

LIBRARY ADVISORY COMMITTEE MEETING

Norco College

Committee Minutes

Tuesday, September 13, 2016

12:50 p.m.-1:50 p.m.

CSS 219

Members Present: Rex Beck, Celia Brockenbrough, Miguel Castro, Vivian Harris, Daniel Lambros, Gabriela Lemus, Carol Miter, Damon Nance, Walter Stevens

Members Absent: Joseph DeGuzman, Ruth Leal

New Members: Nicole Capps, Arezoo Marashi, Sara Trujillo

1. Approval of the Minutes

- Mr. Damon Nance welcomed the group to the monthly committee session and reminded the committee that we had electronically approved the minutes from our May 10 meeting at the end of spring semester.
 - Move to approve: Rex Beck
 - Second: Walter Stevens
 - Vote: Unanimously Approved

2. Mustang Tutoring/Supplemental Instruction Update (Arezoo Marashi)

- Tutorial services is considering enhancing their current list of disciplines to add further courses and disciplines by working with new instructors.
- There are currently 17 SI Leaders who teach weekly classes during the fall 2016 term.
- The biggest challenge to Supplemental Instruction is finding an adequate amount of rooms to hold classes.
- Walk-In Counseling
 - Walk-in counseling services are now available in the LRC provided by Ladylyn Dominguez who has been relocated to the LRC.
 - Dr. Uesugi is working together with the LRC to pilot the service during fall 2016.
 - Full service counseling is available, not express.
 - Tutorial staff is helping with the student check-in process.
 - Since students go to the LRC for direction and assistance with academics, offering the additional resource of a guidance counselor will help to bring learning support services full-circle.

3. Institutional Strategic Planning Council Update (Celia Brockenbrough for Ruth Leal)

- At the previous ISPC meeting, Ruth reported on open dialogue: How is Norco College doing? Are committee meetings beneficial? Guidelines were established for COTW.
- Promotion/Marketing Update: The district has approved funds for a marketing campaign for each of the three colleges.
 - Norco College has contracted Red Fusion a firm located in Redlands. They will conduct a student survey to find out why students chose Norco College and the results will determine the firm's future plans for marketing the college.

- Previously, our Public Information Officer had put together a movie ad for the college and a digital freeway sign. Unfortunately, there is no way to measure the effectiveness of this type of marketing.
- Completion Initiative: a core group met during the summer. The focus will be on meta majors, student care and faculty advisement.
 - Dr. Dieckmeyer discussed changes to terminology. The term “Meta Majors” has changed to “Schools”.
 - The CI group discussed the possibility of departments aligning with the various “schools”.
- New Committee: Teaching & Learning is a new committee spearheaded by Quentin Bemiller that will meet the 1st Thursday of every month in the OC. Twenty faculty members attended the first meeting.

4. Upcoming Library Events (Damon Nance)

- Read 2 Succeed –the Puente students will facilitate a book discussion in conjunction with Luis Rodriguez’s book, *Always Running-La Vida Loca: Gang Days in L.A.* on September 29 during College Hour. LAC members are encouraged to promote and attend this event.
- Poetry Performance- Tuesday, November 3 from 12:50-1:50 PM. Kris Anderson and Buck Stevens will M.C. this event. Students perform selected and/or original poetic works to an audience of faculty, staff and fellow students. LAC members are encouraged to promote and attend.
- Read 2 Succeed –the Library will partner with the Disability Resource Center for the next Read 2 Succeed Event in spring 2017. The book that has been selected: *High School Dropout to Harvard: My Life with Dyslexia* by John Rodrigues.

5. Library Website Review & Discussion (Damon Nance & Miguel Castro)

- All library faculty and staff assisted in spearheading the Library website, but Miguel Castro and Susan Seifried took the lead by developing the website during the summer.
- Online chat with a live librarian is available 24/7 for our students through the library website. This is beneficial for our online students who might not have access to the campus, and during holidays, evenings, etc. when our library is not open.
- Suggestion to update the current MLA Handbook information from seventh to the current eighth edition.
- Brief discussion on the “recommend a library purchase” feature.

6. Library Student Success Presentation Dialogue (Damon Nance)

- A rough draft PowerPoint presentation on Library contributions to student success was previewed to the committee.
- This idea was a result of a suggestion from a previous Library/Learning Resources department retreat.
- The presentation would be shown at strategic committees/councils to highlight the resources, services and programs the library offers to support student success. The presentation would contain success data, anecdotal information, little known facts about the library, etc. Key library services would be emphasized.
- The idea is to keep the presentation short, 10-15 minutes maximum.
- Overall, the committee thought this was an excellent idea.
- Celia asked to modify the current color to reflect the official Norco College color.

- Feedback:
 - Dan suggested displaying the presentation on Digital signage; also, display while people wait for Read 2 Succeed events to commence.
 - Include statistics from outside of our institutions to see how we compare. This would help us reflect on our performance.
 - Incorporate improvements made to the library: newly implemented pager system has improved the process of checking-out study rooms. This system has helped facilitate efficiency, order and equity amongst the students.
 - Add slides for services available to our students: 24/7 Reference, On-site Librarians
 - Are students aware of our Reference Instruction Librarians?

7. Norco College Student(s) Feedback

- Welcome Sara Trujillo-New student delegate representing ASNC.
- Mr. Nance explained that this is a standing agenda item for the ASNC representative student member and/or any student in attendance to voice comments, concerns, feedback or questions relating to the library or LRC. If there are none, the student representative can designate “no report”. This standing agenda item was added to facilitate communication and improvement of library/LRC service areas.

8. Open Forum (All)

- Committee reviewed and discussed the results of the 2015-2016 Survey of Effectiveness for Standing Committees of the Academic Senate that was conducted by Institutional Research.
 - The committee was happy with the large number of high ratings expressed in the survey.
 - The committee was satisfied with the results of the survey and has no further recommendations at this time.
- NetTutor Feedback Form Follow-up
 - Did not receive very many feedback forms from faculty regarding NetTutor.
 - The feedback received indicated that instructors were not aware of what NetTutor is, and that those who had made it available to their students had not promoted the service.
 - Suggestion for NetTutor support to be based in the LRC.
 - One challenge is that Net Tutor is primarily only available to online, hybrid and web-enhanced students/classes. However, Tutorial Services offers students who cannot immediately obtain tutoring services access to NetTutor in the LRC.
 - Giving faculty and students a physical place where NetTutor support can be obtained might help to boost usage and success of the service.
 - Suggestion to do a better job of making NetTutor communication simple and concise to faculty and students.
 - The LRC would be able to assist in providing a stronger connection between NetTutor service and faculty/students.
- Meeting Adjourned

Next Meeting October 11, 2016