

Norco College  
Library Advisory Committee Meeting  
October 8, 2019  
12:50-1:50pm  
LIB 108

Minutes

Members Present: Jose Sentmanat, Glen Graham, Gabriela Cortez, Walter Stevens, Arezoo Marashi, Vivian Harris, Damon Nance, Rex Beck, Celia Brockenbrough, Jesus Reyes, Mitzi Slongier, Khalil Andacheh, Carol Miter, Damon Nance, Sabrina Sepulveda, and Cesar Velador

Members Absent: Dominique Hitchcock, Araceli Covarrubias, Maureen Sinclair, Joseph De Guzman, Kris Anderson, Elisa Chung, and Miguel Castro

Guest(s): Albert Jimenez

**1. Approval of the Minutes (Damon Nance)**

- September 10, 2019 meeting minutes were approved
- Motion: Walter Stevens
- Second: Cesar Velador
- Approved with one abstention

**2. LRC Update (Albert Jimenez)**

- Albert reported to the committee that the LRC submitted Positive Attendance Reporting of 17,000 contact hours for 2018/2019, which equates to 28/29 non-credit FTE. This will clear the path for the LRC to create a self-sustained budget.
- At a recent staff meeting it was reported that there was an additional 1,000 contact hour increase from the last semester. Students and staff are taking advantage of the new areas/resources created in the LRC. Albert also thanked the faculty for their assistance in promoting the LRC.
- LRC was invited to present to the Board on Tuesday, October 15<sup>th</sup>. This will be a wonderful opportunity to showcase and highlight achievements.
- Albert informed the committee that Norco College is the only one of our sister colleges that has not institutionalized tutoring and learning resource services. The Title V grant will be sun setting in the beginning of fall 2020.
- Tutoring, SI and academic workshops are all offered at the Learning Resource Center.
- In addition, faculty office hours are being held at the LRC. In particular, the Math department has been hosting their office hours in the LRC. Albert is hoping other departments use the space for this purpose as well.

**3. Accreditation 2020 – Standard II B Review & Discussion (Damon Nance)**

- Damon informed the committee that Standard II B on track and in the home stretch. Damon reminded the committee to become familiar with the standard. The committee may be called upon to field questions and support the narrative in the ISER document when the visiting team comes to our college. We have a lot to be

proud of and to show off in our standard!

#### **4. NetTutor Update (Damon Nance)**

- Damon discussed the survey that was shared with the committee last month. The results indicated that the majority of students were not aware of NetTutor. NetTutor is being promoted on a larger scale. The idea of providing a general URL for all students to use was brought up. Damon contacted the vendor and was provided several options. The best option is to create a canvas course shell for ILA-800. At this time, students need to register for ILA-800. ILA-800 is a zero unit, zero cost course that allows students to receive free tutoring and SI learning support services. In the future, we hope students can be automatically registered in ILA-800. NetTutor is embedded into Canvas course shells. So students would be able to access NetTutor in this way regardless if they have an online course or not.
- Currently, we are working on getting a Canvas course shell for the LRC/ILA 800. In the future, as Albert explained, the LRC is looking to create an online LRC offering learning support resources to students 24/7 from any location.
- Walter explained how most courses are web enhanced. Walter suggested visits to department meetings and encourage faculty to use NetTutor to make it available to their students. Celia also suggested that it be done at the Academic Senate, since every department has a representative.
- Glen explained that his frustration is that there are no tutoring and/or SI for CTE. He stated that 40% of his students need tutoring in the subject area. He was wondering if NetTutor has support for his department. Walter explained that NetTutor did reach out to help with his discipline. Damon suggested that Glenn send information to him and he can reach out to NetTutor.

#### **5. Full Time Librarian Position (Vivian Harris)**

- Vivian reminded the committee that the college does not automatically rehire when a faculty retires. APC was originally scheduled for this Friday but was rescheduled to the following APC meeting next month. The department does need to provide an updated job description and statistics. You can't fend for a position unless there is a resignation letter and a position is on the APC list. Fortunately we have one on the list. We are an operational area, with extensive open hours and to not replace the position would be tragic for students and the college community.
- New library services platform system is now being implemented in the majority of California Community College libraries. This new resource requires certification and ongoing support and expertise. We will need a librarian assume this all-important task.
- Damon informed that we have a growing number of research requests from faculty teaching our students at the California Rehabilitation Center (CRC). While it's great to have them requesting library support, we need more librarians to adequately handle these requests.
- Damon suggested that the committee advocate for our library positions. Vivian shared that based on Norco's FTE's, we should be at 3.5 to 4 full-time librarians.
- Celia reported to the Academic Senate that the CRC has two full-time librarians. Melissa Bader will be contacting the faculty that teach at the CRC to reach out to these librarians to help support CRC students. CRC librarians have been given access to Norco College Library database subscriptions.

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

- September 18<sup>th</sup> ISPC Meeting
  - At the meeting membership was discussed.
    - Celia has been on ISPC for 8 years and will strongly recommend the library continues to have a seat on ISPC.
    - Membership service term is three years. Most of the council members' terms will expire in spring 2020. Nine faculty will be nominated by the Senate to sit on the council.
    - Rapid Resources Review Board has been tabled.
- Information Items
  - Open Dialogue - three major areas of concern
    - Are we following our values?
    - Do we have behavior guidelines for committees and councils?
    - Have we developed a communication loop?
  - District Strategic plan – College takes issue with the statement that says the colleges align with the district. Statement will be taken out or restated.
  - ISPC retreat has been changed from October 25<sup>th</sup> to October 30<sup>th</sup> from 12p.m. to 5p.m.
  - Resource request procedure subgroup has been formed.
  - A fair amount of discussion regarding grants. The big issues that the council has with grants is that they should align with the college's strategic plan.
- October 2<sup>nd</sup> ISPC Meeting
  - Tri-Chair report -
    - The minutes must clearly state that the Mission, Vision, and Core commitments were approved.
    - ISPC norm setting for committee meetings. Do we have rules for engagement making sure not to criticize the person, but the work?
    - ISPC approval of process procedure must define clearly the process: where to begin and where to end.
  - Actions Items -
    - District Strategic Plan – Suggested to the Chancellor that he revise his message. The committee felt his statement would not be well received by the accreditation committee. The Chancellor agreed. One of the statements in the district strategic plan that Norco College is very happy about is that – The Budget Allocation Model is not fair.
    - Kris presented the first read of ISER. ISER is still being revised, placing an emphasis on telling the college's story. Kris called Standard II the heart of the heart.
    - QFE( Quality Focused Essay) focuses on two areas, professional development emphasizing on equity and student success teams within the schools.

- Discussion items -
  - The most important discussion item was the tech survey results. Celia recommends that the committee go to the college website and put in the search bar, tech survey results, to read the comments. When asked what technology do you use or have you used 74% of those students surveyed said they used the library databases. The Norco College received negative feedback on the tech survey.

## **7. Proposed Library Improvements (Damon Nance)**

- Damon informed the committee that periodically he has been presenting at ASNC meetings. He explained to ASNC that the LRC and Library want to partner with and build relationships with Norco College students. He encourages students to voice suggestions or comments regarding what they like or what they don't like in the Library or LRC. He also encourages input about what they would like these areas to look like in the future.
- During an ASNC meeting earlier this fall, one of the things that was brought up was increased study area space. Through collaboration between ASNC leaders and library staff, it was realized that there is a potential to add more space by removing the low stacks in the library, which house part of the reference collection. Reference books can be consolidated or removed. Currently, most reference questions can be answered online. We are looking into adding high tables, like those in the LRC, as well as more study carrels. The idea would be to add more electrical outlets for the tables so students can plug in their own devices or check out one of the library laptops to use in this space. All in all, this project would add 42 new student study stations in the library! Damon is currently working Steven Marshall to obtain a price quote.

## **8. Student Report (ASNC Student Representative)**

- Cesar, ASNC representative, shared with the committee that he asked his fellow classmates regarding the needs of students from the Library and LRC. He reported that students are complaining about the sound not working on the new laptops; students would like to see the Library and the LRC extend their hours; students would like to see the Library and LRC offer coffee. Damon stated that the library and LRC have offered coffee during study sessions, which are held during finals week of fall and spring semesters. The library and LRC currently have plans to continue this practice. Open hours have been recently extended to include later times on weekdays and to open on Saturdays. We are keeping in mind the students' requests to continue to extend hours. Damon committed to following up on the sound issues with the new library laptops.

## **9. Open Forum**

- No comments

**Next Meeting: November 12, 2019**

**Library Mission:** *As the heart of the academic experience at Norco College, the Wilfred J. Airey*

*Library provides informational leadership, instruction, access to technology, and learning resources supporting: the mission of the College; the development of lifelong information competency skills; and the overall success of the learning community.*

**College Mission:** Norco College serves our students, our community, and its workforce by providing educational opportunities, celebrating diversity, and promoting collaboration. We encourage an inclusive, innovative approach to learning and the creative application of emerging technologies. We provide foundational skills and pathways to transfer, career and technical education, certificates and degrees.