Recommendations for Library Services at Indian Valley Campus
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WASC Recommendation #5

In order to meet standards, the team recommends that the college remedy the lack of library services, learning resources, and student support services for evening, Indian Valley Campus, and online students.

WASC Conclusion: A site visit by the team to the Indian Valley Campus confirmed that services are still very minimal, although almost twenty five percent of the college enrollment attends the IVC. In the catalog, the only information for the IVC bookstore is a phone number; there is no assessment and testing service listed at IVC. Many services have extremely limited hours at IVC, such as DSPS (three hours weekly). There is particular confusion regarding library services; administration identified a media center/library at IVC, but the staff working in the media center was unaware that library services were supposed to be offered there; in addition, there was no signage identifying a library area. The college has not fully responded to this recommendation.

Introduction

The library system at College of Marin (COM) aims to be a user-centered organization focused on patron satisfaction and student achievement. Our mission is to serve not only our diverse learning community located on the Kentfield and Indian Valley campuses, but also our Distance Education students, who access library resources remotely via the internet. The library supports the instructional and curricular needs of all students, faculty, and staff. The academic librarians at COM value information literacy as fundamental to higher education.

A faculty librarian is now staffed at the Indian Valley Campus (IVC) to support that mission. This new and impressive library space is open but still in its development phase; there are several significant service areas that must be addressed before it can fully meet its mission. By fulfilling the needs listed below, COM would not only meet, but exceed the WASC recommendation to improve library services at IVC.

1. Circulation

The following issues need to be addressed so that circulation of items may begin at IVC:

- Book Drop: A secure book drop is needed in the lobby area outside of the IVC Library.
- IntraLibrary Loan: Implement procedures for transporting items between KTD and IVC

2. Staffing

The IVC Library needs a dedicated full-time classified staff member to take ownership of the space and facilitate the day-to-day operations and services. In addition to possessing strong organizational, clerical, and people skills, the successful candidate should also be able to troubleshoot computer related problems. Previous library experience is a must.
A part-time or student position also should be allocated to provide for breaks, paging, and contingency staffing in an emergency.

Finally, a fourth librarian should be added to fill staffing needs. Currently, COM employs three full-time and one part-time librarian to staff two libraries that serve approximately 7500 students. State staffing standards dictate a minimum of five full-time librarians for a school with our number of students.

3. Service hours

The hours of the IVC Library should be extended until 6:00 pm at least one night a week, in order to better serve the evening students. By fall 2012, the library should be open five days a week, M-F.

4. Reference

Reference hours will be posted, as will office hours for the Reference Librarian, whose office is in MB 119. In addition to drop ins, students will be able to sign up for a one-on-one consultation with the IVC Reference Librarian.

The IVC Library does not yet have a Reference Desk to assist students. The following items are required to create a fully functioning reference area:

- Desk
- Telephone
- Computer
- Glass Partition for noise abatement
- Electrical power and network connectivity

5. Materials

The physical collection of materials at the IVC library is also in the development phase. The current holdings of cataloged materials total no more than a few dozen items, many of which were recently purchased as reference items. Developing and maintaining a core collection of resources must be a priority. I recommend the following actions:

1. In order to meet the information needs of our population come October 2012, I recommend a start-up budget that is specifically earmarked for IVC collection development. Five thousand dollars would allow for the purchase of a variety of physical items, to include books, journals, and A/V resources. Unless designated as reference, these items would circulate.

2. The books stored in boxes in the Kentfield Library must be assessed for relevance. A decision must be reached on each book, either to include it into the new IVC collection or withdraw and discard the item. I am submitting an I,R, and D grant to work on this project this Summer.

3. Our physical collection would be greatly enhanced by resource-sharing through consortia such as Marinet (see below).
6. Signage

There are no signs that designate the IVC Library as such. The library needs signage that clearly and professionally identifies the Indian Valley Campus Library and the services offered therein. All references to the Media Center need to be removed. All references to a library in Building 17 need to be removed. All campus maps need to reflect the presence of a library in Building 27.

7. Web Presence

The hours, contact, and service information for the IVC Library must be clearly identified and kept up to date on the COM Library web page and all other COM sites that reference the library.

8. Resource Sharing

College of Marin would greatly benefit by joining the local library consortium known as MARINet. The goal of this consortium is cooperative collection development and resource sharing. The benefits to COM include enhanced library resources and services to our students, expanded breadth and depth of collection, reduction of database and catalog costs, just to name a few.

Member institutions include Dominican University's Alemany Library and all 17 public libraries in Marin County. A single student ID/library card can be used not only at the university's library, but is also valid at any of the public libraries located throughout Marin County. With certain exceptions, library patrons can borrow items from any MARINet library and return them to any MARINet library.

Closing

As mentioned in the introduction, some of the recommendations listed above go beyond simply meeting the minimum standards set by WASC. These recommendations are put forward with the goal of developing a thriving research environment for COM students attending classes at Kentfield, Indian Valley, and via Distance Education.

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