Central Piedmont Community College

Library Services Annual Report

2011-2012

Richard Hagemeyer Learning Resource Center located on the CPCC Central Campus
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Since becoming Dean of Library Services in 2008, I have had the opportunity to work with a dynamic group of people who are committed to providing excellent service to the students, faculty, staff and community. I am proud to say that this year has been no different.

These are exciting times for those of us in the business of providing resources and services despite the associated fiscal challenges in a constantly changing academic environment. In light of this, we’ve been fortunate to have the leadership and revenue support of the colleges Learning Unit to finance new initiatives, all supporting the needs of users.

While we have focused on acquiring a grant to purchase a new Integrated Library System, we have not wavered in our responsibility to acquire new resources for supporting curriculum needs as well as improving and advancing existing and new services and adjusting physical spaces. All of our enhancements, those implemented and planned, will meet the current and future needs of our users.

This report will highlight library activities, services, resources and notable partnerships to bring about our vision, “Where Information Becomes Knowledge”.

Gloria Kelley
Dean of Library Services
Central Piedmont Community College
Vision:

"Where Information Becomes Knowledge"

Mission:

- Serving CPCC and its community by organizing, managing, and delivering information resources and services.
- Providing innovative library services that support information literacy for curriculum, career, and personal development.
- Collaborating with college and community partners to serve a broad range of educational needs.
- Partnering with other academic institutions and consortia networks to promote and enhance access to library resources and services.
Staff and Organization

Competent and dedicated staff help define the library by making the connection between information, people, services and resources. The staff is responsive to the needs of our users by providing quality service through one-on-one and/or group interactions.

Full-time Librarians: 17
Full-time Support Staff: 15
Part-time Librarians: 8
Part-time Support Staff: 9
Student Assistants: 3

Staff Changes

New Hires:

- Katie Howell, part-time College Archivist - August 22, 2011. Hired in a temporary full-time position on January 2, 2012 and was subsequently hired to fill a permanent full-time position on July 1, 2012
- Monica Alston-Carr, Library Specialist at the Cato Campus- November 8, 2011
- Blaise Kazadi, Library Technical Assistant, Central Campus, Circulation- February 15, 2012
- Denise Keating, Campus Manager at the Harper Campus- April 14, 2012
- Betty Thomas, part-time librarian position at the Mercancas Campus – October 17, 2011

On the Move:

- April Everett, promoted from part-time Library Technical Assistant to part time Librarian upon obtaining her MLIS degree - Oct. 2011
- Brian Sexton, promoted from Library Assistant to Library Specialist - November 16, 2011
- Sharon Nance, Library Technical Assistant, transferred from the Cato Campus to Levine Campus - Spring 2012
- Created the positions of Systems Librarian and Online Services Librarian on March 27, 2012
- Julie Obst, transferred from Librarian at the Harper Campus to eLibrarian at the Central Campus in Library Instruction - April 14, 2012
Resignations:

- **Darlene White**, Library Technical Assistant, Central Campus Circulation - January 17, 2012
- **Jennifer Balance**, eLibrarian - February 17, 2012
- **Steve Osler**, Online Services Librarian - May 12, 2012

Retirement:

- **Theresa Thompson**, Library Specialist - October 30, 2011

Staff Development Activities:

- All-staff Library Retreat, Reedy Creek Park - July, 2011
- “ShareAcademy”, August 7, 2012
Facilities

Libraries are an extension of the classroom and provide the necessary space for students to reflect, collaborate, research, discover, and develop lifelong learning skills. To better serve our users, several enhancements were made to existing areas to create more collaboration, teaching, and computer space. The overall appearance of each library was also improved by rearranging and/or purchasing new furniture.

Central Campus Library

- Shifted and combined the entire collection in the Central Campus LRC from two floors to one floor.
- Created a quite study floor for students – 2nd floor.
- Renovated all service desks on all campuses.
- Expanded the library’s coffee shop area.

Archives

- Added Archives sign outside of LRC201
- Installed exhibit window display cases in LRC 202.
- Installed moveable shelving in LRC202.
• Rearranged LRC201 to create a research area and processing space in the archives.
• Purchased and installed oversized documents hanging flat-file.
• Added new doorway between LRC201 and LRC202 to create an archives suite.
• Upgraded and reinstalled thermostats to provide greater control over the temperature in LRC201 (Archives office & research area) and LRC202 (Archives storage area).

Cato Libraries

• Renovated library to create area for quiet individual and group study.
• Added portable dividers to section off group study area and create semi-privacy.
• Added artwork to campus and law library.
• Added 4 additional computers/workstations for student use.
• Installed alarm box on exit door in Claw classroom.
Harper Library

- Purchased 13 new computer chairs.
- Refurbished service desk.
- Moved Crossroads Café kits to the outside of the service desk so that patrons may use them in a self-service manner.
- Exhibit cases completed by Tom Derthick in the construction department, glass work by an outside vendor.

Harris Library

- Reconfigured service desk to have staff facing the door to the library, allowing staff to easily greet and assist students.
- Reorganized how children’s picture books were displayed. Easily accessible bins were constructed to house the books Students and staff really seem to enjoy them being displayed in this way.
Levine Campus Library- Phyllis Allran Barber Library

- Acquired two additional rooms to be used for group study, when not being used by other departments.
- Received 45 new chairs to replace ones from 1998 that were becoming dangerously unstable.
- Created a new floor plan over summer 2011, adding 2 more tables for students to use for study.
- Carrels were rearranged to create natural areas for quiet and group study.

Mercancas Library

- Rearranged periodical shelving to open space to separate quiet and collaborative study space.
- Created a new collection of automotive books by separating into related subject areas in a centralized area near other supporting curriculum subject materials.
- Reconfigured service desk for optimal use.
Communication

Library Services collaborates with other units on campuses in order to engage users to think of libraries as an information hub and not merely a depository for books and computers. The library promotes services, resources and programming that meets the needs of users and communicates those items weekly throughout the year.

- Highlighted the library’s new resources and services by submitting a series of brief weekly postings in The Communicator and CPCC Today to alert library users.
- Organized the Authors’ Showcase series during the 2012 Sensoria which included 3 presentation events by:
  - Authors who are CPCC alumni
  - Authors who are current CPCC faculty
  - Russell Goings
- Hosted a book talk on “The Help”.
- Partnered with Student Life and Family Resource Center to produce library programming for Black History Month, Women’s History Month, Geek Fest, Student Open House, Fall & Spring Feast, Student Resources Day, etc.
- Collaborated with Johnson C. Smith University and other area institutions in a grant from the United Negro College Fund Special Programs Corporation and the National Library of Medicine to host a project called “Know Your Plate”.
- Held book sales to fund the Theresa Thompson Library Scholarship Fund, which have enabled the library to increase the frequency of the award from once to twice a year, and from $200 to $500 per winner.
## Library Sponsored Events

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<th>Event</th>
<th>Details</th>
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<tr>
<td>National Library Workers Day Celebration</td>
<td>Library Open House at Central Campus</td>
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<td>Fall Fest at all campuses</td>
<td>CPCC Archives Ribbon Cutting Ceremony</td>
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<td>New Student Orientation at all campuses</td>
<td>Balance Art Gallery Opening</td>
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<td>Constitution Day celebration</td>
<td>Annual Library Scholarship</td>
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<tr>
<td>Library Book Sales at all campuses</td>
<td>Annual Sensoria Events: “Word of Mouth”, Author’s Showcase with Russell Goings, CPCC Alumni: A.J. Mayhew, James Robert Smith, CPCC Faculty: Rick Helms, Chris Flowers, &amp; Wanda White</td>
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<td>Student Resources Day at all campuses</td>
<td>Black History Month Program</td>
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<td>Faculty week at all campuses</td>
<td>Women’s History Month Programs with Kathryn Wells, Dr. Ruth Shaw, Bertha C. Dupre</td>
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<td>Geek Fest</td>
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### Challenges

- Spread library outreach message (signs, displays, posters, etc.) outside the library location on other parts of the college campuses, to attract students/faculty to, or remind them of the library and its valuable services
- Keep all part time staff at all campuses up-to-date on library changes, and arrange brush-up or follow-up trainings
Public Services Division

Archives

Highlights
- Hosted open house/ribbon-cutting for the archives, 100 attendees.
- Co-hosted three luncheons for retired and long-time CPCC employees to identify historical photos from the archives.
- Completed a full analysis of current archives procedures and practices and surveyed all materials currently in the archives.
- Created accession records and/or initial inventories for all collections currently in the archives.
- Wrote a processing guide, collection development policy, mission statement and updated the forms used in the archives.
- Created an accessions database to track donations and transfers as well as the condition, storage and processing status of collections.
- Supervised a UNC-Greensboro student in an independent study course as part of his MLIS program at UNC-Greensboro (Spring 2012).
- Major collections processed: Board of Trustees Records, College Cabinet Records, College Senate Records, Inside CPCC Collection.
- Provided photographs from the archives to be used for a campus-wide 2013 50th Celebration calendar.
- Assisted college departments with research needs and photographs for 2012 Fall Forum.

Challenges
- Ongoing challenges include outreach efforts aimed at outgoing staff in order to survey and transfer records of enduring value. Responses to these efforts have been mixed.
- Inability to catalog and display digital objects (photographs, documents, etc.)

Circulation

Highlights
- Updated Circulation Manual.
- Implemented LibAnalytics for statistical tracking of student interactions at the service desk. This was instituted at all campus libraries.
- Tested and implemented LabMaps in conjunction with the Innovation Commons staff.
- Started the process of investigating self-checkout at the library. This process is temporary on hold, until grant funding can be secured
- Implemented the use of PayPal for online payments of fines and fees.
- Began blocking and unblocking student records for library fines.
- Completed Inventory for entire collection.
- Collected items for the Women’s Shelter, December, 2011.
Reference

Highlights
- Introduced a “Printing Station” which allows student 10 minute access to a PC solely for the purpose of printing.
- Implemented LibAnalytics for statistical tracking of student interactions at the service desk.
- Implemented UserLock, which provides guest users with a more “self-service” model of computer access. Staff only has to mediate once per semester to issue “guest cards” or when passwords need to be reset.
- Tested and implemented LabMaps in conjunction with the Innovation Commons staff.
- Completed weeding project for reference materials
  - Involved 1027 titles and multiple volumes
  - Reference area downsized by half to allow more seating/study space for students.
- Continued to offer reference assistance through online chat, email, phone, reference appointments and in person.

Inter-Library Loan (ILL)

Highlights
- Created an ILL manual with screen shots and step-by-step instructions on how to complete the borrowing and lending processes.
- Increased ILL filled rate from 74% (2010/11) to 86% (2011/12).
- Increased borrowing requests for books (doubled) and articles (six times) from the previous year.
- Served 30 CPCC faculty and staff and 10 students through ILL services.
- Improved ILL loan to borrow ratio
  - 2011/12: loaned 2.4 books for every one borrowed
  - 2010/11: loaned 4 books for every one borrowed
  - Having a more balanced ratio keeps our postage costs in line.
- Worked with cataloging librarian to delete from WorldCat titles of books and serials which are no longer owned by the library.
- Attended OCLC webinars for lending and borrowing procedures.
- Modified the lending and borrowing due date “bookstraps” in an effort to conserve paper. Paper bookstraps have been replaced with smaller, customized non-stick labels.
Anecdote:
- Several rare or obscure articles have been requested which were hard to locate using traditional library resources. ILL staff contacted the authors directly by email to request access to the requested articles. Each author generously shared copies of the desired item.

Challenges
- Limitation of Clio’s compatibility with CPCC’s intranet system
- Ability to communicate policy updates to patrons
- Marketing the ILL services so that more students are aware of this resource

Library Instruction

Highlights
- Designed and hosted a successful Presentation-themed ShareAcademy again this year—61 people participated and feedback was overwhelmingly positive.
- Hired a new part-time librarian to update and create tutorials and libguides (including our most used libguide on citations) and add captions to be eventually added to CPCC’s YouTube channel.
- Increased library instruction marketing and outreach
  - Librarians attended 5 department meetings and 3 faculty orientation sessions
  - Presentation marketed library instruction, embedded service, and reference services.
- Completed ENG 111 embedded tutorial pilot for General Education assessment. Students passed 70% benchmark for the quiz embedded in all ENG 111 sections.
  - Tutorial and assessment is in place for FA12 semester (out of pilot)
- Expanded embedded services to Moodle (2 courses).
- Library Instruction totals
  - Fall to Fall classes taught: 383
  - Embedded classes taught: 79
- Created a COM tutorial which was embedded in ALL COM classes, a quiz, and a research assignment that all Communication Faculty are encouraged to use in their classes (not required, but highly recommended).
- Expanded use of libguides as an official means of communicating with students:
  - July 2011 – July 2012: 31,516 hits
- Created a Library Instruction libguide which was used in classes by teaching librarians and continues to be expanded upon with different activities.
• Began the planning of a redesigning project for the library instruction classroom (LR205) and met with facilities to map out room options (Spring 2012).
• Expanded the options of instructional offerings besides the one-shot 75-minute class, including 15-minute sessions, to reach additional non-traditionally library-seeking faculty.
• Used our part-time librarian to create a citation libguide.
• Held monthly to bi-weekly instruction clinics that kept teaching librarians apprised of changes and aware of trends in the field and to encourage skill-building and best practices among instructional staff.

Resource Services (formerly Technical Services)

Highlights
• Revised all Resource Services job descriptions.
• Reviewed media collections for data maintenance and the combining of media service desk with the circulation desk.
• Reviewed and weeded e-books collections.

Collection Management

Highlights
• Upgraded WestLawNext subscription.
• Acquired EasyBib, History Study Center, Ferguson’s Career Center and Newsbank local newspaper package.
• Demoed and reviewed the following resources
  o Ambrose Streaming Video (Carolina Consortium deal)
  o Alexander Street Press Streaming Videos
  o Gale product demo for Literature Criticism.
• FY 2012 orders were fulfilled at 90% and invoices reconciled and items prepped for processing, cataloging and distribution prior to June 1, 2012.
• Completed Central Campus weeding project for circulation and reference stacks to allow consolidation of the circulating items to the LRC 3rd floor and open up the LRC 1st floor to mixed use space for students’ expressed needs.
• Partnered with Public Services to remove shelving from 2nd floor LRC, install shelving on 3rd floor LRC and shift the entire circulating print and AV collection to 3rd floor LRC.
Cataloging & Processing

Highlights
- Completed a significant amount of revision work on thousands of bib/item records (itypes, locations), authority records, updating serial title controls and MARC code mapping for ILS migration.
- Completed processing 100% of FY acquisitions by May, 2012.
- Completed serials weeding project for all campuses.
- Completed Harris Campus library juvenile titles labeling and mending project.

Online Services

Highlights
- Partnered with Systems and Reference Services to acquire a Discovery Service.
- Partnered with Reference librarians to revise the library’s database page.
- Added new NCLive resources to subject and reference LibGuides.
- Partnered with Instructional Technology Services to add Media Type designations to the Research Databases.
- Completed the smooth transition to the LIbraryh3lp platform and increased usage over QuestionPoint.
- Partnered with Public Services to acquire credit functionality for paying library fines.

Systems

Highlights
- Partnered with Public Services on writing a North Carolina State Library LSTA Technology Grant to purchase an Integrated Library System.
- Partnered with Online Services and Reference to acquire a Discovery Service.
- Began significant system clean-up and/or maintenance in preparation for migrating to a new Integrated Library System.
- Partnered with Public Services to automate patron block for lost items and overdue fines.
CAMPUS LIBRARIES

Cato Campus Libraries

Highlights
- Recipient of $300 scholarship from the Horticulture Club to add “greenery” to enhance library ambience.
- Added 9 additional operational hours per week at the campus library (1 hour Mon-Thursday and +5 hours on Friday).
- Partnered with Student Life Services to host Women’s History Program featuring former WAC, Ms. Bertha Dupree.
- Hosted two profitable campus book sales in support of library scholarship.
- Added additional scanner, laptop and graphing calculators.
- Partnered with Westlaw representative to provide professional development training for library staff on Westlaw databases.
- Hosted approximately 30 + reference consultations with students.
- Inventoried and shelf read all holdings at Cato Law Library.
- Taught 47 library instruction classes with 1,077 students.
- Partnered with Community Development, ESL and GED instructors to offer Basic Computer Skills workshop.
- Provided library orientations and instruction classes for Cato Middle College Students (juniors and seniors) at the beginning of fall and spring semesters.

Challenges
- Classrooms for Library Instruction: As the campus continues to increase course offerings, and with more instructors and ESS staff requesting computer classrooms, it is becoming more challenging to quickly schedule rooms for library instruction, library resource workshops (citation apps, library databases, etc.).
- Lack and location of data ports, electrical outlets and room for additional computers
- Lack of campus spacing to relocate legal instruction classroom, supporting curriculum materials and duplicate sets of law library resources.
- Lack of space for Individual Group study carrels
- Lack of space for one-on-one research consultations with students

Harper Campus Library

Highlights
- Continued to increase the number of library instruction classes in varied programs, such as non-destructive testing.
- Embedded in two carpentry and three welding classes. Both were hybrid classes.
• Research Appointments with students increased this year. Marketing the service (placement and timing of signage) outside the library played a key role along with word of mouth marketing by students.
• Harper Library participated in Student Resource days and National Tradesman Day.
• Hosted a Word of Mouth storytelling event, co-sponsored by Student Life.

Challenges
• Space limitations: Students need additional computers and the library does not have available space to increase the number of computers for student use

Harris Campus Library

Highlights
• Continued to reached out to instructors for scheduling instruction classes.
• Continued to build relationships with EDU classes.
• Continued to add children’s picture books to the collection.
• Continued to add baking and pastry books to the collection. Outreach to baking and pastry students resulted in an increase in checkouts for books in this area.
• Participated in Student Resource Days.
• Co-hosted with Student Life, a Word of Mouth storytelling event.

Levine Campus Library- Phyllis Allran Barber Library

Highlights
• Instruction classes increased another 28% from Fall. More classes are being offered at Levine, which has resulted in more requests.
• Library classroom is used regularly for group or individual study when not in use for instruction classes.
• Experienced an increase in Research Appointments, in part due to increased instruction classes and embedded courses, marketing efforts and excellent service provided by the library staff.
• Added part time staff in spring 2012 to take over daily routine duties such as processing mail, shelving books, answering technology and library services questions, maintaining the appearance of the library, displays.
• Suggested improvements to the collection and library floor plan have resulted in increased usage of the ESL, GED and Crossroads Café materials.
• Increased hours on Fridays from 8am – 1pm to 8am – 4pm. Students requested the change the change in hours and with block Friday classes added, there have been additional instruction classes taught on Fridays.
• Participated in Student Resource Day each semester, Science Fair, Geek Fest, Word of Mouth, Book Sale, and National Library Week.
• Scheduled a variety of interesting displays for the year.

**Challenges**

• Student Computers and more computers in library classroom: it is more challenging each semester to offer research instruction for classes with 20+ students with the 13 computers in the library classroom.
• Group study room in library- usage of group study rooms has grown 100% in the 2 years they have been available. It would be a better use of space and staff (who go to the room outside the library to unlock it each time) to have 2 group study rooms located inside the Levine Library. Space is available with data ports and electrical outlets and the library has furniture.
• Library staffing: With the consistent increase in use of library services, the Levine Library has a critical need for a Librarian’s position for Fall 2012.

**Merancas Library**

**Highlights**

- Increased use in students using the quiet study carrels; all three are frequently filled the majority of the time.
- Students are using the library more frequently and for longer hours.
- Rearranged periodical shelving to open space to separate quiet and collaborative study space.
- Increased usage of the existing study tables indicates a demand for additional location/space for group study in the library.
- Library instruction doubled in 2010-11 and remains constant due to increase in general education courses offered at the campus.
- The addition of a part time librarian has played a vital role in allowing librarian to focus efforts on library instruction, collection development, attend campus meeting and events
- Created a new collection of automotive books by separating into related subject areas in a centralized area near other supporting curriculum subject materials
- Participated in Student Resource Day each semester
- Hosted Word of Mouth Storytelling event
- Scholarship fundraiser book sale ($50)
- Participated in other Student Life sponsored events

Challenges
- The facility is too small to accommodate increase in enrollment and student use
- Additional computers are needed but currently no capacity to add
- No availability/space on campus or in the library to create suitable collaborative/group study space
- Lack of availability of a dedicated classroom in or near the library for library instruction presents a challenge in establishing a presence in the library as the place to receive assistance, study, use computers to access information, etc.
Statistics at a Glance

Library Hours

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Gate Count

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<td>All Campus Total</td>
<td>349,350</td>
<td>402,803</td>
<td>456,567</td>
<td>438,168</td>
<td>441,688</td>
<td>511,099</td>
</tr>
</tbody>
</table>
Collections

_Total volume Count: 107,439*
Cato Campus Library: 4337
Cato Law Library: 8757
Central Campus Library: 78200
Harper Campus Library: 3138
Harris Campus Library: 4275
Levine Campus Library: 6911
Merancas Campus Library: 1821

_Total Serials titles: 263
Print serials: 156
Electronic serials: 75
Microform: 25
Newspaper: 7

_Total Equipment: 380

_Total volumes added: 4850
Cato Campus Library: 344
Cato Law Library: 261
Central Campus Library: 2830
Harper Campus Library: 290
Harris Campus Library: 370
Levine Campus Library: 477
Merancas Campus Library: 278

_Total serials received/subscribed: 94
_Total equipment Added: 56

*These are total volumes in the Library Online Catalog. Subscribed databases (such as EBSO databases, Film on Demand…etc.) are not counted.
### Interlibrary Loan

<table>
<thead>
<tr>
<th></th>
<th>06/07</th>
<th>07/08</th>
<th>08/09</th>
<th>09/10</th>
<th>10/11</th>
<th>11/12</th>
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</thead>
<tbody>
<tr>
<td>Books loaned to other library systems</td>
<td>257</td>
<td>245</td>
<td>252</td>
<td>290</td>
<td>257</td>
<td>268</td>
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<tr>
<td>Articles sent to other library systems</td>
<td>30</td>
<td>45</td>
<td>52</td>
<td>4</td>
<td>6</td>
<td>9</td>
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<tr>
<td>Books borrowed for CPCC users</td>
<td>124</td>
<td>111</td>
<td>94</td>
<td>67</td>
<td>54</td>
<td>111</td>
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<tr>
<td>Articles obtained for CPCC users</td>
<td>108</td>
<td>85</td>
<td>31</td>
<td>19</td>
<td>6</td>
<td>36</td>
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</table>

### Library Instruction

<table>
<thead>
<tr>
<th>Instruction Sessions</th>
<th>Cato</th>
<th>Central</th>
<th>Harper</th>
<th>Harris</th>
<th>Levine</th>
<th>North</th>
<th>Online</th>
<th>In-Person</th>
<th>Totals</th>
</tr>
</thead>
<tbody>
<tr>
<td>Class #</td>
<td>29</td>
<td>168</td>
<td>8</td>
<td>10</td>
<td>74</td>
<td>20</td>
<td>0</td>
<td>309</td>
<td>309</td>
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<tr>
<td>Class #</td>
<td>23</td>
<td>200</td>
<td>21</td>
<td>11</td>
<td>95</td>
<td>23</td>
<td>50</td>
<td>373</td>
<td>423</td>
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<tr>
<td>Class #</td>
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<td>124</td>
<td>25</td>
<td>13</td>
<td>149</td>
<td>25</td>
<td>82</td>
<td>383</td>
<td>465</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Instruction Sessions</th>
<th>Cato</th>
<th>Central</th>
<th>Harper</th>
<th>Harris</th>
<th>Levine</th>
<th>North</th>
<th>Online</th>
<th>Totals</th>
</tr>
</thead>
<tbody>
<tr>
<td>Student #</td>
<td>551</td>
<td>3192</td>
<td>152</td>
<td>190</td>
<td>1406</td>
<td>380</td>
<td>0</td>
<td>5871</td>
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<tr>
<td>Student #</td>
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<td>3800</td>
<td>399</td>
<td>209</td>
<td>1805</td>
<td>437</td>
<td>950</td>
<td>7087</td>
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<tr>
<td>Student #</td>
<td>893</td>
<td>2356</td>
<td>475</td>
<td>247</td>
<td>2831</td>
<td>475</td>
<td>1558</td>
<td>7277</td>
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</tbody>
</table>
Expenditures

Total Expenditures

- Salaries & Wages: 73%
- Books, serials, other Library materials: 19%
- Operating: 8%

Materials Budget Expenditures

- Salaries & Wages: $1,026,642.99
- Books, serials, other Library materials: $275,257.29
- Operating: $111,521.26

E-Resources (Database services, etc.): 0.51
Books (mono) on standing order: 0.151
Books/DVDs/CDs: 0.33
Print serials on standing order (Legal resources, journals, etc.): 0.009