

STANDARD II: STUDENT LEARNING PROGRAMS AND SERVICES

C: Library and Learning Support Services

Library and other learning support services for students are sufficient to support the institution's instructional programs and intellectual, aesthetic, and cultural activities in whatever format and wherever they are offered. Such services include library services and collections, tutoring, learning centers, computer laboratories, and learning technology development and training. The institution provides access and training to students so that library and other learning support services may be used effectively and efficiently. The institution systematically assesses these services using student learning outcomes, faculty input and other appropriate measures in order to improve the effectiveness of the service.

- 1. The institution supports the quality of its instructional programs by providing library and other learning support services that are sufficient in quantity, currency, depth, and variety to facilitate educational offerings, regardless of locations or means of delivery.*

El Camino College (ECC) offers students, faculty, and staff several sources for obtaining library information and academic support. The primary sources are the El Camino College Schauerman Library, the El Camino College Music Library, the Learning Resources Center, and the Media Services department. The library and learning support services at El Camino College collectively are called the Learning Resources Unit.¹ Since 2007, the El Camino Learning Resources Unit has also included the Compton Educational Center Library and Learning Resource Center.

In 2003, a reorganization of the college occurred which downsized the Instructional Services Division from a division to a unit called the Learning Resources Unit. The instructional programs formerly included in the Instructional Services Division, including Library Information Science, Academic Strategies, Human Development, and the Special Resource Center, were moved to other academic divisions.

The ECC Learning Resources Unit (LRU) has a director and two faculty coordinators, one each for the Learning Resources Center and Media Services/Distance Education, six full-time librarians, seven part time librarians, and approximately 15 full-time classified staff.² The Compton Educational Center Library and Learning Resource Center has two full-time, and three part-time librarians and one Learning Resources Center has one full-time and two part-time faculty members. The Compton Center Library has been under the LRU's supervision since October 2006.

Other divisions and learning centers have additional resources for student support. An art gallery, planetarium, museum, and various computer labs also provide learning resources in the form of text, realia, exhibitions, media materials, technology, and tutorial programs.

El Camino College Library

The Schauerman Library is divided into several departments, including Collection Development/Acquisitions, Bibliographic Instruction, Cataloging and Acquisitions, Systems Development, Public Access, and Reference.³

The Acquisitions department is responsible for coordinating the selection of new book titles by faculty and librarians, for the purchase and receiving of new books, and for the discarding of outdated, worn, or mutilated titles. The main goal of the department is to ensure that the collection adequately meets or exceeds the needs of the college curriculum by providing the necessary supplemental and research titles for class assignments in all disciplines. For example, Acquisitions works with disciplines that have accrediting criteria, like Nursing and Law, and uses faculty and student survey results to appropriately update the collection. In addition, the department provides titles in sufficient quantity (given circulation figures, hold requests, and the current budget) on topics of current interest to prepare papers, speeches, and debates.

The Bibliographic Instruction department provides students with instruction and assistance in retrieving information and researching resources. The librarians meet with classes and instruct them in the use of specific reference materials and in the use of various databases using either lecture or hands-on lab setting. The department also hosts other services like Brown Bag programs and Lunch Hour Labs, which offer informal instruction on library related issues or programs.

The Cataloging department is responsible for the cataloging and physical processing of materials for the Library. The Cataloging Department currently uses a part-time librarian to oversee the processes of that area and relies solely on the expertise of a single paraprofessional for its day to day activities.

The Systems Development department is responsible for the management and maintenance of the online databases, as well as the Library's integrated library system, which includes the Millennium online book catalog, implemented in 2006.

The services offered by the Cataloging and Systems departments have a direct effect on the level of user satisfaction in locating needed information and materials within the Library or from Library resources accessed externally. The hiring of a Systems Librarian in 2007 has alleviated some staffing concerns in this area.

The Public Access department consists of the Circulation and Periodicals/Reserve departments. The Circulation Department, in addition to providing patrons access to materials by checking materials in and out of the Library, is responsible for the book stack maintenance and shelving, and for Interlibrary Loan (ILL) services; however, the availability of the service has been decreased due to staffing reductions. Additionally, the department coordinates art exhibitions in the lobby, and a variety of programming with the Friends of the Library organization. The department oversees seven study rooms that can be booked by groups of two or more students, as well as a self-service copy area, which has photocopy machines, print card dispensers, a change machine, and a vending kiosk for the purchase of supplies. The Unit has additional photocopy machines in various areas in the building.

The Reserve Collection includes textbooks and class readings, as well as Distance Education videotapes and DVDs. These materials have restricted circulation, with most materials available for in-house use only. Electronic Reserves (ERes) is an important new service offered by this department. This service provides 24/7 access to reserve materials via the Internet. There are currently 39 classes utilizing this very popular service.⁴ The Periodicals Department handles the purchase and maintenance of print periodical titles, liaises with the electronic databases vendors, and oversees a microfilm collection of 202 titles, and six microfilm machines.

The Reference Department is staffed by a certificated librarian whenever the library is open. In addition to assisting students and faculty in utilizing the Millennium online book catalog and periodical databases, the librarians suggest specific resources for research needs. They also work with individual faculty and divisions to assist with the development of bibliographies, assignments, and class projects. All Reference librarians present Bibliographic Instruction classes and other presentations. The Library web page, the Ask-A-Librarian⁵ online reference service, and the management of the electronic databases are all handled by librarians from this department. Additionally, all of the librarians are liaisons for various academic divisions, soliciting book requests and disseminating information of interest.

A new wing for the Learning Resources Unit is currently under construction⁶ with a scheduled completion date of Spring 2008. The new wing will consist of the following: a Distance Education Conference Center, the campus Archives Room, The Ella Rose Madden (ERM) Nursing Collection, a digital processing center, used-book and archives storage, and an expansion of the Basic Skills and Tutoring Centers. These new areas will enhance access to resources and services by providing space and technologies beyond what is currently available to students, faculty, and staff.

The Music Library is currently located in the Fine Arts building and provides many of the same services as the main Schauerman library, such as cataloging, reference, and circulation. In addition to books, the facility includes printed music, sound recordings in various formats, DVD, laser discs, interactive multimedia, and reserve materials. The staff oversees a set of music practice rooms and statistical record keeping for some music courses and their labs. The staff also reproduces classroom audio discs/tapes for students.

Media Services

Media Services provides a key set of services dedicated to ensuring student success via technology on campus. These services⁷ are provided to faculty and directly to students. Media Technicians and specialists perform a variety of activities that support educational technology on campus.

The Equipment Services area provides audio/visual, video, and multimedia services to the El Camino College Community. Projection, recording, amplification, and playback equipment is available for loan. Support is provided for classroom facilities on campus with built in media equipment and the development of smart classrooms. Training on the operation and utilization of media equipment is also provided. Media Services inventory of equipment is for short-term loan. The Media Materials area purchases, houses, and distributes media materials for the use by ECC

faculty and staff. The extensive media library includes film, video, CD-ROM, VHS, and DVD formats. The Multimedia Production component of the department works with faculty and staff in the conceptualization, planning, and production of numerous forms of educational and promotional media to enhance classroom teaching, and to document activities and events on campus.

The department also has responsibility for the College Cable Television Channel and facilitates meetings and classroom activities via videoconferencing technology.

Distance Education

The Distance Education program offers fully accredited college courses via television and computer. The office provides support to distance learning faculty at El Camino and Compton, and is a key communication link for students in the program. The DE program is administered by the Director of Learning Resources and staffed by one full-time faculty coordinator. Through the consultation process, a program growth plan was adopted for 2006-2008. The thrust has resulted in additional funding for the program and an increase in offerings from 33 sections in Fall 2005 to 76 sections in Fall 2007, with further growth mandated. The ETUDES course management system was adopted and the college supported the training of all eligible faculty. Plans also include the provision of an online certificate program in the CIS area and sufficient general education courses online to meet California State and University of California requirements.

Learning Resource Center

The Learning Resources Center includes the Learning Center, the LRC Tutorial Program, the Basic Skills Study Center, and the LMTC in the Schauerman Library, the CAI Computer Lab in the Humanities Building, the TOP Computer Lab in Technical Arts, and oversees operation of the MCS Reading Computer Labs in Math & Computer Science for the Humanities Division. The Learning Resources Center is open the same hours as the Library, except that the two satellite labs – the TOP lab and the CAI lab are not open at night and on weekends. The Basic Skills Study Center and the LMTC (Library Media Technology Center) Computer Commons have a variety of adaptive devices and software to allow all students access to computer-based instruction and resources. Also available are more than 4000 audio and video recordings, text, computer-assisted instruction programs, models and other realia supporting and supplementing most academic disciplines at El Camino College. An upgraded Windows-based check-in system records student usage data for all the LRC areas. Additionally, the LRC webpage provides information on services and materials. The Learning Resource Center provides a heavily used tutoring program free of charge to students in the LRC, the TOP Lab and at other satellite locations around the campus. The Learning Center contains individual and small-group audiovisual viewing and study areas.

The Learning Resources Center services and facilities are heavily used. The five major areas of the LRC provide services a total of approximately 254 hours a week and log approximately 100,000 student visits per year. LRC staff liaise regularly with faculty to ensure materials and services meet student needs. Tutors for the LRC must pass the Tutor Training 200 training course which is certified by the College Reading and Learning Association (CRLA) so that they

can tutor students most effectively. This requirement successfully addresses a planning agenda item from the last accreditation report “to coordinate student tutorial programs and ensure uniformity in training to maximize effectiveness of service.”⁸ As a result of the partnership with the Compton Education Center, services have been more in demand as the ECC services are now open to the Center students as well and the already thin staff is stretched to the maximum.

Compton Educational Center Library and Learning Resource Center

The Compton Center library provides information and support to students, faculty, and staff. The library serves approximately 5,375 persons per year. The Compton Center library fields around 4000 reference questions per year.⁹

The Learning Resource Center offers academic support areas for students and faculty, including Tutorial Programs, Computer Assisted Instruction Labs, Distance Learning, a Listening Lab, Independent Study/Computer use, Study Skills seminars and Internet Basics classes. The Learning Resource Center is open six days a week in the fall and spring.

The Computer Assisted Instruction Lab serves developmental students, primarily in the areas of Math and English. It also serves any student seeking remediation, practice, or test preparation. This component of the Learning Center is a designated lab with the PLATO software program that provides students with the remediation that complements classes such as Math, Reading, Physical Science, GED preparation, and job readiness.

The LRC also provides a media viewing lab for students to view tapes of Distance Education telecourses at their convenience when the LRC is open. Computers with internet access are available to complement the CIS and COT classes. Students are also provided with a variety of software on other subjects.

Study skills seminars are held each semester. Topics include note-taking, time management, research paper writing and internet basics

The tutorial program is a heavily used academic support program on campus and plays a vital role in student retention. The program serves the entire student population. The program offers personal one-to-one tutoring or group sessions, study groups or independent tutorials using software programs on the computer. The program also provides tutors who go to classes and labs on campus, working side by side with instructors. Tutors are now trained according to CRLA guidelines. In 2006 the training program was reviewed, and has been recertified until 2011.

Other learning support programs and computer labs, some funded by categorical programs, are located across the Center in close proximity to the classes they serve. Among these are the Writing Center/Language lab, Library Bibliographic Instruction Lab, Math and Science computer lab, Distance Education Lab, and various computer labs for Business classes and drop in use.

In Fall 2007, the planned move to the new Library facility was postponed. The building has to pass the state standards and structural repairs have to be undertaken. The contractors and engineers as well as the college administrators believe that it will take 15 to 18 months before any move can take place. Students and library staff continue to use the old building, originally built in 1953 while pushing for a resolution to the issues concerning the new building.

The 2006-2007 fiscal year has seen the removal of the positions of Library Coordinator and interim Library Director. The library is currently staffed with three full-time librarians (who also assist with overseeing LRC operations) and four part-time librarians. There are two library assistants and a temporary clerk to help in library operations.

Special Resource Center

The purpose of Disabled Students Programs and Services (DSP&S) is to provide legally mandated instruction and services to students with disabilities, to promote appropriate utilization of resources/instructional delivery, to provide equitable access to instructional medium, and to advocate for universal design and educational access for students with disabilities.

The DSP&S program, known at El Camino College as the Special Resource Center (SRC), provides courses, services, and accommodations including access technologies and equipment with the following component areas: Adapted Physical Education, Counseling, Deaf and Hard of Hearing, Learning Disabilities, Physically Disabled and Visually Impaired, High Tech Center, Low Vision Center, and Alternate Media services. SRC staff is comprised of 25 full-time or part-time permanent employees. According to the 2006-2007 primary disability headcount, El Camino College's SRC served over 1,200 students with disabilities.

The instructional component of the program seeks to meet the varied educational needs of students with disabilities through 15 different Educational Development courses.¹⁰ These courses are open to all students, although some are specifically designated for Deaf and Hard of Hearing populations. Three of these 15 courses are transferable.

The High Tech Center trains students with disabilities in the use of computers and other access technologies providing them with skills to utilize in other settings on campus and in their careers. The Center operates, in cooperation with the Schauerman Library, an Adaptive Access room in the Reference area of the library. This room is accessible via a sign-in process and is limited to students with disabilities who have been trained in the use of the hardware and software by the High Tech Center staff. This ensures equal access to library resources.

The Adaptive Physical Education program is a joint venture between the Special Resource Center and the Physical Education/Kinesiology Department. This program allows students with a variety of special needs to participate in physical activity often necessary to improve or maintain adequate levels of health and fitness.

Specially funded programs include the Western Region Interpreter Education Consortium, the Manhattan Beach Unified School District Transition program, and Project Reach: Service Inclusion for Community College students.

The Compton Center SRC is comprised of three full-time staff including a counselor, Adaptive Computer Technology Specialist, and clerical assistant. Due to accreditation and fiscal challenges, the number of students with disabilities has declined in the past three years parallel to overall Compton district enrollment. According to the 2006-2007 student headcount, Compton Educational Center's SRC served 77 students with disabilities. This office is in the process of transition; they have adopted forms and are in process of implementing procedures and creating informational items such as student handbooks and brochures parallel to those used at the main campus and in scope with student and program needs.

The SRC participates in a categorical program review every six years with the most recent completed February 2007.¹¹

The **Humanities Writing Center** is open approximately 60 hours a week, and provides drop-in tutoring for students needing advice on writing assignments. Students can get help in prewriting, formatting, and content development. The Center also provides grammar workshops and tutorials. Tutors are screened to ensure they are qualified for the position, at minimum, tutors hold a Bachelor's degree, with many having Masters degrees. The Center also has computers for students to work on writing assignments. The Writing Center moved into the new State-of-the-Art Humanities Center in January 2008.

The **MESA Program** is part of the Mathematics and Engineering Science Achievement Undergraduate Program, which provides support to students majoring in math or science so as to aid in transferring to four-year institutions.

The **Math Tutoring Center** is a drop-in center that serves all students enrolled in a Mathematical Science Math course. Each semester the center helps approximately 2000 math students. The purpose is to develop math and study skills to ensure student success. In addition, the Math Science Multimedia Computer Lab enables math students to learn how to best use technology and acquire proficiency in the use of specific applications.

The **Anthropology Museum** opened in 1971 and is housed in the Art and Behavioral Sciences Building. The Museum has 1,800 sq ft of exhibition space, with locked cases to display items from various exhibitions and shows throughout the year. Besides displaying items of interest, the museum also provides students with hands-on opportunities to work with artifacts, and allows them to design, create, and display exhibitions through the Museum Studies course.

The **Art Gallery** hosts six exhibitions a year. The Gallery acts as a visual arts laboratory for the art appreciation and art history classes. Students attend exhibitions and complete assignments on the shows as a class requirement. In addition to the scheduled shows, visiting artists give lectures. Because it is a community gallery, admissions, lectures and receptions are free and open to the community. Art 34 (Gallery Management and Artist Career Issues) concerns itself with gallery management and issues, so arranging shows for the gallery give students first-hand experience in this area.

The **Planetarium** services the astronomy classes as both a classroom and a laboratory facility. Lecture classes are taught in the planetarium which houses a GOTO star projection system with several other smaller telescopes and supporting equipment being used by the observatory on the roof of the Math Building. Students in the astronomy program receive hands-on experience in using the telescopes when viewing the skies. Astronomy programs are also scheduled as a community service on an on-call or occasional basis for elementary school classes and members of the community.

Computer Labs - There are three types of computer labs on campus: open-access, class-use and mixed purpose. Open-access labs are intended for student use on a drop-in basis. Students use these labs to explore online resources (including Internet), do research, and complete assignments. No FTES are generated. Class-labs are classrooms with computers, and the students come to these as a scheduled class. Instructors are present during these labs, and FTES are generated. Mixed-purpose labs are used in a variety of ways to support instructional activities, and no FTES are generated. More open- access computer labs or stations are needed.

As of Fall 2006 El Camino College had 47 computer labs and 1,492 computers, compared to the 2002 Accreditation Self-Study which showed 29 computer labs and 1,127 computers. This showed an increase of 18 labs and 357 computers. In the last year this number has shrunk as labs have been consolidated, and currently El Camino has 33 labs and 1167 computers. A chart lists the labs available to users on campus.¹²

a. Relying on appropriate expertise of faculty, including librarians and other learning support services professionals, the institution selects and maintains educational equipment and materials to support student learning and enhance the achievement of the mission of the institution.

Descriptive Summary

To complement the El Camino College mission of offering quality, comprehensive educational opportunities, the mission of the library is to foster a productive learning environment by providing quality instructional support resources, services, and instruction to the ECC community.

The El Camino Library currently consists of two physical collections – the main Schauerman Library and the Music Library. The library provides diverse resources in a variety of formats.

The Schauerman Library houses 104,118 book and serial print titles, 119,976 book and serial volumes, 337 current periodical subscriptions, 202 microfilm titles, 20,781 microfilm reels, 2,422 videotape/DVD titles, and 2,531 videotape/DVDs. The library also subscribes to approximately 20 databases. The Music Library additionally has 6,973 music CD titles and 7,087 CDs.¹³

Since the last accreditation, the library book collection has decreased slightly as a result of weeding of the collection combined with an increase in the cost of books and the smaller number of books purchasable within budget. Maintenance of the collection is an ongoing process.

Designated areas are targeted for weeding each year. During the 2005-06 school year, the library staff discarded more than 300 obsolete items.

Teaching faculty are consulted and provide subject expertise and guidance in the areas of book selection relevant to student learning needs and collection weeding. The campus is routinely advised when new titles are received. Library material selection is performed according to the guidelines of the Board Policy 4040¹⁴ and relevant library policies regarding selection criteria, controversial materials, textbooks, and gifts. Association of College Research Libraries (ACRL) standards and faculty requests are used as benchmarks to assess the collection. Additionally, specific assignments are used as a guide to student materials needs. The Program Review survey indicates that faculty members feel that the current book collection does not adequately serve student needs. Students polled in the same survey did indicate that they were satisfied with the book collection.¹⁵

The ECC Library has a number of electronic resources in the form of periodical and reference databases. Electronic resources enhance the service to students across the board, allowing students 24/7 access, and especially granting access to materials for Distance Education students. Appropriate equipment is available to facilitate on-campus access to online resources. The Reference room has 27 computers.

The library webpage provides access to online subscription databases¹⁶ with multiple and varied subject coverage and access to hundreds of magazine, journal and newspaper titles, and reports. Other links on the library webpage provide access to the library's online catalog (Millennium),¹⁷ and links to the catalogs of other local libraries and consortia. The webpage also links to the Compton Education Center Library. Links are also provided giving MLA and APA citation help, library hours and contact information, and "Ask-A-Librarian," an online reference service for patrons which allows them to send research related questions to librarians. The library liaises with library consortia that aid in the development of purchasing agreements for electronic resources. This has resulted in substantial cost savings for the library.

Library materials have been funded in recent years from a variety of sources in addition to the General Fund, including grants from the El Camino College Foundation, Ella Rose Madden Foundation, Title-V grants, and from the used book sales.

The Bibliographic Instruction department has a demonstration classroom and oversees a computer lab of 30 computers for classes and hands-on instruction. Information Competency presentations are developed in collaboration with faculty to maximize learning outcomes.

The Compton Education Center Library book collection numbered 39,088 items, as of June 2006, with 731 books added during the 2005/2006 academic year. The library also holds 785 documents and pamphlets, 40,073 microforms, 484 audio recordings, 30 video recordings, and has 24 current periodical subscriptions. The Library offers an Interlibrary Loan service. The fiscal year 2006-2007 gave \$65,000 for the purchase of print materials for the library. Another \$60,000 is allocated for this fiscal year, 2007-2008.

Self Evaluation

The college meets the standard. There is active faculty participation from many academic areas regarding the selection of new library books. Faculty has also collaborated with the librarians in determining the selection of electronic periodicals databases. The library procedure was recently revised to require the formation of a faculty advisory committee made up of representatives from the eight instructional divisions to advise the library collection development and its relationship to student learning.

A modest increase in the book budget in recent years has improved the ability of the library to purchase current materials in a timely fashion. The library recommends a regular recurring book line item in the district budget. However, the base allocation budget is still inadequate and is annually supplemented with categorical funding. Utilizing ACRL input standards, computations reflect that the library is within range of the minimum standards of approximately ten volumes per person. However, the age of the collection is still being addressed.

Currently a program review is underway to assess the effectiveness and quality of the collection and services.

The weeding of the library collection is a requirement. A collaborative process involving the librarians and subject faculty must be developed to accomplish this task under the direction of the library director in coordination with the advice of the faculty advisory committee.

Planning Agendas

1. Develop a stable funding source to maintain adequate book and periodical collections (IIC.1.a).
2. Establish a faculty advisory committee to help guide collection development and weeding (IIC.1.a).

b. The institution provides ongoing instruction for users of library and other learning support services so that students are able to develop skills in information competency.

Descriptive Summary

The El Camino College Library provides ongoing instruction by qualified faculty during all hours of operation in a variety of ways: Bibliographic Instruction sessions to individual classes upon request, individual reference interactions with students, the on-line Ask-A-Librarian service, on-line tutorials, brown bag sessions, and class offerings.

Bibliographic Instruction sessions are very popular with faculty as a way of introducing their students to the library and its resources. The library averages 135 instruction sessions per semester, seeing a total of approximately 3,500 students per semester.¹⁸ These sessions are aimed at increasing the information competency awareness and skills in students by introducing them to all of the resources the library offers, and instructing them in how to access and use the resources to their best advantage. Additionally, instruction is given in how to evaluate sources in terms of the papers they must write, and also in terms of accuracy, authority, content, and

currency. Instruction sessions are either general in nature, providing an overview of the resources in general, or tailored to a specific class assignment or discipline and then focused on resources for that particular assignment/discipline. Instruction sessions can also be in a lecture-type format in the library classroom, or more hands-on in the Library Demonstration Computer Laboratory. Individual instruction and aid are also given at the point of service areas like the reference desk.

The demonstration classroom includes thirty computers for classes desiring hands-on instruction. The Program Review survey indicates satisfaction with bibliographic instruction from both faculty and students. Faculty feedback after instruction is positive, and many faculty routinely plan for bibliographic instruction for their classes. Student learning outcome cycles and assessment results help us reflect on, and plan for, learning outcomes gained during bibliographic instruction.

For Distance Education students and for the student/staff body at large, the library introduced the Ask-A-Librarian online reference service in 2004. This service allows for student/staff interaction with a librarian over a 24/7 period and gets approximately 25-30 queries per semester. On occasion, the faculty librarian might engage in follow-up reference interviews via the telephone or e-mail.

The library has posted tutorials on the use of the online databases for students to access remotely thus aiding especially Distance Education students who cannot attend Bibliographic Orientation sessions. The library website additionally contains pathfinders intended to guide students to subject and theme specific resources. Some librarians have also posted websites on the faculty web to ensure additional avenues for staff and student communication.

The library has hosted brown bag workshops for students and faculty to promote special programs, like Summer Reading, READ week, and to introduce new databases and other services to the campus.

The **Humanities Division** offers two library-related, one-unit fully transferable classes: “Introduction to Library Skills” and “Library Research Using the Internet.”¹⁹ “Introduction to Library Skills” is offered as a stand-alone class, and also partners with the First-Year-Experience program, Puente, and Student Success programs. “Library Research Using the Internet” is run as a stand-alone class. Both classes are run as 8 week, or semester-long classes and are taught by qualified library staff, providing another opportunity for students to gain information competency skills.

The library has also taken the lead on campus in advocating Information Competency as a General Education requirement via presentations to the Associate Degree Taskforce over the past years. A pilot program with faculty from the Early Childhood Education was conducted to see if students would benefit from such instruction. Students in the pilot received an overview of research resources, searching skills instruction, and handouts.

The library has been involved in the campus-wide planning for Student Learning Outcomes, having representatives on the SLO Campus Steering Committee. Program and Service-level SLOs have been identified and written for the unit. A program level SLO measuring information

competency gained during bibliographic sessions was implemented and measured in the spring semester of 2007. Assessment of the SLO was conducted with pre and post-tests in eight classes. The results have been audited and after consultation with appropriate teaching faculty, the Bibliographic Instruction librarian is refining future instruction sessions. The process will be repeated in Spring 2008.²⁰ More program level SLOs have been planned.

Compton Center

The focus in the Compton Educational Center Library has been on its upcoming move to a new facility from the present library building which was built in 1953. The new library will be capable of supporting modern-day academic library resources and services. Among the major services that the library provides are the Bibliographic Instruction and the 1-unit Library Information Competency classes. All library instruction is held in the open access lab of the library.

The Introduction to Information Competency classes are offered the second eight weeks of every semester.

The Compton Center library and LRC is working with the main campus library to develop and assess SLOs.

Self Evaluation

The college meets the standard. Information Competency continues to be important as community college students need these basic skills in order to maximize their college success and life long learning experiences; however, the ECC Associate Degree Taskforce has recommended that the college not make Information Competency a graduation requirement at this time.

While librarians have not yet been successful in convincing the college to adopt a course requirement for information competency, approximately 3500 students, most enrolled in English classes, take part each semester in orientation sessions with information competency related content.

The unit has chosen the Library Bibliographic Instruction area to pilot the first course-level SLO and assessment. A cycle of pre-and post-testing, and the resultant data was compiled. Analysis of the data²¹ showed a percentage improvement in student understanding and has allowed staff to better tailor bibliographic instruction to the needs of the students.

Planning Agenda

1. The college will strengthen student information competency through improvements in English composition and other critical skills development courses, including library courses, through the development of an online information competency module (IIC.1.b).

- c. The institution provides students and personnel responsible for student learning programs and services adequate access to the library and other learning support services, regardless of their location or means of delivery.*

Descriptive Summary

The Schauerman Library at ECC is open Monday – Thursday from 7:30 a.m. to 9:00 p.m., Friday 7:30 a.m. to 4:30 p.m., and Saturday from 9:30 a.m. to 2:30 p.m., totaling 68 hours per week. Hours are slightly abridged for winter and summer sessions. The hours are posted on entry doors and online.²² The Music Library is open Monday – Thursday from 7:45 a.m. to 9:00 p.m., Friday 7:45 a.m. to 4:30 p.m., and Saturday from 9:00 a.m. to 1:00 p.m.

During library hours students may access the electronic materials and resources via the computers in the reference area, and labs on campus. Students have remote access to databases via the ECC Portal, and this access is guaranteed for the hours of 8:00 a.m. – 9:00 p.m., Monday through Saturday. The system may be up additional hours, but ITS does not guarantee its availability due to system maintenance requirements. Students may also access the library web page for other information relating to hours of operation, announcements, subject pathfinders, and other library services. Computer use continues to grow in the library and open-access labs. These computers provide access to class assignments, Distance Education course management systems, library databases, campus mail, word processing, and general internet access. Print services are available in limited labs.

The building has wireless remote access to the college network. Remote access to reserve materials is also provided via Electronic Reserves (ERes). Currently 25 classes offer remote access to supplemental resources utilizing this service. Copyright approved materials are either directly linked or scanned into the ERes system, allowing 24 hour access to materials.

The campus has a high technology center in the Special Resources Center to provide technological support to students with special needs. The library houses the Adaptive Access Room that houses specialized equipment, e.g. high image readers, enlarging software, and screen reading equipment, to serve disabled users whenever the library is open. All users are trained by the High Tech Center staff prior to gaining access to the library facility. Equipment is also maintained by the SPC staff.

The Learning Resource Center is open the same hours as the library. Computers in this area can access library online resources and also provide access to word processing.

Compton Center

The Compton Educational Center library is open Monday – Thursday 8:00 a.m. to 8:00 p.m., Friday 8:00 a.m. to 4:00 p.m., and Saturday from 9:00 a.m. to 2:00 p.m., totaling 64 hours per week. The Library has 35,500 titles in its main collection.

Remote access to the Compton Library catalog and databases is available through the college's webpage. Students with a current identification card can check out materials from either campus library.

Self Evaluation

The college meets the standard. The current hours meet the needs of the campus and the Center. The occasional requests for longer hours have been mitigated by the wide range of materials available online. The multiple services offered must continually be marketed to the campus and Center communities to maximize use. Computer labs and the print system are heavily used; however, technical support is often not available. The computers and print system are aging and in need of replacement. The Compton Center library has recognized a need to concentrate on accessibility issues for special needs students.

d. The institution provides effective maintenance and security for its library and other learning support services.

Descriptive Summary

The Learning Resources facilities are well maintained as adequate staff is assigned to provide daily upkeep. The staff is responsive to the changing dynamics of the operation and work to help keep the welcoming mantle that is characteristic of the unit.

Campus police provide backup for issues as varied as student complaints, students non-responsive to directions, ill students, missing backpacks, and presentations at staff safety meetings or unit retreats. Monthly unit safety meetings are scheduled, and the floor captains provide directions when building evacuations are required.

An alarm system is operative within the building, and many doors are individually alarmed. The computer lab has a separate alarm system maintained by an external agency. Major stairway doors are appropriately wired to close in case of fire.

To protect library materials, an internal security system, which uses security target strips for all materials, requires that items are desensitized before they are taken through the security exit gates.

In cooperation with the campus Information Technology Department, security is provided for external access to the library databases. The open-use labs maintained by the LRU should be on the cycle for replacement equipment. The imaging and software updates are done by unit staff. Maintenance of all student-use computers is a two tier process. The initial service is done by in-house part-time staff. The second tier service is provided by Information Technology. This is an effective model.

The Compton Center facilities are developing protocols to ensure effective maintenance and security for the new Library.

Planning is currently underway to upgrade power in the Bibliographic Instruction Lab.

Self Evaluation

The college meets the standard. The maintenance and security of materials and facilities currently meets the library needs. As the new ECC Learning Resources Center facility moves through the building phase, emphasis has been placed on the appropriate alarming of doors and exits to protect library materials and the installation of cameras to provide student security.

e. When the institution relies on or collaborates with other institutions or other sources for library and other learning support services for its instructional programs, it documents that formal agreements exist and that such resources and services are adequate for the institution's intended purposes, are easily accessible, and utilized. The performance of these services is evaluated on a regular basis. The institution takes responsibility for and assures the reliability of all services provided either directly or through contractual arrangement.

Descriptive Summary

The Schauerman library staff has negotiated reciprocal agreements with two local university libraries, California State University Dominguez Hills, and California State University Long Beach. Compton Center also has a contract with CSUDH. This program enables El Camino College students from the main campus and the Center students to check out books and appropriate periodical materials and have on-campus use of their databases. A review was made of the Mutual Lending Privileges of Library Materials between El Camino College and the aforementioned universities.²³

There are no written processes in place at CSUDH for identifying the quantity of services provided; however, CSULB produces an annual statistical report. It indicates how many items are sent to El Camino College, which services are being used, and the number of volumes being used by ECC students.²⁴ These serve as reliable monitors of the service.

The El Camino College Library, as of September 2007, subscribes to eighteen databases through the Community College Library Consortium sponsored by the Community College League of California (CCLC). Each proposed database is reviewed by the Electronic Access & Resources Committee, a standing committee of the Council of Chief Librarians, California Community Colleges (CCL).

The Consortium is the contracting party on behalf of ECC, Compton, and other Consortium member colleges. Most of the contracts or licensing agreements are online on the Consortium website.²⁵ A list of the ECC and Compton Center library electronic resources and vendors is attached to this report.

Monthly use statistics are received from the major online database vendors.²⁶ Analytical and comparative data reports have been developed in-house. These reports are used to determine renewal priorities and to direct marketing efforts

Interlibrary loan services are provided for faculty and staff through a contract with OCLC (Online Computer Library Center).²⁷ The Library also offers a community borrowing program known as Friends of the Library for area residents. This permits non-students to check out print materials for home use.

The Learning Centers on both campuses have purchased licenses for the PLATO and New Century software systems. These are computer-based instructional software systems for computer assisted instruction in Basic Reading and Basic Math. They are used on a daily basis and serve approximately 750 students per semester in the El Camino College LRC. New Century software has been purchased and is awaiting installation for the Compton Center LRC.

Self Evaluation

The college meets the standard. The Consortium services provide an extremely valuable service to the college library. Combined with the TTIP²⁸ funding it assures the students of access to a wide range of online periodical databases. It is important that this resource combined with the expertise provided by the Council of Chief Librarians Electronic Access Resources Committee be retained.

Interlibrary loans services should be expanded to provide materials for students. A survey conducted of other CCC libraries finds this is common.²⁹ This is a staff-intensive responsibility that will be implemented when appropriate staffing is budgeted.

The Plato and New Century software is available in the Learning Resources Center to assist students with identified basic skills deficiencies. These applications provide students with the necessary individualized instruction to improve their basic Reading and Math skills. While reports on student progress are produced by New Century and PLATO software, the library does not have a process in place for evaluating and ensuring the quality of most contracted library services.

Planning Agenda

1. The college will develop a process for evaluating the quality of contracted library services (IIC.1.e).
2. *The institution evaluates library and other learning support services to assure their adequacy in meeting identified student needs. Evaluation of these services provides evidence that they contribute to the achievement of student learning outcomes. The institution uses the results of these evaluations as the basis for improvement.*

Descriptive Summary

The college publishes an array of documents that are referenced in the formulation of assessments. These plans include the El Camino College Master Plan³⁰ and planning objectives, previously developed by the unit.³¹ Progress is monitored periodically through updated planning

documents. The first formal program review of Learning Resources is currently underway. Library Student Learning Outcomes assessment helps to determine the adequacy and effectiveness of specific services.

The college uses opinion surveys to chart student responses to the services offered by the unit. Internal surveys are conducted each school year by the Learning Resources Center, Music Library, Main Library, and academic support computer labs. These results are cumulated along with the comments, circulated to each department, and identified as issues used to formulate program ideas for the unit's annual retreat as well as new action plans.

The student opinion survey conducted by the college also provides useful data for evaluation of the services. The Spring 2006 survey, with more than 1600 responses, reflected that the library programs and services were ranked sixth among the most important services with a Mean of 3.91. These services ranked at the top for the satisfaction analysis of campus activities at a mean of 4.09, followed closely by computer support and services including the public use academic labs.³²

Statistical reports prepared annually for the Chancellors Office and the California State Library identifies trends. Internal use statistics are collected in each area providing direct services to students. The librarians discuss problems and trends identified from these statistics and formulate new strategies as appropriate.

The data collected and analyzed from these annual surveys provides comparison information from like-sized or neighboring community colleges such as the budget³³ provided for the operations including staffing and materials. New initiatives are also formed through data crunching from the National Center for Education Statistics database.³⁴ This data permits the comparison of similar libraries in more than 20 categories including budgets and types of services.

To access the effectiveness of the library collection, an analysis of age of the ECC library collection has been completed to help focus collection development activities.³⁵ The Compton campus continues to work to address these issues.

Library instruction/information competency is a primary tool used by both libraries to provide tools for research. The librarians also teach two one-unit credit classes. The group is exploring the possibility of an online library technology program and has developed several courses in the sequence. Student learning outcomes have been developed in this area and tools for selective evaluation have been put in place. A selected number of classes received pre-tests and completed post-tests after the instructional sessions. The library anticipates use of response tools during the 2007-08 school term to help generate immediate evaluation and feedback during presentations.

Self Evaluation

The college meets the standard. Student satisfaction surveys and anecdotal interviews provide very useful planning and evaluative information. An annual meeting is held with area high

school and public librarians to share information regarding the needs of the patrons we serve. This is also used to garner suggestions for new or reformatted services. The use of pre- and post-tests for selected orientation classes provide data that aid in reframing class orientations and presentations, as needed. Faculty feedback is mainly anecdotal and verbal.

Faculty members are actively involved in the book acquisition process and have been provided lists, upon request, of materials within their subject specialty that help to drive book selection recommendations. The library works collaboratively with three programs that have external accrediting agencies--paralegal, nursing, and respiratory care--to provide required titles and an up-to-date collection.

The mini-program review of the student- and faculty-centered offerings of the Music Library³⁶ provided useful information on the services provided in the facility and recommendations for alternative service models.

Planning Agenda

1. The college will strengthen the library and learning support services self-assessment through program review, qualitative surveys, SLO assessment, and other forms of student evaluation of services to measure effectiveness (IIC.2).

-
- 1 http://www.elcamino.edu/library/library_ser/index.asp
 - 2 ECC Learning Resources Unit Organization Chart
 - 3 http://www.elcamino.edu/library/library_ser/index.asp
 - 4 <http://eres.elcamino.edu/>
 - 5 http://www.elcamino.edu/library/library_ser/ask_a_librarian.asp
 - 6 ECC Learning Resources Unit Expansion Building Plans
 - 7 <http://www.elcamino.edu/library/media/index.asp>
 - 8 http://www.elcamino.edu/administration/vpaa/accreditation_selfstudy.asp
 - 9 Compton Education Center Library Reference Statistics
 - 10 ECC SRC Education Development Courses
 - 11 ECC Special Resource Center Program Review 2007
 - 12 <http://www.elcamino.edu/current/labs.asp/>
 - 13 CCL Survey and Local Statistics Report
 - 14 <http://www.elcamino.edu/administration/board/boarddocs/4040%20-%20Library%20Services%205-19-08.doc>
 - 15 ECC LRU Program Review 2007 Faculty Student Surveys
 - 16 http://www.elcamino.edu/library/library_ser/liblinks/index.asp
 - 17 <http://ecclib.elcamino.edu/>
 - 18 ECC Library Bibliographic Instruction Statistics
 - 19 <http://www.elcamino.edu/admissions/docs/Catalog.pdf>
 - 20 ECC LRU SLO example
 - 21 ECC LRU SLO Analysis
 - 22 http://www.elcamino.edu/library/library_ser/libhoursfaq.asp
 - 23 CSU Long Beach and CSU Dominguez Hills Reciprocal Lending Agreements.
 - 24 CSU Long Beach reciprocal usage statistics
 - 25 <http://www.cclibraries.org>
 - 26 ECC Database use statistics
 - 27 ECC/OCLC Interlibrary Loan Agreement
 - 28 Telecommunication & Technology Infrastructure Program (TTIP) Funding
 - 29 Inter Library Loan Survey
 - 30 <http://www.elcamino.edu/administration/masterplan/docs/EducationalPlan.pdf>
 - 31 ECC LRU Objectives and Budget
 - 32 http://www.elcamino.edu/administration/ir/docs/surveys/Results_SSO_SP06_Part1.pdf
 - 33 ECC LRU Budget 2006-2007 p. 6, 10
 - 34 <http://nces.ed.gov/surveys/libraries/>
 - 35 ECC LRU Age of Collection Survey
 - 36 ECC LRU Music Library Mini Program Review