

Norco College

Library Advisory Committee Meeting

April 24, 2018

12:50-1:50pm

CSS 219

Minutes

**Members Present:** Maureen Sinclair, Glen Graham, Miguel Castro, Celia Brockenbrough, Rex Beck, Damon Nance, Arezoo Marashi, Gabriela Cortez, Walter Stevens, Dan Lambros, Jose Sentmanat, Araceli Covarrubias

Guests: Albert Jimenez

### 1. Approval of the Minutes

- March 13, 2018 meeting minutes were approved by the committee
- Motion: Walter Stevens
- Second: Celia Brockenbrough
- Approved unanimously: 11 ayes

### 2. LRC Update (Albert Jimenez)

- Albert updated the committee on LRC changes. Math Express tutoring has been moved over to the area where the LRC front desk was formerly located. We are currently waiting for the installation of the new interactive projectors and smartboards. The PO for the purchase was completed. LRC is working in collaboration with the English department to get the new Writing Center area up and going. We will be ordering materials and furniture for the area.
- Currently working on replacing anatomy bones. The set that the LRC currently has is incomplete. Along with the bones, the LRC is also looking to order a large skeleton model and purchase a cabinet so students can have access to the materials. Looking to also purchase manipulatives.
- Lastly, we are working on program review and addressing needs. Albert reminded those instructors present that this is the time to submit your wish list.
- Maureen asked if the offsite English and Math classes are able to receive assistance. Can we check out material to those instructors, especially the dual enrollment classes?
- Arezoo shared with the committee that the LRC is currently recruiting for SI Leaders and Tutors for Fall 18. She provided the committee with a flyer promoting the SI Leaders' jobs and the Supplemental Instruction (SI) Faculty Request Form and asked that if faculty have student candidates to please refer them. Interviews will be held during the summer. Students do need to be in English 1A or 1B. Student employment does have a minimum age requirement. They need to be 18 in order to work on campus.
- Albert announced that the ILA-1 six week course will be available for those who want to become tutors in the LRC. We have a 1-year CRLA program certification. We will be submitting our application for a 3 – year program certification in the next coming months.

### 3. Accreditation 2020 and Standard II B (Damon Nance)

- Damon presented the Gap Analysis document for Standard II B which focuses on Library and LRC. It will be submitted to the Accreditation Steering Committee and it is almost complete.
  - We broke up the standards into sections. First column was the language; second column explained how we meet the standard. We provided suggested evidence first and wrote around the evidence. Damon asked the committee to review and provide feedback. There are different perspectives and ideas of what evidence we should use to meet the standards.
  - Damon explained to the committee that we need instructors to come in and review the library collection. A FLEX credit proposal for this activity was submitted, but was not approved by the Professional Development Committee.
  - Buck stated that we need to resubmit the FLEX request. We need to tie it more clearly to the FLEX objectives. Celia stated we submitted the exact same proposal as was approved previously. Damon stated that it would require someone from the library or LAC to be present at the meeting to give an explanation. If FLEX is renewed for the collection review activity it would meet a critical part of the standards about input from librarians AND classroom faculty.
  - Collection review process - Faculty would make an appointment to come and check the collection to determine if the books are current, relevant, etc., or if changes need to be made.
  - Rex asked what is currently available to support the classes, since the book store has closed. Suggested that instructions be sent out to entire faculty about which books need to be on reserve. It's important that we continue to have the current reserve textbooks available in the library.
  - Celia suggested that during the interim period faculty should provide their books to be placed on reserve in the library since we don't have every book available.
  - Michael suggested that a SurveyMonkey be sent out to faculty to submit their titles.
  - Damon informed the committee that colleges are supposed to announce if a class is zero cost textbook course. We are not currently providing this information. The district would like the colleges to come together as a whole to develop this process. This is information that is needed at Norco. In the meantime, Damon is considering sending out an email to faculty asking if they are not using a textbook for their class, or if they are using OER, to let him know so he can compile a list post it on campus.
  - Buck suggested that the committee request department chairs make known that it is a critical activity to check the collection. He has personally not checked his reserves in the library and has received feedback from students that their need to be updates.
  - Damon attended the APC and presented regarding OER. He discussed what OER is and showed resources to determine the options for their courses. They were impressed, but we need to continue the momentum and identify those who are already using OER. It is an extensive project.
  - Michael commented that it would be a potential inward struggle from the bookstore and online resources. Damon explained that our new bookstore, Follett, is reportedly OER friendly and that is one of the reasons it was chosen.

#### 4. Online Student Library Survey Results (Damon Nance)

- Damon presented the results from the Library Survey to the committee. We had 232 responses to date. The minimum goal was at least 250 responses. We are not offering any incentives, just asking them to tell us what they think to help improve library services and resources. The survey is featured on our library homepage and librarians have been sending them out hourly to students using the library computer commons. The survey is planned to run until the end of the month or potentially longer if needed to obtain the desired number of responses for a good data sampling.
- Damon shared the responses to date from the survey:
  - I would use the library on Friday if the hours were extended until 4pm – A majority of students responded that they would use the library if hours were extended to 4 pm on Fridays.
  - I would use the library if it were open on Saturday – Majority of student responses were that they would use the library if opened on Saturday
  - I know that librarians provide free 1-on-1 face-to-face research assistance in the library - Many didn't know that we have a live librarian on call to assist them.
  - I use the library chat research assistance that is available 24 hours a day, 7 days a week, 365 days a year – A high number of responses from students indicated that they are not aware we have these services.
  - The library is a welcoming space for students - Mostly positive responses about the space being welcoming to students.
  - The library staff is helpful – A high number of positive responses were indicated.
  - The library's physical space is adequate - Most responses about the adequacy of the library's physical space were in the strongly agree category. It is possible that this question might not have been worded specifically enough to elicit an accurate response.
  - The library's collection of books and databases is sufficient in quantity, currency, depth and variety to support my research needs - This question was taken out of the accreditation standard. The responses for this question might indicate that participants did not feel themselves qualified enough to make a judgement on this aspect.
  - I check out materials from the reserve textbook collection – Most responses indicate none at all. While statistics for reserve usage are high, this might mean that the library needs to promote reserve textbook service more.
  - I have used a study room at the library – A large number of responses were in the “none at all” category. While study room usage is high, the library might need to promote this service more.
  - I have attended library sponsored events/programs – The question should have specified examples of library programs such as Read 2 Succeed and Poetry Performance to get a more accurate result since most responses came back none at all.
  - Comments from the survey - Some stated that the library is too dirty, especially the computer stations that are used constantly by students. Damon explained that the staff and librarians try to clean the areas whenever possible, but more is needed. Damon informed the committee that he did meet with the facilities director about the results of the survey and hoped to get extra support in cleaning the library.

- Araceli stated that in the language lab has paper towels and cleaning supplies available to students. She suggested that the library could have that available to students. Possibly make a sign to have students check the workstations and clean up after themselves.

## 5. Student Library Focus Group Results (Damon Nance)

- Damon updated the committee about the Library's first Student Focus Group on Library Services and Resources. He explained he wanted to do a different type of assessment rather than just the usual survey. The group got through 6 questions from the questionnaire during the session, and we had lots of good feedback from the students. The feedback provided qualitative vs. quantitative data. We had 8 students who participated, and we recorded their college affiliations. The meeting was held during college hour. These students are involved in many groups, so it seemed to equal a good representation of Norco students.
- Damon reported to the committee that the information is still being transcribed, but he would like to share some of the preliminary results. He stated that it was good to hear from the students in their own words without coaching being involved.
  - Students mostly aren't aware that the library provides subscription databases as a resource to them. They use their phone internet and Google to do their research, sometimes paying out of pocket to get resources. Students also commented that library is way too noisy. Some are so disappointed about the noise level that they don't come to the library anymore to study. The expectation is for the library to be quiet study space. We asked the group how we can get the word out about available library resources and services. Some students didn't know there was a librarian available to help them. It was a surprise. The students commented that if their instructors would tell them, then they would know. The comments show that the library needs to collaborate more with faculty to familiarize them with what resources we have available. The feedback was enlightening.
  - Damon asked Sara if she had anything to add. She stated that she was glad about the way the focus group interacted. She learned a lot of things from the other students. It helped her remember that not everyone is the same, everyone has different study habits and needs. She remembered the one time her professor was promoting Google Scholar when they were doing a research paper. Her professor was not familiar with the library research databases. Sara explained to the class how helpful the library databases are. You can save your searches, and e-mail yourself the information in MLA format, source and cited. If faculty could promote the library resources and services, many more students would be aware of what the library has to offer and get the help they need to complete their class assignments.
  - Rex suggested that during Welcome Back FLEX Days the library could provide the faculty with the "things your students should know" in a handout. Damon stated that we had a Flex presentation for Library and LRC last fall and only two faculty showed up. Suggestions were made to submit a request to be on the agenda for the Welcome Back FLEX days when the majority of faculty will be present.
  - Sara suggested that the library participate in the College Welcome Day scavenger hunt. Other departments participate as well, and before students can receive an incentive

they need to visit all the booths. When the students visit the booth they get both critical information and a signature on their forms.

- Damon commented that the library is open during Welcome Day. The library would be interested in being part of the scavenger hunt, but we are not always able to participate in activities because of staffing availability.
- Araceli stated that she would be open to taking her class on a tour of the library. If she could arrange it, she would take 15 minutes of her class time to bring them on library tour. Celia stated that we can schedule a tour, and we prefer to schedule since sometimes faculty bring their class without notifying the library and there is nowhere for the students to sit and the library will not have an orientation prepared.
- Maureen commented that since we have a college-wide marketing committee, the library can get on the agenda and get the marketing committee to help market the library.
- Celia stated that this is the second year two librarians have been asked to participate in the Summer Advantage program. Those students participating will be given an introduction to the library and its' resources.
- Maureen suggested the library create a flyer for those students who are in dual enrollment. Those students are Norco College students and have full rights. They should receive information about the library resources.
- Michael commented that the library should post there information on the weekly college-wide update email that is sent out by Kris. Celia also mentioned that she sends the library workshop schedule for part-time and full-time faculty at the beginning of each semester.

## **6. Institutional Strategic Planning Council Update (Celia Brockenbrough)**

- ISPC met on April 4th
  - April 4th –
    - No actions items
    - Grants committee report
    - Mission, Vision and Core Commitment – A new working group has been formed which consist of Greg, Kris, Peggy, Maria-student representative, and Dr. Green. This group is currently working the first draft. If you are interested in joining that group, you need to contact Melissa Bader.
    - Why activity? Why are some organizations more successful, more profitable, more organized? The committee was given four why questions.
      - Why is Norco College good for students?
        - Quality education, quality faculty, access, opportunity and connections
      - Why is Norco College good for employees?
        - Stability, emotional, financial, spiritual, value everyone in any position, sense of family and community
      - Why is Norco College good for the city of Norco and the surrounding area?

- College must have an affect lowering poverty and it brings prestige to the area
- Why is Norco College good for you?
  - No responses
  - Guided Pathways Action plan was submitted to the Academic Senate and it was approved. It was suggested that the Completion Initiative Plan be posted at the college website and on the strategic planning web page for accessibility.
  - Dr. Reece talked about the reorganization. Dr. Reece sent out another reorganization email today. There will be a faculty meeting tomorrow in ST 203. There have been about 40 meetings and we are still discussing the reorganization.
  - Two interesting things came up – we have about 10,000 students and about 2,000 are in Distance Education. Many of us in the committee did not know that we have 14 programs that can be completed totally online.

## 7. Norco College Student(s) Feedback

- Sara thanked Damon for inviting her to participate in the student focus group on library services and resources. Also, she thanked the committee for their being so welcoming and their willingness to improve services to students. She will be attending Student Senate after this meeting and will be giving her updates on what was discussed and all the great things LAC is doing. She announced that ASNC is hosting an event called “Comedy for a Cause” this Friday. This event is to support our food pantry. The cost of the event is \$5 dollars, or a donated can of food. Must be 18 and over, will be checking ID's. We want to make sure the food pantry is well equipped because the need is still there. We hope to have a substantial amount of people there to support our cause. She handed out flyers and asked committee members to please advertise to students.

## 8. Open Forum

- Damon reminded the committee that this Thursday will be our Read 2 Succeed Veteran Student Panel during college hour. Please come out if possible to show support for our student veterans. Damon also updated the committee that thanks to Araceli's suggestion, our next Read 2 Succeed book will be about immigration/Dreamers. The Fall 2018 book selection will be *Lives in Limbo: Undocumented and Coming of Age in America* by Roberto Gonzalez. The author currently teaches at Harvard! We are continuing to work on getting an LGBTQ book/author. Jason Parks recommended an LGBTQ author, Alan Downes. The author lives in LA, but we have not been able to contact him. We also have a recommendation from Jan Muto that we are continuing to pursue.

**Next Meeting: May 8, 2018**