

Standard IIC: Library and Learning Support Services

IIC.1 The institution supports the quality of its instructional programs by providing library and other learning support services that are sufficient in quantity, currency, depth and variety to facilitate educational offerings, regardless of location or means of delivery.

IIC.1a Relying on appropriate expertise of faculty, including librarians and other learning support services professionals, the institution selects and maintains educational equipment and materials to support student learning and enhance the achievement of the mission of the institution.

Descriptive Summary

As of June 30, 2004, the library collection consisted of 80,103 volumes, 73,828 titles, 1,342 bound periodical volumes, 66 microfiche titles, 5,340 videos, and 270 audio book titles. The majority of the collections circulate for 21 days with a one-week renewal period. A special circulating period of seven days has been implemented for high-interest high-usage items for subjects such as abortion, capital punishment, and drug abuse. Librarians have selected and maintained subscriptions to a variety of electronic periodical databases (e.g., ProQuest, Literature Resource Center) to meet curriculum needs. A collection development policy has been implemented for use in the selection of materials (IIC.20). Selection criteria include librarian subject expertise, knowledge of curriculum content, and patron usage patterns of current materials. As part of the collection development program to improve the currency and depth of library

collections, other areas of the college have purchased materials through grant funds or instructional monies. For example, the social sciences division holdings in the library are approximately 710 items and those of the biology department are approximately 49. Each collection contains both print and nonprint materials.

Beginning in Fall 2005, all libraries in the State Center Community College District will participate in a common library catalog. In addition, the library has expanded its collections through the use of interlibrary loan service offered through Online Computer Library Center (OCLC) and the San Joaquin Valley County Library System (IIC.30).

Tutorial services offers subject-matter and study-skills tutoring through educational technology and learning-assistance software. As of June 30, 2004, tutorial services provided supervised tutoring in 73 subject matter areas (IIC.16) and supported and tracked learning assistance in special programs such as Title V Learning Communities, Student Support Services Program (TRIO), Extended Opportunity Programs and Services (EOPS), Guidance Studies 48, and CalWORKs (IIC.17). The tutorial computer lab has 69 personal computers, one Power Macintosh station, and two G4 Macintosh computers. Students also have access to ten personal computer stations in the computer lab (IIC.18). There is a dot matrix printer for every two computer stations and two network laser printers.

There are six computer stations to accommodate students with disabilities. Two of the stations have specialized software for visually impaired students, such as JAWS (talking software) and ZOOMTEXT.

Tutorial services personnel have developed, designed, and established an extensive collection of academic skills resources, including quick-reference sheets, skills outlines, and self study handouts (IIC.12). An extensive collection of handouts is maintained and is free of charge to students and faculty. These study skills handouts cover a wide range of topics from basic study skills, such as note taking, to fundamentals of mathematics and elements of composition. Additionally, over 159 academic resource files that cover a broad academic spectrum are provided for tutors to use during their sessions with students (IIC.12).

Assessment

Since the last accreditation, the library's collection development program has slowly moved forward. In analyzing the various projects within the program, it has become clear that although the college has invested in excess of \$115,000 per fiscal year, the size, breadth, and depth of the library's circulating print collection is still inadequate to meet student needs.

The library catalog database cleanup project completed in 2001 revealed the library catalog included titles and items that had been withdrawn or lost prior to the data load. As a result, the library's collection appeared larger to end-users than it actually was. An inventory project was undertaken to ensure a correct count of the library's collection. The inventory project was completed in 2002.

An ongoing project of de-selection of outdated and worn materials began in December 1999. More than 11,000 items have been discarded from the collection as part of this project. The addition of new materials has been equal to the number of items de-selected from the collection. However, even with the infusion of new materials, the age of the library's print collections still remains in the category of "older" since at least 43 percent of the library's circulating print collection's publication dates are 21 years or older, with less than 17 percent of the collection being published within the last five years. (IIC.25)

In comparing the size of the library's collection to suggested standards for community college libraries for a student population of 9,000 to 10,999 FTES, a minimum collection would contain 110,000 print volumes (excluding periodicals and audiovisual materials) (IIC.32). Currently, the library's circulating print collection is approximately 68,000 items. Noncirculating print materials is approximately 13,000 items for a total 81,000 of which approximately 1,300 are lost or missing. Thus, the actual total is 79,600 or 72 percent of what was a nationally accepted standard in 1994.

The number of students using the library has increased from 159,358 (Fall 2000) to 238,901 (Fall 2002) (IIC.31). The implementation of a computer lab within the library has increased the number of visits per month to as many as 4,000. Student participation in classroom bibliographic instruction has increased from fewer than 250 students per year in 1999 to over 5,000 in 2002-2003 (IIC.21,22). Each of these factors has increased the students' awareness and use of the library's collection and materials. The use of library

materials has doubled in the last four years from approximately 54,238 in 1999-2000 to 103,944 in 2002-2003 (IIC.23).

The library has turned to electronic periodical databases to supplement an aging print periodical collection and a shrinking current periodical subscription list. The library subscribes to several periodical databases: ProQuest Research Library, Lexis-Nexis Academic Universe, CINAHL, Historical New York Times, and Newsbank-Fresno Bee. In addition, the library also subscribes to selective periodical and reference databases: Ethnic News Watch, Gender News Watch, SIRS (School Improvement Research Series), Literature Resource Center, and Science Resource Center. Electronic databases have allowed access to more current periodical resources; however, periodical resources cannot replace the larger monographic works that the circulating collections contain. In 2004-2005, the cost for electronic subscriptions exceeded \$80,000.

The need for additional human, technology, and facilities resources will need to be addressed to meet the needs of a growing student body.

Although the college has provided, and continues to provide, funds for updating the library's print collection and access to electronic databases, the allocation is inadequate to sufficiently "play catch-up" after many years of inadequate funding. In order for the college to continue its support of the library, funding for electronic resources and library materials needs to be budgeted with a minimum of three percent inflation factor and a minimum of three percent growth factor.

While the number of tutors in the Tutorial Center has dropped from 87 in Spring 2002 to 66 in Fall 2004, the number of students served has risen from approximately 3,000 to over 10,000 (IIC.8,11). Providing the most current software in the tutorial computer lab with the most recent technological support is also becoming increasingly difficult. As in all areas, training for staff and tutors has become a concern as new curriculum makes it necessary to retrain tutors in the latest software and curriculum (IIC.11,13).

IIC.1b The institution provides ongoing instruction for users of library and other learning support services so that students are able to develop skills in information competency.

Descriptive Summary

Library faculty provide one-on-one library and research skills instruction at a student's request or group instruction at the request of an instructor. In addition, two classes in library research skills have been developed and approved by the curriculum committee (IIC.28,29). A library computer lab is staffed by a student worker trained in applications software, and a librarian is available for more extensive instruction if requested by the student.

The library makes available evaluation forms to all faculty, staff, and library patrons for evaluation of library staff and services. The questionnaire provides a place where patrons may make suggestions for improvement. The evaluation form is available online as of July 1, 2005. A separate questionnaire is provided to subject matter faculty who bring their classes to the library for instruction. Participation in the evaluation process is voluntary.

The tutorial center offers a broad range of services including tutoring, test proctoring and instructional computing (IIC.3,5,6,7,11,14). The scope of subjects tutored and the depth of specific content is afforded through 14 supervised tutoring courses that support 73 subject matter areas. The campus computer lab associated with tutorial services provides tutors who are qualified in the software installed on the computers.

Assessment

In the past, the library personnel have emphasized student use of its services rather than the effectiveness of those services. Although the library has put in place programs to instruct students in information competency skills, their of evaluation is voluntary. This does not allow for a systematic evaluation nor does it indicate the student has gained any of the skills important for information competency. Therefore, tracking of individual student success is not available.

Students, tutors, and staff evaluate tutorial services (IIC.1,2,4). The results indicate 95 percent or greater satisfaction on all measures of the survey administered each semester from 2000 to present (IIC.4). Feedback reports are available to faculty in general tutoring subjects (IIC.3,5,6,14). More detailed reports, with more specific feedback items, are routinely issued for special tutoring labs, such as the writing tutorial lab and the math lab. Special reports are regularly prepared for EOPS, DSP&S, TRIO Programs, CalWORKs, Title V Learning Communities, Guidance Studies 48, and Developmental English (IIC.17). Data is collected, interpreted, and summarized at the end of the summer, fall, and spring semesters. An annual report is prepared every June (IIC.11). The reports indicate strengths, weaknesses, and recommendations for further improvement.

The results of the Faculty and Staff Survey indicate all groups, administrators, classified professionals, and faculty, agree that students who receive tutorial services are better prepared for their classes (IIC.19).

IIC.1c The institution provides students and personnel responsible for student learning programs and services adequate access to the library and other learning support services, regardless of their location or means of delivery.

Descriptive Summary

All library services and materials were available on campus 78 percent of the instructional hours during Fall 2004. Access to electronic databases, e-reference, and the library's catalog and web page are available 24/7. As part of web-based learning, a library tutorial has been developed on Blackboard for use by students and instructors who have Internet access. For the past two years, the college has not offered a four-week summer session. During this time, neither tutorial nor library services have been available. However, during the 2004 eight-week evening summer session, library services and materials were available for on-campus use 68 percent of the instructional hours.

Access to the library catalog and research databases from on campus has been limited by the number of computers available for use in the library and tutorial computer labs. The library computer lab contains 28 workstations with access to the Internet and the library's web-based services. There are an additional 27 terminals throughout the library with Internet access and the library's web-based services.

Tutorial services were accessible to students on campus 75 percent of the instructional time during Fall 2004 (IIC.9,15). Hours of services have increased from 54 hours to 63.5 hours since 2000. The number of students using tutorial services has increased from 3,552 students in 1999-2000 to 10,794 in 2003-2004. Student-usage hours has increased from 98,892 hours in 1999-2000 to 152,675 hours in 2003-2004 (IIC.8).

In addition, the tutorial computer lab has 68 computer workstations (IIC.18). All of the tutorial computer lab workstations are equipped with the appropriate instructional software. During peak hours, from 8:30 a.m. to 1 p.m. Monday through Friday, computer terminals in the library and tutorial computer labs are heavily used and often students wait to use a terminal (IIC.11).

Assessment

Students ranked library/learning resources services as the number one aspect of the college with which they were satisfied (IIC.33). This is supported by students' heavy use of library/learning resources services throughout the fiscal year. The usage continues to rise every year (IIC.8). During the past five years, library and tutorial services during the summer sessions have been reduced or otherwise restricted due to budgeting constraints. For Summer 2004, the tutorial center was open during the six-week session, and services during the eight-week evening session shrunk to approximately 68 percent of the instructional hours. No physical access to the library's on-campus resources was provided for the instructional hours during June 2004.

As student usage has grown for the library and tutorial services, current physical facilities

have failed to provide adequate space. For example, during Fall 2004, the library served an average of 3,000 students a day. The library has the physical facilities to seat 531 students at study tables and carrels, 28 sit-down computers, and 27 stand-up computers. Trying to find a computer or a place to study often means sitting on the steps outside the library or in the foyer during the 9:30 a.m. to 1 p.m. peak hours.

The tutorial services area also lacks sufficient space during peak hours when students have to wait in line for services. Overall, as the number of students requiring tutoring has risen over the last five years, the allocated space for tutoring has not increased. In fact, it has decreased as other programs have acquired space in the facility (IIC.11).

Although the number of full-time librarians has increased by three positions in the last four years, the tutorial center still operates with only one full-time faculty coordinator and 1.5 FTE classified professionals (IIC.7,10,11).

The library has developed several web-based services for off-campus student populations. However, there is no current provision for 24/7 electronic tutorials in order to augment and reinforce tutor-to-tutee learning support (IIC.11).

IIC.1d The institution provides effective maintenance and security for its library and other learning support services.

Descriptive Summary

The learning resources center (LRC) facilities are maintained by district maintenance staff and the college custodial departments.

Quarterly safety reports are generated and reviewed by the college administration. An emergency plan specific to each area has been created and a disaster recovery plan for the library is being developed (IIC.26,27). A library and tutorial services evacuation plan is in place and periodically updated. A librarian sits on the campus safety committee.

District police provide routine patrols through the learning resources center. The police department provides armed response for security issues arising in the LRC. The LRC is protected by an integrated alarm system monitored by police dispatch.

An emergency plan and disaster recovery plan for library collections are in development. The library collection is protected by sensors and security gates placed in some, but not all, areas of the library. The west wing of the library is monitored by an array of video cameras that can be viewed from the library's main information desk. The video camera in the hallway leading to the loading dock is monitored from selected computer desktops. Supplies used by the library and tutorial services are kept in locked storage areas. Network cross connects are behind locked doors. Library audiovisual and computer equipment are located in designated work areas. All library staff are trained in the use of FRS two-way walkie-talkies.

Library safety training sessions are given to all new student aides at the time of their hire. Classified professionals, faculty, and student library staff make use of a dry erase message board as a monitoring device for their location/status during their duty hours.

Assessment

The library is perceived as being secure by staff and patrons. However, after 6 p.m. Monday through Thursday and Saturday hours, there are some areas of the library that may not have a classified professional, student, or faculty person within line of sight. In addition, library materials can be taken from the building via an unprotected stairway to the second floor of the building or through a door whose alarm is not loud enough to be heard in the main lobby of the library. Security is compromised in the library because of class scheduling extending beyond the operating hours of the library. For example, in the library, students in classes on the second floor may exit through the elevator into the library's first floor. The library closes at 8:30 p.m. Monday through Thursday, while classes scheduled on the second floor of the library may continue until 9 p.m. or later. The tutorial services staff do not have control of the security in their area because staff from other offices and programs share the facility.

Although the library's west wing video camera images are visible from the information desk at the front of the library, these images are not visible from the west wing instructional desk. In addition, only one screen at a time for a three-second duration may be at the information desk.

IIC.1e When the institution relies on or collaborates with other institutions or other sources for library and other learning support services for its instructional programs, it documents that formal agreements exist and that such resources and services are adequate for the institution's intended

purposes, are easily accessible, and utilized. The performance of these services is evaluated on a regular basis. The institution takes responsibility for and assures the reliability of all services provided either directly or through contractual arrangement.

Descriptive Summary

The library purchases access to subscription databases through individual contractual agreements with vendors and a consortia purchasing program through the Council of Chief Librarians, California Community Colleges. All subscriptions are year-to-year. Approximately \$37,000 is provided through the Telecommunications Technical Infrastructure Program (TTIP). The remainder of the funding is provided from campus funding sources.

In order to support curriculum, the library maintains contractual agreements with the following subscription database vendors through the consortia purchasing program of the Council of Chief Librarians, California Community Colleges:

1. ProQuest Information and Learning
 - a. Access is purchased for the following database products:
 - i. ProQuest Research Library
 - ii. Historical New York Times
 - iii. Ethnic News Watch
 - iv. Gender News Watch
 - v. CINAHL (Cumulative Index to Nursing and Allied Health)
 - vi. ProQuest Nursing Journals
 - vii. National Newspaper Abstracts
2. Thomson Gale
 - a. Access is purchased for the following database products:
 - i. Literature Resource Center
 - ii. Scribner Writers Series
 - iii. Twayne Authors Series
 - iv. Opposing Viewpoints
 - v. Science Resource Center
3. Newsbank
 - a. Access is purchased for the following database products:
 - Fresno Bee
4. World Book
 - Access is purchased for the following database products:
 - World Book Encyclopedia
5. Lexis-Nexis
 - Access is purchased for the following database products:
 - Lexis-Nexis Academic Universe
6. CQ Press
 - Access is purchased for the following database products:
 - CQ Researcher
7. CountryWatch.com
 - Access is provided free of charge through the California State University system.
8. Books-in-Print
 - Access is purchased for the following database products:
 - Books-in-Print with reviews
- viii. ProQuest Biology Journals
- ix. Career & Technical Education
- x. SIRS

The library is a member of Online Computer Library Center (OCLC). This contractual agreement allows for purchase of bibliographic records for the library's online catalog and interlibrary loan services for library borrowers. For each item entered in the library's online catalog, a bibliographic record containing subject headings, contents, and the unique citation information of the item is purchased from OCLC. Through the interlibrary loan agreement, the library has agreed to loan materials to other libraries in the United States for no fee. In return, the library may borrow from other no-fee libraries.

The library purchases a year-to-year maintenance and upgrade software licensing contract from Dynix, Inc. for its integrated library system and supplemental software (i.e., Remote Patron Authentication software). The library's integrated library system provides software for circulation, reserve, online library catalog, cataloging, and authorities.

The library purchases a year-to-year software license for two print manager stations used by patrons to print from the workstations within the library. In addition, the library maintains five copiers for use by staff and borrowers. Each of the copiers is under a maintenance contract.

The library purchases physical materials from several different vendors, such as Ingram, Midwest, Gale Research and Baker & Taylor Continuations. Ingram is the library's primary vendor for one-time orders for print materials, while Gale Research and Baker & Taylor Continuations provide standing order print materials.

Tutorial services does not rely on or collaborate with other institutions or other sources for other learning support services for its instructional program.

Assessment

The consortia purchasing program available through the Council of Chief Librarians, California Community Colleges provides reduced rates for many subscription databases. TTIP funding has provided a base dollar amount (approximately \$32,000 per year) that colleges are mandated to use to fund the core collection of electronic resources outlined in Core Electronic Resources Recommendation at www.cclccc.org. Each subscription database vendor provides remote and on-campus access with a monthly usage statistics report.

The library relies heavily on subscription databases to provide periodical, newspaper, and legal resources for the library collections. The funding provided through TTIP currently covers one-third of the monies needed annually. Pricing for the subscription databases rises two to three percent per year for inflation and approximately two to three percent for student access growth. These equal an approximate six percent rise in costs per year. If a subscription database is dropped, the college loses access to current resources and archives. This issue affects the depth of coverage of the periodical, newspaper, and legal resource collections.

The relationship with the library's integrated library system vendor is long term. The vendor has changed ownership/management several times during the last six years. With each change of ownership, response time on trouble reports, help with functionality,

and general customer support has declined. In addition, pricing of the software licenses has increased 5 percent per year for the last six years.

The library lacks the physical resources to effectively provide copying services to on-campus library users. The library provides access to patrons to three black and white copiers and one color copier. The copiers are heavily used during peak hours (8:30 a.m. to 1 p.m.). Oftentimes the line at the copying machine is three and four students deep. The daily maintenance and training on the use of the copiers relies heavily on the classified professionals' time and the demand increases as the number of students using the library increases.

The library has insufficient human resources to effectively ensure the quality of service. An inordinate amount of time is dedicated by library personnel in maintaining the equipment and services provided by the library. This has impacted the time librarians have to dedicate to implementation and evaluation of new software releases, upgrades, subscription renewals, and vendors performance.

Planning Agenda for Standard IIC

Library Services

1. Assess current library services to determine an appropriate level of resource allocation.

Tutorial Services

1. Develop and implement a comprehensive online tutorial system.

Resource Documents

IIC.1	Tutor Evaluation of Tutorial Services	IIC.13	Educational Aide 1 (EdA1) Tutor Training Course Outline of Record
IIC.2	Tutor Evaluation of Tutorial Supervisor	IIC.14	Request for Tutoring Referral
IIC.3	Tutorial Center Program Evaluation	IIC.15	Tutorial Center Brochure
IIC.4	Student Evaluation of Tutors	IIC.16	Tutorial Subject Matter Labs
IIC.5	Writing Lab Tutoring Report	IIC.17	Special Programs Tracked in Tutorial Center
IIC.6	Writing Lab Tutoring Report for Composition Classes	IIC.18	Computer Software Serving Fresno City College
IIC.7	Supervised Tutoring Program Review	IIC.19	Accreditation Faculty and Staff Survey Results Accreditation Faculty and Staff Survey: Executive Summary
IIC.8	Tutorial Student Usage Reports	IIC.20	Library Collection Development Policy
IIC.9	Hours of Operation for Tutorial Center and Computer Lab	IIC.21	Bibliographic Instruction Statistics 2002-2003
IIC.10	Annual Reports to State Chancellor on Tutoring and Learning Centers	IIC.22	Bibliographic Instruction Statistics 2000-2002
IIC.11	Annual Final Reports of Student Success Tutorial Services	IIC.23	Library Materials Usage Statistics
IIC.12	Tutorial Center Academic Resources	IIC.24	Library Collection Development Report as of December 23, 2003

- IIC.25 Library Collections Age Report
- IIC.26 Library Emergency Procedures
- IIC.27 Library Policies and Procedures Manual
- IIC.28 Library Research Skills 1, Course Outline of Record
- IIC.29 Library Research Skills 2, Course Outline of Record
- IIC.30 Library Interlibrary Loan Statistics
- IIC.31 Library Usage-Door Counts
- IIC.32 Association of College and Research Libraries (ACRL) Standards for Community, Junior, and Technical College Learning Resource Programs, 1994
- IIC.33 ACT College Student Outcomes Graphics Report
ACT College Student Outcomes Survey Data Summary