

Norco College
Library Advisory Committee Meeting
May 8, 2018
12:50-1:50pm
CSS 219

Minutes

Members Present: Michael Bobo, Miguel Castro, Damon Nance, Glen Graham, Sara Trujillo, Maureen Sinclair, Jose Sentmanat, Carol Miter, Arezoo Marashi, Araceli Covarrubias, Walter Stevens, Celia Brockenbrough

Members Absent: Joseph DeGuzman, Elisa Chung, Rex Beck

Guest: Isaac Nunez

1. Approval of the Minutes – Minutes will be sent out electronically for approval

- April 24, 2018 meeting minutes will be sent out for approval by e-vote.
- Motion:
- Second:
- Approved unanimously:

2. LRC Update (Arezoo Marashi)

- Arezoo updated the committee in Albert's absence.
 - The LRC is hiring SI leaders and tutors. We hope to get qualified students before the summer. Forms are available online for instructors to request an SI or recommend students.
 - Arezoo explained students who are interested in becoming tutors are required to take ILA I. The LRC will interview in July. Those students will need to complete ILA I during the summer. Students who are interested in becoming English tutors are required to have English 4 and ILA I. She reminded faculty that if students are recommended as tutors they are required to take ILA I. She advised the committee that the LRC is losing many of their English tutors and SI leaders because students are transferring.
 - Michael commented that although a Humanities tutor is not needed there is a great need for writing tutors. Arezoo stated that the LRC offers walk-in tutoring in the form of Writing Express and Math Express for students who need assistance.
 - Issac asked if the LRC reaches out to faculty to request recommendations for tutors. Arezoo explained that faculty have received an email which included the forms and a flyer. She will also be sending flyers to Mark Hartley to post. An email will also be sent to students.

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

- Damon stated that the main focus for this LAC meeting was to discuss our standard in some detail, for which the drafty draft is due on June 30th, and to receive feedback from the committee. Damon informed the committee that he will take the lead on writing the draft Library standard report and Albert will take the lead on writing the draft LRC standard report.
- Damon shared with the committee regarding the ACCJC Self-Evaluation Training that he attended. ACCJC is our accreditation commission. ACCJC has gone through some reorganization, previous committee members resigned, and the commission was redesigned. He informed the committee that we must remember ACCJC is a peer review committee. Damon shared that they are here to support us, and not here with the focus to take away our accreditation. They positively assume that we are operating and meeting the standard, but we must show them the evidence. We need to select one or two examples of our best evidence for each part of the standard. They want us to write using expository writing. ACCJC is looking for a 150 – 200-page report, rather than an 800-page report. They want us to make sure we are not providing an overabundance of evidence that ends up contradicting other evidence we are providing and what we are reporting.
 - The standard needs to be brief. It needs to begin with evidence and then write around the evidence.
 - Be committed to improvement. Every college has areas for improvement.
 - Be committed to innovation.
 - Provide screenshots for web-based evidence. Weblinks are not sufficient because they can change or disappear later on.
 - Keep the evidence relevant.
 - We now have an ACCJC staff member who is assigned to our college. Her name is Vice President, Gohar Momjian. Damon met and spoke to her. She was very positive, helpful and supportive. She will come out before our accreditation visit and let us know how we are doing and what we can improve.
- Review the Standard II – Feedback from the committee.
 - There are 4 parts of the Standard for the Library and LRC -
 - B1 – Requesting feedback of any piece of evidence that shows we support student learning and achievement. Damon stated that this committee, which includes faculty, staff, and students, serves to review and provide input on the quality of library/LRC resources and services. He suggested that this committee stands as a major source of evidence for accreditation. Committee members, including faculty, review and discuss the quantity, currency, depth and variety of resources. Araceli mentioned that input from students is key to the effectiveness of the committee. We continue to emphasize the critical input of students and must continue to reach out to them to give even more input. Glen suggested screenshots of the Learning Resource Center webpages as evidence. Maureen suggested schedules, rosters, tutor roster, and operational of hours as part of the evidence for the LRC. Araceli suggested pictures of tours, screenshots of the instruction workshop schedules, and explaining how it is used. Distance Education can be screenshots of the webpages. The

committee is the brain, but the hands are the ones that directly touch the students.

- Minutes showing the request for more computers. Faculty needs, i.e. collections, purchasing requisitions. LRC can show evidence of faculty recommendations for SI/tutors. Araceli suggested to present evidence on the tutor training workshop. Purchase requisitions for library databases. Present the syllabi of the ILA I course as evidence. Library Focus Group and survey result could be presented as evidence.
- Some comments from the survey stated that the library staff was rude. It is important to remember that our student employees are primarily the staff that students encounter when they come to the front desk for help. If student employees do not practice customer service: are focused on other things; do not seem ready to help; or do not smile; it can be seen as rude. One recent example was of a student that asked a student worker for an item, and they were told we don't have that. Yet, the librarian was able to find what they were looking for. Student employees need to be better trained to practice basic customer service principles like redirecting questions they are not sure of, smiling and being ready to assist students/customers at all times. How we can close the loop is by coming up with some basic customer service protocol for everyone to follow.
- Buck and Celia returned from the PDC committee meeting and the Library Collection Review FLEX proposal has been approved. As a committee in the fall we should discuss the procedure to track and document the process. Buck lead the presentation. Standard II. B. 2 emphasizes faculty expertise, including librarians. To support this requirement the Collection Review Process has been approved for FLEX credit. Nicole Brown needs to be notified of the faculty members' participation for the faculty to receive the FLEX credit hours. Araceli suggested to opening the library for a few hours during the FLEX activity days.
- Another piece of evidence for the LRC is stats on the following services: NetTutor, LinkedIn, Canvas, printers, databases. Araceli mentioned that she approached Albert about pricing Rosetta Stone for the LRC and LAB. It would be a great resource to implement for students. Damon mentioned the college wide technology survey and possibly making use of the data it provides. Presenting the library focus group data also shows that we are evaluating and using the results for improvement. Ways we collaborate with other colleges or Riverside/Moreno Valley College libraries would be helpful to site for the accreditation standards.
- Damon thanked the committee for providing great ideas and feedback.

4. Institutional Strategic Planning Council Update (Celia Brockenbrough)

- ISPC will meet tomorrow – Celia will report at the next Library Advisory Committee Meeting in September.

- Celia shared with the committee that at tomorrow's ISPC meeting the reorganization, which was approved by the Academic Senate, will be presented.

5. Read 2 Succeed Spring 2018 Author Event (Damon Nance)

- Damon reminded the committee that our Read 2 Succeed Author Event will be on Thursday, May 24 and the event will begin at 12:30 p.m.
- Celia mentioned the Author Luncheon at 10:30 am that day will give veterans an opportunity to build a rapport with the author prior to the event and help them formulate questions.
- Damon spoke about the previous Read 2 Succeed collaboration with the Veteran's Office. The book was "What It Is Like To Go To War" by Karl Marlantes. When it came time to do the student panel event, the veterans were reluctant to speak about their experiences. However, they came through with flying colors in the end. This time Damon got more veteran input about the book/topic from the beginning and they assured they were willing to participate. The book is about the female experience in the military, and male veterans are not always in agreement with the female perspective. The book also exposes some negative aspects of the military, a perspective that is almost always not popular with veterans. Taylor, one of the female veterans, stated that she didn't want to present the picture that everything in the military is bad, but she has had good and bad experiences as in any other life situation. Some veterans didn't want to support the book/events because of their opposing viewpoints. As a result, we asked male veterans to be present and provide their honest viewpoints. They were given the opportunity to ask hard questions and they were assured that they have the right to respectfully disagree.

6. Norco College Student(s) Feedback

- Sara thanked the committee for sharing the Accreditation process and for allowing her to be part of the committee. It has been an eye-opening experience that plays a big role and she wishes many more students would be involved.
 - Jose explained that he was conversing with the leader of the STEM Club about the Photonics Initiative at Norco College and he was not even aware of this big proposal. If this STEM-orientated and involved student is not aware, a non-STEM and non-involved student would have even less knowledge. Buck commented that inviting and enticing students to participate. He also mentioned that every committee should have student representation.
- Sara stated that students aren't aware of what is offered on campus because of minimal student participation. She also stated that so much is offered, but often underutilized since students aren't informed. She wished students would realize that these committees are here for the students. Sara expressed that felt honored to be part of the committee.

7. Open forum

- None

Next Meeting: September 11, 2018