Circulation & Services Library Statistics Summary FY19

FY19 Grand Total: 187,084 Resources & Services Provided

Circulation Summary

Physical Collection	FY19 Total
Total Circulation	467

Equipment	FY19 Total
Total Circulation	1687

Course Reserves	FY19 Total
Total Circulation	108

Guest Passes	FY19 Total
Total Circulation	111

Interlibrary Loan	FY19 Total
Total Items Received	214

Online Resources	FY19 Total
Total Retrievals	181,635

Total Circulation: 184,222 Resources Used

Giveaways & Passive Programming Activities:

1,142 Students Participated

Services Summary

Faculty/Staff: Events & Collaborations	FY19 Total
College Initiative Day Sessions	3
New Faculty Orientations	1
Team Time Sessions	2
Individual Training/Consultations	4
Accreditation Support	2
Total Participants Served (all events)	*128*
Total Sessions Provided	**12**

Students: Class Tours & Presentations	FY19 Total
Class / Group Session	30
TLC Event/Workshop/Presentations	6
Total In-Person Participants	*347*
Virtual Instruction Sessions	*747*
Total Sessions Provided	**783**

Patron Assistance Services	FY19 Total
Reference Questions	350
Computer / Technology	1016
General Questions	698
Library Services Videos	3
Total Services Provided	**2067**

Total Services: 2,862 Instruction/Assistance Sessions

FY19 Highlights

Physical Collection - Deselection Project

To prepare for our space redesign, the library updated its physical collection extensively. Our goal was to improve the quality of resources provided in support of NTC staff, students, programs, initiatives, and accreditation by removing items identified as meeting our deselection criteria. This criteria included the condition of the item, its availability online, the quality of the resource, its publication age, and its relevance to NTC. Within two years, we removed 6,500 items and freed up over 480 feet of shelf space.

Space Redesign: Timberwolf Learning Commons

Our space was renovated & redesigned as the Timberwolf Learning Commons in FY19! We became an academic & technology support hub for students, as the Library, ARC, and IT Help Desk are now available in a single location.

Support for this project was provided through the Edward & Lois Drott Legacy Fund of the Community Foundation of North Central Wisconsin. This grant included $11,000 for 3 new areas: the recording studio, the BYOD (bring-your-own-device) pods at the top of the stairs, and the Student Collaboration room on first floor.

In addition, we added the following:
- ✓ TLC Lab (for student learning & workshop opportunities)
- ✓ Glass door entrance to the ARC (inside TLC)
- ✓ Front Desk (shared by Library & IT Help Desk)
- ✓ Cabinetry for Course Reserves/Equipment
- ✓ Library & COD Storage Closet
- ✓ Silent Zones: Glassed-in areas to support student study needs

As seen above, our redesigned space includes new areas for student collaboration, as well as distraction-free dedicated study space.

TLC Canvas Course

The Library, ARC, and IT developed a Canvas course that provides FAQ's, links, & online support for students. The Timberwolf Learning Commons course appears on all students' Canvas dashboards. The Library section provides a link to our website, information about the library, videos & handouts to support both online instruction and online library services, and more!

Credo Instruct

The Library launched a new instructional support product "Credo Instruct" (previously named "Credo Info Lit Modules"). These videos, tutorials, and quizzes provide library instruction in bite-size format for online students. They include topics such as Getting Started with Research, Sources of Information, Search Strategies, Evaluating Information, and Citations & Academic Integrity. Students can browse the content (minus quizzes) under the Library section of the Timberwolf Learning Commons Canvas course. Faculty can also integrate the content into courses, with the option to add grading capabilities.

Spring 2019 – TLC Soft Launch: Student Engagement

The TLC opened its doors for Spring Semester 2019. Food & hot beverages were provided for this soft launch by the NTC Foundation. The Library/ARC/IT Help Desk created ½ page handouts that included our services & hours. We also created several events/workshops/presentation sessions that were run in our new TLC Lab:

- APA Bootcamp (Library/ARC)
- Minute-to-Win IT! (ARC/Library/IT Help Desk)
- Basics of Research (Library)
- What's in a Word? (Library)
- Which Images Can I Legally Use in My Design? (Library)

The NTC Marketing department, in conjunction with the 3 TLC teams, developed flyers that could serve as a virtual tour & internal promotion of our new spaces for staff & students.

The library also created an IT Help Desk-Library Training Canvas course to assist that team in locating basic answers & assistance during their Saturday morning open hours.

MLT Accreditation

We provided support for the Medical Laboratory Technician program accreditation through extensive documentation of supporting library resources.

New, Upgraded BadgerLink Databases

The digital resources available to NTC students through the Library greatly expanded, as BadgerLink (funded by DPI) added or upgraded several databases. This includes:

AutoMate: Authoritative and up-to-date service and repair information for thousands of domestic and international vehicles. This resource will be replacing Auto Repair Reference Center.

Britannica Library, a comprehensive reference and learning resource for children and adults. Similar to Britannica School but suitable for public library patrons, this edition offers 3 distinct interfaces and reading levels in one site.

Children's Core Collection: Reliable guides to help librarians with collection development and maintenance, curriculum support, readers' advisory and general reference for preschool-6th grade. This resource will be replacing Book Collection Nonfiction: Elementary School Edition.

Middle & Junior High Core Collection: Reliable guides to help librarians with collection development and maintenance, curriculum support, readers' advisory and general reference for grades 5-9. This resource will be replacing Book Collection Nonfiction: Middle School Edition.

Senior High Core Collection: Reliable guides to help librarians with collection development and maintenance, curriculum support, readers' advisory and general reference for grades 9-12. This resource will be replacing Book Collection Nonfiction: High School Edition.

Library, Information Science & Technology Abstracts with Full Text: Database providing cover-to-cover indexing, abstracting and full-text for key library and information science periodicals. This resource will be replacing Library, Information Science & Technology Abstracts.

MasterFILE Complete: Popular full-text magazines, reference books and other sources from the world's leading publishers. This resource will be replacing MasterFILE Premier.

Newspapers.com Library Edition World Collection: Historical newspapers archive from the 1700s - 2000s containing thousands of well-known regional, state, and small local newspapers in the United States and other countries. Includes at least 150 Wisconsin titles.

Teacher Reference Center: Research database for teachers providing indexing and abstracts for more than 220 peer-reviewed journals.

U.S. Newsstream: Contains current and archival United States news coverage dating back to the 1980s. This new-to-BadgerLink resource features key national and regional sources including The New York Times, Wall Street Journal, Washington Post, Los Angeles Times, Boston Globe, Newsday, Chicago Tribune and over 80 Gannett titles like the Appleton Post-Crescent and the Green Bay Press Gazette. Content is updated daily, with same-day publication access to over 250 titles.

Film Series

In FY19, the Library, Student Life, and members of the Diversity Committee came together to plan a Film Series. Together, we developed a proposal that defined the project & its goals, as well as planned the specific events. The purpose of the Film Series is defined as "Through film, engage the NTC community in respectful dialog and grow awareness on topics of diversity." We found Student Clubs to co-sponsor the film events, securing both invested interest and student collaboration. The WI Disproportionality Network and *Courageous Conversations about Race* by Glenn Singleton were used to identify respectful rules for dialogue. Film options were selected initially by the Library, Student Life, & Diversity teams, and the film was chosen from these options by the co-sponsoring club. Films were chosen that included an aspect of diversity, related to the club's program, and had a captivating nature for viewers.

> **Oct 1st 2018:** *Reel Injun* (co-sponsored by the Timberwolf Production club)
>
> **Nov 12th 2018:** *The Bleeding Edge* (co-sponsored by the Student Nurses Association club)
>
> **March 7th 2019:** *13th Documentary* (Diversity Committee event) ****Library created special topical resource guide for film.**
>
> **March 28th 2019:** *IF Project* (co-sponsored by the Criminal Justice club)
>
> **April 9th 2019:** *TED Talk: Temple Grandin – The World Needs All Kinds of Minds* (co-sponsored by PAS club)

In addition to the planning aspects, the library was a key partner in this project by identifying, providing, and licensing film resources.

WISPALS Resource Repository

The NTC Library is a member of the [WISPALS Library Consortium](#). In FY19, the consortium started a project of creating a common repository for shared resources. These include items like: best practices, helpful links, handouts, and ILS processes/documentation. Topics range from library instructional services (e.g. information literacy, inclusive teaching practices, etc) to technical training documentation & user procedures related to our shared ILS.

Authority Record Processing in Sierra

The NTC Library chose Marcive, Inc. as our new authority control provider, as part of a WISPALS Technical Services team project. Authority control keeps standard subjects in our Sierra catalog up-to-date and makes it easier for users to discover our library resources.

Student Affordability - OER Support

Throughout the FY19 year, the Library was actively involved in supporting OER & Affordability efforts – both within NTC and externally by participating in Wisconsin state efforts.

In addition to saving cost to students through library resource support of NTC courses & curriculum, we also did the following:

At NTC:

> We met with the Affordability Committee on July 24th 2018 to discuss OER, including barriers, successes, and Cengage Unlimited. Generated by that discussion, the library co-presented with 2 faculty at College Initiative Days (August 23rd, 2018) on Open Education Resources ("High-Wire Acts: OER" session) to all faculty.
>
> The library also assisted several faculty teams & individuals with OER consultations & research requests:
> - Fall 2018: Assisted Faculty Team in locating OER options for supplementary program texts
> - Fall 2018: Met with Faculty Team to discuss OER options & answer OER questions
> - Fall 2018: Researched OER options for faculty member to potentially replace textbook
> - Fall 2018: Answered license question for faculty member regarding specific OER resource
> - Fall 2018: Met with faculty member to review low-to-no cost options instead of textbook (library & OER resources)
> - Spring 2019: Researched OER options for faculty member to potentially replace textbook
> - Spring 2019: Answered license questions related to specific OER resources for faculty member

At the State Level:

> We provided a presentation on OER with a library instruction emphasis to the WISPALS Instructional Services Sub-Committee on Feb 12, 2019.
>
> We sent a library staff member to represent/attend at the Effordability Summit (March 26-27), including attending the Community for Open Wisconsin meeting at this event.
>
> We also have representation on the WTCS OER Network.

Improved Work Study Training

We put together a Library Student Training course in Canvas for our library work study students. The goal was to digitize the library procedures binder, and combine with FAQ information, to create both a training platform and an easy reference tool for our student workers.