Standard II.C - Library and Learning Support Services

General Comments

The visiting team observed library materials to consist of books, periodicals, and electronic databases. The library at the Kentfield campus incorporates nearly 17,000 square feet in the Learning Resources Center. The space is used to house books, study and reading areas, and individual computer stations. A “smart” classroom, with 22 computers was opened in fall 2009 and is used for the Library 110 one-credit course and orientations. (II.C.1.a, II.C.1.b)

Also located in the Learning Resources Center on the Kentfield campus are the Media Center, Media Services department, the Distance Education Support Center (DESC), and the Language and Culture Lab. The Media Center offers a computer lab, group viewing of media, and storage for VHS and DVD films. The Media Center provides support for distance education through liaison with distance education faculty members, broadcasting videos and maintenance of the Distance Education website. Media Services provides and maintains instructional media equipment for both campuses. (II.C.1.a)

The DESC provides training in online course management for faculty members interested in developing online courses, make-up testing services for distance education students, learning skills support for distance education students, and is staffed by a .20 faculty trainer. (II.C.1.a)

Library instruction for credit consists of Library 110, a one-credit, self-directed, six-week course in research skills. Library instruction also occurs through the offering of course-specific orientations and working one-on-one with students in the library. Demand by faculty for course-specific orientations in the use of library resources and information literacy at the Kentfield facility is strong. There appears to be reasonably strong demand for information literacy training and, in response, ongoing instruction for users of the library on the Kentfield campus is available. Approximately 50 orientations were given between the beginning of the fall semester and the end of October 2010. (II.C.1.b)

Tutoring services for students are available on the Kentfield campus through the English Writing Lab. Free online writing assistance for all students is available in addition to one-on-one assistance for students taking developmental courses. Other disciplines provide tutoring in their discipline-specific labs such as math and business. A large portion of student tutoring is provided by the Tutoring and Learning Center program which provides services, in various subjects, to all students. (II.C.1.b)
The library at the Indian Valley campus was closed in 2006. Following its closure the only direct learning support services for the Indian Valley campus consisted of orientation meetings that were provided until about fall 2009 when library faculty were reduced to two fulltime and one halftime librarian. (II.C.1.b, II.C.1.c)

A security contract with 3M® is in place for the building that houses the library, Media Center and Media Services on the Kentfield campus. Additional contracts with outside companies provide maintenance and repair for library copying equipment. Until the fall of 2010 there was an agreement with Dominican University for a shared subscription for the Millennium Cataloging system. (II.C.1.d, II.C.1.e)

The college surveys students regarding the effectiveness of its services and reports that, in recent surveys, about three out of four students are satisfied with tutoring, library services, and other support services in the Learning Resources Center. In addition, student learning outcomes (SLOs) have been identified for information literacy instruction provided by the librarians. (II.C.2)

Findings and Evidence

The Indian Valley campus library was closed in 2006. Further, since the fall of 2009, no orientations or other in-person services by qualified librarians have been available to students at the Indian Valley campus. If a student at the Indian Valley campus wishes to use the library, reference services are available via telephone or email. Access to electronic databases can only occur once a student has gone to the Kentfield campus to obtain a library card with a barcode and/or obtains a password by phone or email from library staff on the Kentfield campus. (II.C.1.a, II.C.1.b, II.C.1.c)

The college plans to establish a virtual information resource library at the Indian Valley campus in the new main building that is expected to be completed in the spring of 2011. The purpose and function of this virtual library is unclear to existing librarians who were not involved in the planning or decision-making process of this resource or in the design of the new facility at the Indian Valley campus. Staffing for this new facility is also uncertain, as the vacant librarian position has not yet been filled. (II.C.1.a, II.C.1.b, II.C.1.c)

The loss of a full-time librarian in the fall of 2009 has resulted in decreased offerings of Library 110 and library orientations. The two full-time and one half-time librarians on the Kentfield campus maintain the day-to-day staffing of the reference desk and instruction of students, but have little time for collaboration with other discipline faculty and involvement with general library planning for the development of skills in information competency. (II.C.1.b)
The SLOs for the one-credit course (18 hours) are identical to those identified for the orientations (1-2 hours) and individual student consultations (variable duration). There is no evidence that these are formally assessed. Occasionally, students will tell librarians about their learning, and these comments suggest that some of these SLOs are achieved for some of the students. Student surveys ask whether students are satisfied with their learning and library services. In the spring 2010 online student satisfaction survey, 87 percent stated they would recommend library services to others. However, student comments also emphasized the need for more access, with 78 percent either very or somewhat likely to use weekend services if they were available. (II.C.2)

Conclusion

While the Kentfield campus provides its students with a physical library and access to qualified librarians, no such facility, equipment, resources, or staffing have been available at the Indian Valley campus since 2006. (II.C.1.a)

No library instruction or class orientations have been provided to the students on the Indian Valley campus since the fall of 2009. No reference services, physical facility or books have been available at the Indian Valley campus since 2006. Evidence regarding the effectiveness of services is not provided. SLOs have been identified but not assessed objectively. (II.C.1.b; II.C.1.c; II.C.1.d; II.C.1.e; II.C.2)

The college partially meets standard IIC.

Recommendations

See Recommendation #2

See Recommendation #5