I attended a meeting in the conference room at 10:00 AM on Monday, April 30, 2012 on Emergency Team Member (ETM) Training. Fire and Disaster Safety were discussed.

While upgrades were being made by WVU, the Voyager System was down from Thursday, May 10, 2012 until Monday, May 14, 2012.

The Library received a new ThinkPad Edge 15" Laptop (#10) with an Adapter, battery pack, and power cord on June 15, 2012.

During the Summer I Semester tests were completed in the LRC every week for the following classes: College Algebra w/Applications, Statistics, and Physics. Every Algebra and Statistics test was scanned and emailed to the instructor. Only the final Physics tests were scanned and emailed.

Circulation Statistics

Books/Course Reserve By Patron	2011-2012	2010-2011	+/-
Student	1123	1683	
Faculty/Staff	214	305	
Community	21	7	
Total	1358	1995	- 32%

Books/Course Reserve By Item Type	2011-2012	2010-2011	+/-
Book	309	359	
Media	61	96	
NoCirc	7	13	
2 Day	0	0	
2 Hour	0	0	
3 Day	1	15	
Same Day	258	479	
Inlrconly	411	710	
Overnight	299	323	
One Week	12	0	
Total	1358	1995	-32%
Non System Statistics			
AV Equipment	2	3	

Folders	0	0	
Other	122	73	
Vertical File	14	3	
Periodicals	2	0	
Computer Use	7744	8251	
Total	7884	8330	-05%
Inter-campus Loans			
To NM	8	19	
To WH	19	41	
From NM	8	7	
From WH	9	15	
Total	44	82	
Overall Circulation Total	9286	10407	-11%

Orientations given in Weirton this fiscal year

Date	Number of Sessions	Number of Students
Summer II 2011	1	4
Fall 2011	6	105
Spring 2012	7	131
Summer I 2012	1	15
TOTAL	15	255

Last year 16 sessions were held for 271 students.

Library of Congress Breakdown – materials circulated by classification number

AC	1	DF	4	HM	6	ND	1	QP	1	TD	1
B	2	DG	1	HN	1	PA	1	QR	4	TL	4
BF	24	DS	6	HQ	10	PN	94	R	9	TN	3
BJ	1	E	14	HV	68	PR	152	RA	4	TP	2
BL	2	F	13	JC	7	PS	28	RB	3	TX	1
BM	2	GN	1	JQ	1	PT	1	RC	84	U	1
BP	1	GT	1	KD	1	PZ	1	RG	3	UA	4
BR	1	GV	2	KF	14	QA	9	RJ	3	Z	22
BS	1	HB	15	LB	11	QC	16	RM	20	ZA	1
BX	2	HD	2	LC	6	QH	2	RT	29		
CB	2	HF	14	N	9	QM	1	S	1		

There is a total of 752 items in this year's chart. Last year had 1066. This was a 29% decrease in items circulated by classification number. The areas of decrease were found in HB-Economic Theory, PR-English Literature, RC-Internal Medicine, and RT-Nursing.

Fees Collected

This table lists the amount and type of library fees collected in this fiscal year.

Fall of 2011	
Fax	\$35.00
Total	
\$35.00	
Spring 2012	
Fax	\$ 60.75
Misc.	\$ 3.50
TOTAL	
\$64.25	

Library fees collected in the last fiscal year were: Fall of 2010 – Total \$26.00
Spring 2011 - Total \$158.50

Copier Report

2011	
July	21.15
August	38.65
September	117.60
October	167.45
Nov.	65.70
Dec.	41.90

2012	
January	92.00
February	99.80
March	195.40
April	127.10
May	30.80
June	12.05
Total	\$1009.60

Last year \$1054.80 was collected. The total this year was a decrease of 4% over last year's total.

Test Taking Statistics

This table lists the number of make-up exams facilitated by the LRC staff this fiscal year.

2011	Month	Number of Tests
	July	86
	August	39
	September	84
	October	175
	November	103
	December	122
2012	January	47
	February	92
	March	140
	April	129
	May	110
	June	115
	Total	1242

Last year the total was 1586. The total of 1242 this year shows a decrease of 22%.

Public Service Statistics

	Informational Directional	Reference	Research	Computer	Total
8:30-12:00	3580	30	16	188	3814
12:00-5:00	4941	42	26	206	5215
5:00-7:00	1204	9	10	23	1246
Total	9725	81	52	417	10275

This table lists the interactions between LRC staff and Patrons by type and by time of day. This year's total of 10275 is a 10% decrease from last year's total of 11427.

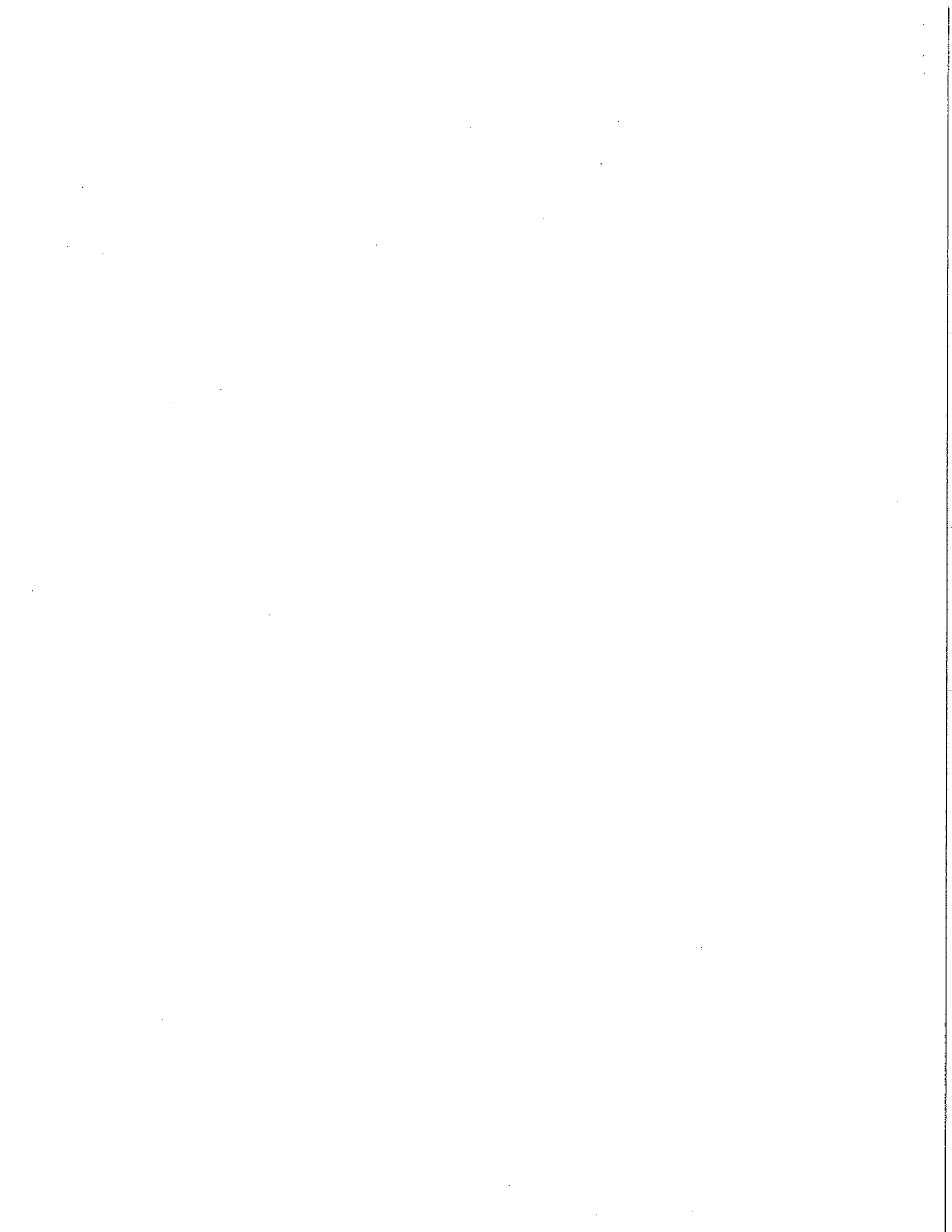
Audiovisual Statistics

The following statistics are for use of equipment not available in the Technology Enhanced Classrooms or for off campus use. Carts and overhead projectors are not being counted.

Equipment	Used
CD Player	5
Camcorder	1
Cassette Recorder	2
Laptop Computer	55
LCD Projector	2
Slide Projector	0
Portable PA System	0
TV/VCR/DVD	7
Wireless Card	0
Total	72

Last year 138 pieces were used. There was a 97% decrease in the LCD Projector.

Submitted by
Nancy Nosko
Library Technical Assistant I



WHEELING CAMPUS

A. Circulation

The following charts show circulation figures for Wheeling for 2011-12. These figures were taken from the Voyager monthly circulation reports.

Books/Course Reserve	
<i>By Patron</i>	
Student	1,591
Employee	391
Community	471
Total:	2,381

Books/Course Reserve	
<i>By Item Type</i>	
Book	505
Media	186
No Circ	13
In LRC only	994
Overnight	59
Sameday	608
3day	1
2hour	3
1week	12
Total:	2,381

Additionally, records show that individual materials were renewed one hundred nine (109) times.

Non-System Statistics	
<i>Closed Reserve:</i>	
Books	21
Periodicals	0
A-V Materials	112
Other	13
<i>General Circ:</i>	
Vertical File	4
Periodicals	76
Other	6
Total:	232
Overall Circulation Total:	2,613

This year's circulation shows a decrease of thirteen (13%) percent from last year's figures.

LIBRARY OF CONGRESS BREAKDOWN

AC	1	HQ	29	QH	7
B	2	HV	73	QK	1
BD	1	HX	2	QL	1
BF	37	JA	1	QM	2
BJ	1	JK	1	QP	17
BL	11	KF	13	QR	2
BP	10	LA	2	R	1
BR	2	LB	27	RA	8
BS	1	LC	11	RB	9
BT	1	ML	2	RC	115
CB	1	MT	1	RF	1
CR	2	N	25	RG	4
CT	3	NA	1	RJ	19
D	5	NB	6	RM	13
DA	3	ND	4	RS	1
DD	5	NK	2	RT	51
DK	2	P	2	S	2
E	27	PA	1	SB	8
F	23	PE	2	SH	4

GF	3	PG	3	TA	1
GN	1	PN	31	TD	2
GR	2	PQ	2	TH	17
GT	4	PR	28	TJ	1
GV	12	PS	73	TK	5
HB	1	PT	1	TL	2
HC	2	PZ	0	TN	3
HD	14	Q	1	TP	9
HE	2	QA	14	TS	9
HF	26	QB	1	TX	7
HG	2	QC	2	U	2
HM	7	QD	1	UG	2
HN	4	QE	2	Z	1

A total of nine hundred nine (909) items were circulated by classification number. This is a decrease of approximately twenty-nine percent (29%) from last year.

B. Public Service Statistics, Gate Count, Computer Usage by Students, Testing, Study Room Usag

I. Public Service Statistics

The following Public Service statistics show a decrease of eight percent (8%) from 2010-11.

	Informational/ Directional	Reference	Research	Computer	Totals:
8:30-12:00	3,729	367	179	1,855	6,130
12:00-5:00	6,704	622	279	3,745	11,350
5:00-7:00	1,118	122	64	557	1,861
Totals:	11,551	1,111	522	6,157	19,341

II. Gate Count

During the Spring of 2012 semester all three campus Libraries conducted a gate count of people walking through our doors. Following are the results for the Wheeling campus compared to the gate count that was held in Spring of 2012. The count showed a decrease of seventeen percent (17%).

Spring 2012	2,488
Spring 2011	2,996

III. Computer Usage by Students

Computer usage sign-up sheets from 2011-12 indicate that the computers in the Wheeling LRC were used 22,363 times. This is a decrease of approximately six percent (6%) from 2010-11 usage figures. Students used the computers for working on ADAM software, word processing, Internet searching, Library research, Keyboarding assignments, E-mail, activities/assignments on Blackboard, registering for classes, completing FAFSA forms, accessing Northern on the Web, math assignments on Course Compass, on-line testing, and various other activities. Usage time ranged from a few minutes to several hours.

Additionally, the Wheeling Library staff continued to monitor the 219B computer lab in 2011-12. Sign-up sheets in the lab show that students used those computers 3,134 times. This is a decrease of approximately one percent (1%) from 2010-11. Because there is not always someone in the room monitoring whether students sign-in, usage in the room is probably somewhat higher than the sign-in sheets indicate.

IV. Testing

Tests taken by students in the Wheeling LRC in 2011-12 totaled 1,143. This is a decrease of nine percent (9%) from the previous year. In addition to providing test taking for Northern students we also had area student taking tests in our Library for Kanawha Valley Community Technical College and West Virginia University.

	<i>2010-11</i>	<i>2011-12</i>
July	52	87
August	36	35
September	107	108
October	148	118
November	149	93
December	113	113
January	3	9
February	106	92
March	145	117
April	164	123
May	101	131
June	136	117
Total:	1,260	1,143

V. Study Room Usage

Usage of the conference/study rooms by students decreased by fifty-seven (57%) percent this year. This decrease occurred because Middle College students were given the use of one of our study rooms from the end of August 2011 to the middle of January 2012.

	Number Times Reserved	Number of Students
<i>Archives</i>	35	63
<i>Room 203</i>	50	175
<i>Room 204</i>	90	397
Total:	175	635

C. Wheeling Campus Bibliographic Instruction

A listing of bibliographic instruction sessions for Wheeling is listed below. Patricia Stroud provided the instruction for these classes. The figures for 2011-12 show a decrease of four percent (4%) of the number of students being provided with bibliographic instruction from 2010-11 figures even though the number of class sessions remained the same.

INSTRUCTOR	COURSE	NUMBER OF STUDENTS
Leghaid	Speech	17
Shelek	Community Nursing	58
Harbert	English Comp II	14
Harbert	English Comp I	21
Harbert	English Comp I	22
Rogerson	English Comp I	6
Rogerson	English Comp I	8
Rogerson	English Comp I	15
Rogerson	English Comp I	18
Leghaid	Speech	4
Leghaid	Interpersonal Comm.	20
Leghaid	Speech	23
Harbert	English Comp II	20
Harbert	English Comp I	12
Harbert	English Comp I	28
Harbert	English Comp I	20
Rogerson	English Comp I	12
Harbert	English Comp I	14
Harbert	English Comp I	19
Totals:	19 Classes	332 Students

Submitted by:
Linda Fletcher/Library Associate

DATABASE AND E-BOOK USAGE FOR ALL THREE CAMPUSES

A. Wilsonweb Usage

Usage statistics for Wilson Online Indexes show the following usage for the last three years.

	<i>2009-10</i>	<i>2010-11</i>	<i>2011-12</i>
<i>Searches</i>	2,166	2,710	3,054
<i>Items Retrieved</i>	24,497	28,882	15,599
<i>Full Text Articles</i>	1,231	1,627	1,480
<i>Abstracts</i>	23,266	27,255	13,362

The number of searches increased by seventeen percent (17%) over last year's figure, but the items retrieved showed a decline. The Wilsonweb database is now housed under Ebscohost.

B. InfoTrac Usage

The following are usage statistics for InfoTrac for the last three years.

	<i>2009-10</i>	<i>2010-11</i>	<i>2011-12</i>
Total Sessions	20,776	21,244	11,379
Total Connect Time (minutes)	209,836	270,818	211,831
Average Session Time (minutes)	10	13	19
Total Full Text Retrievals	26,009	20,759	17,666
Total Retrievals	29,753	22,276	20,473
Total Searches	100,311	63,885	49,021

The total number of InfoTrac search sessions decreased by forty-six (46%) percent from 2010-11. The number of articles/abstracts retrieved decreased by eight (8%) percent from last year.

Usage of individual indexes within InfoTrac for 2011-12 was as follows.

	Sessions	Full Text Retrievals	All Retrievals	Total Searches	% of change in # of sessions from 2010-11
Business & Company Resource/Business Index ASAP/General Business File ASAP	3,756	2,327	4,334	16,785	-39%
Health & Wellness Resource Center	1,532	768	920	5,272	+204%
Student Resource Center	2,763	6,894	7,409	12,843	-61%
Opposing Viewpoints	3,328	7,677	7,810	14,121	-56%

C. SIRS

The following are usage statistics for the SIRS database for the last three years.

	<i>2009-10</i>	<i>2010-11</i>	<i>2011-12</i>
Number of Accesses to SIRS	50,749	65,339	49,162
Number of Sessions	4,793	6,248	5,590
Number of Searches	27,308	33,989	20,237
Number of Full Text Articles Viewed	12,310	16,675	12,002

The total number of accesses to the SIRS database decreased by approximately twenty-five (25%) percent from 2010-11.

D. OVID

	<i>2009-10</i>	<i>2010-11</i>	<i>2011-12</i>
Total Searches	6,640	2,799	3,412
Total Sessions	2,982	1,575	1,971

The total number of OVID sessions increased by twenty-five (25%) percent over the previous year.

E. CREDO Reference

	<i>2010-11</i>	<i>2011-12</i>
Total Number of Sessions	2,644	2,863
Total Number of Searches	7,011	8,104
Total Entries Viewed	5,711	7,062

Statistics show an increase of twenty-four percent (24%) over the 2010-11 year. The top three titles used in the database include: Hutchinson Unabridged Encyclopedia with five (5%) percent of entries viewed, Columbia Encyclopedia with four (4%) percent of entries viewed, and Britannica Concise Encyclopedia with three (3%) of entries viewed. CREDO continually adds new titles to their holdings. Currently Northern students have access to five hundred forty (540) CREDO Reference titles through our on-line catalog.

F. EBSCOhost Web

	<i>2009-10</i>	<i>2010-11</i>	<i>2011-12</i>
Total Searches	15,542	26,161	31,328
Total Full-Text Articles Retrieved	3,079	4,271	5,367

The total number of searches increased by twenty (20%) percent, and the number of full-text articles retrieved increased by twenty-six (26%) percent.

G. E-Book Usage

We currently own fifty-one e-book titles that were purchased over the last two years. Usage statistics for the past year show the following.

	<i>2011-12</i>
User Sessions	127
Pages Viewed	866

The most popular titles viewed were Newton: A Very Short Introduction with Hamlet in Purgatory running second.

Submitted by

Linda Fletcher
Library Associate

These expenditures were made from the regular LRC budget and Perkins funds.

A. Operating Expenses

Office Supplies	\$8,616.58
Educational Supplies	-0-
Misc. Equipment	\$1,126.82
Misc. Expenses	-0-
Postage	\$731.63
Photocopies/Xerox Center	\$94.17
Contractual (Lyrisis/OCLC)	\$4,734.51
Computer Expenses & Equip	\$1,499.97
Student Activities	\$254.17
WVU Maintenance Charges	\$10,265.00
Total:	\$27,322.85

B. Books and Materials:

Books	\$10,590.37
Ebrary Ebooks	\$2,701.38
Periodicals	\$17,424.95
Newspapers	\$3,970.11
WV Code	\$711.22
Electronic Databases (Includes CREDO Reference & Britannica Online)	\$50,547.82
AV Materials	\$3,987.95
Total:	\$89,933.80

The total spent on books represents five hundred one (501) volumes. Thirty-five (35) A-V titles were purchased. Periodical titles totaled one hundred five (105). Twenty-two (22) newspaper titles were also received.

B. Paper, Electronic, and Audio-Visual Expenditures

Below is a breakdown of expenditures for paper, electronic and audio-visual expenditures for the past three fiscal years.

<i>Paper:</i>	2009-10	2010-11	2011-12
Books	\$10,340.78	\$17,987.76	\$10,590.37
Periodicals/Newspapers	\$21,762.82	\$20,186.72	\$21,395.06
Paper Indexes	\$465.00	-0-	-0-
WV Code	\$1,539.09	\$1,460.79	\$711.22
Total Paper:	\$34,107.69	\$39,635.27	\$32,696.65
<i>Electronic:</i>			
Ebrary Ebooks	-0-	\$6,135.17	\$2,701.38
InfoTrac	\$20,444.06	\$20,444.06	\$21,246.91
Sirs	\$7,000.00	\$7,000.00	\$7,215.00
Wilson	\$12,445.00	\$12,697.00	\$12,953.00
Britannica Online	\$566.61	\$684.45	\$684.00
OVID	\$5,058.00	\$5,321.00	\$5,789.00
WorldCat	\$2,126.00	\$2,162.00	-0-
CREDO Reference	\$2,454.00	\$2,528.00	\$2,659.91
Total Electronic:	\$50,093.67	\$56,708.68	\$53,249.20
<i>Audio-Visual:</i>	\$9,007.67	\$6,228.66	\$3,987.95
Microfiche	\$2,342.10	\$1,177.38	-0-

C. Division Expenditures/Book & A-V Materials (from faculty/staff/students requests and class reading lists)

Administration/Staff Requests	\$681.18
Business, CIT & Culinary Arts	\$621.76
Health Sciences	\$2,308.98
Humanities & Social Sciences	\$1,181.65
Science, Math, Technologies	\$181.59
Total:	\$4,975.16

Approximately thirty-four (34%) percent of the amount spent on books and audio-visual materials were purchases made from faculty and staff requests. Last year the total spent for faculty and staff requests amounted to fourteen (14%) percent.

E. Funds Collected (all three campuses)

Interlibrary Loan Fees	\$11.00
Fax Fees	\$115.75
Photocopier Fees	\$1,608.65
Lost Book Fees	\$125.00
Misc Fees	\$3.50
Total:	\$1,863.90

Submitted by
Linda Fletcher
Library Associate

