Recommendation # 5 (Library and Tutoring)  Susan

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. (ILB 3.a, II.C.1.c, ER 14, ER 16)

A. Staffing:
   a. A full-time librarian was hired in January, 2012, with primary responsibility for the IVC library and for developing and implementing reference services for Distance Education students. Reference services are available at the IVC library three days and one evening until 7:00 PM per week, in addition to instructor-requested class library orientations. The IVC Librarian has an office near the library with posted office hours and contact information for students and faculty seeking services. He has also introduced himself to IVC faculty and talked with them about the new online forms for services through the library.
   b. A full-time classified staff member was needed to facilitate the IVC Library day-to-day operations and services. A 1.0 FTE has been identified, funded, and temporarily hired for the IVC library (as of April 2, 2012). Negotiations between CSEA and management have established an agreement to gather more data about the specific job duties of this position before we can fill it permanently, and data are currently being compiled to inform the revised position description. Date of permanent hire is scheduled for June 30, 2012.

B. The IVC Library Space:
   a. Library faculty and staff have identified eight specific signage changes to remove all erroneous references to the library and to add signage clearly identifying the Indian Valley Campus Library. The changes include: removal of all references to a library in Building 17; correction of all campus maps (including those in the Schedule and the next Catalog) to identify Building 27 as the library; and addition of new clearly-visible signage identifying Building 27 as the IVC Library. A Request for Resources has been submitted and a Work Order has been prepared.
   b. A reference area has been established within the IVC Library; data and phone services are included in the attached Request for Resources.
   c. The need has been identified for a secure Book Drop outside of the IVC Library, allowing students to drop off library books after hours. A work order has been prepared, pending funding.

C. Integrated Library Services:
   a. Updated Interlibrary Loan procedures have been developed by librarians and library staff and reviewed by the Director. By May 30: staff training is planned to start to familiarize all personnel with these revised procedures.
   b. AskTheLibrary has been established as a viable service for students to contact reference librarians for specific questions. This link supplements the phone
reference services and is located on the Library webpage as well as the DE page. The site includes FAQs for both faculty and students, all library forms, a comprehensive section on Information Literacy and advice for assigning and writing research papers.

D. Collection Development:
   a. An Institutional Research and Development grant has been submitted and funded to support the librarians in culling the approximately 500 boxes of books that were removed from the old IVC Library in 2004, identifying those books that belong in the collection, and disposing of the rest in accordance with Board Policy. Two Requests for Resources relevant to collection development have been submitted: the first for an additional $10,000 to update and add to those books culled from the boxes; and $85,000 to join the MARINet, consortium, which will keep our print and online collections updated and relevant. Membership in MARINet has been approved by the Board of Trustees. Meetings have been held with Innovative Interfaces to work out details of the migration. By May 30, a meeting is planned with MARINet to finalize our application to join the consortium. In preparation for that meeting, assistance from the President and other members of cabinet will be necessary.

1. We are highly confident we will have accomplished the following by May 30:
   We need to accomplish the following by May 30, but we need the attached help from others at the College of Marin:
   A. Staffing: A permanent classified staff member will be hired by July 1, 2012. Help is needed from HR, hiring committee.
   B. IVC Library Space: Signage will be completed and signed off by Library Director as meeting all identified needs by May 15. Help from Modernization will be needed.
   C. IVC Library Space: Reference area will be live and equipped by August 15. Maintenance and Operations’ help will be needed with many aspects of wiring, renovation, set-up of reference, etc.
   D. The IVC Book Drop will be installed by August 15. Maintenance and Operations’ help will be needed.
   E. MARINet will be in the migration stages in fall 2012. Help from librarians, library staff, Office of Communications and Community Relations.

2. To be accomplished:
   We will have to complete migration to MARINet in fall 2012 for full implementation in spring 2013.

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.

Findings and Evidence: Due to the current migration to Moodle, several services that hoped to fully be online for fall 2011 have been delayed, including the online chat with a counselor and online tutoring through CCC Confer. According to counseling and tutoring staff, it is hoped that these services can be integrated and offered through Moodle. There is a new distance education
webpage and location on the MyCom Portal that provide helpful information on services including schedules and forms. There are also services centered at Kentfield for evening students, such as the library. The Indian Valley campus (IVC) continues to expand; it has hosted vocational programs for years, and as featured in the fall 2011 schedule, transfer and general education courses are available. It has some student services available comparable hours to the Kentfield campus, notably admissions and records and financial aid.

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.

Recommendation #5 (Tutoring)

1. In terms of addressing the Commission's issues in this recommendation, we have accomplished the following (by April 4):

   1. **Online Tutoring Piloted**: In April 2012, online tutoring through CCC Confer was piloted in three different courses:
      a) A hybrid Spanish course
      b) An online Math course
      c) An evening IVC Business class

      - Teachers in the pilot classes agreed to refer students to online tutoring and surveys were sent out to students in participating pilot classes to determine the best times to offer synchronous online tutoring.
      - Whiteboard technology has been purchased and tutors have been trained in its use.
      - The Tutoring Request Application and drop-in Tutoring Schedule are available on the TLC website (better online and evening student access). Directions for accessing online tutoring have been posted on the webpage and distributed to the classes in the pilot.

   2. **Evening and IVC Tutoring**

      - Tutoring continues to be offered one evening per week at KTD and now is also offered one evening a week at IVC.
• A permanent office and study space for tutors and their tutees has been identified in Building 17 on the IVC campus. Collaboration with other student services staff ensures support and coverage for day and evening hours.
• Tutoring for Medical Assisting has been implemented in the Library at IVC in a space and at times adjacent to the class meeting time.

3. Evaluation of Pilot
   • We have included in the semester-end Student Satisfaction Survey on tutoring services new questions regarding
     a. hours available for face-to-face tutoring
     b. interest in online tutoring

2. We are highly confident we will have accomplished the following by May 30:
   • Evaluation of the tutoring pilot
   • Evaluation of the semester-end Student Satisfaction Survey on tutoring
   • Recommendations for improving services for fall 12

We need to accomplish the following by May 30, but we need the attached help from others at the College of Marin:

   To be accomplished:
   a. We need stable funding for the Tutoring Coordinator position and support staff
   b. We need the following help from the designated people/offices:

   i. help needed: meeting with Bob Balestreri is scheduled for next week