

# INTERCOM

*The Newsletter of the Learning Resources Association  
Of California Community Colleges*

<http://www.lraccc.org/intercom.html>

February 2006

Volume 41, No. 2

## President's Column

### **THE FUTURE OF INFORMATION PROFESSIONALS**

Most of us in California who are in the Library/LRC business are aware that the California Community College System has just approved a new Strategic Plan. This is the second strategic plan developed by the System, the first having been completed in 1960 as part of the California Master Plan for Higher Education. Written under the direction of the late Clark Kerr, that plan laid out the framework and overall mission for the three segments of higher education in our state, the University of California, the California State University, and the California Community College Systems.

A consultant was hired in January 2005 to help solicit input on the draft of the new California Community College (CCC) Strategic Plan from interested CCC employees and the general public. As we librarians began to read the first draft last fall, it quickly became apparent that no mention of the word library or learning resources appeared anywhere in the plan. Many of us became alarmed at the omission of our profession and began to email each other on the CCL (Council of Chief Librarians) listserv about how to address this problem. CCL and LRACCC, the two state-

wide organizations representing librarians, suggested language to include in the draft that briefly mentioned what librarians do and what constraints we are facing that prevent us from supporting student learning as effectively as possible. Since we entered the discussion at a late date, we did not have time to make a formal appeal to the Chancellor's Office with a list of exactly what had been, in our opinion, left out of the plan and how we might have our work best described. Several individuals from both organizations made thoughtful analyses of what was missing and offered various suggestions of how to emend the draft. As of this writing, it is not clear what the final language is. All we know is that we were able to insert into the plan only the briefest mention of our work.

As a result of this experience and after having read many thoughtful and impassioned emails from colleagues up and down the state, it became clear to me as a Library and Learning Resources Dean that there is a widening divide on many of our campuses between Libraries and the larger entity called Learning Resources. Perhaps because of the digitization of library

catalogs, periodicals, and other resources, libraries at many colleges have been removed from Learning Resources and placed as a stand-alone service under a Technology Director or some other administrator (e.g. Dean of Planning, Dean of Liberal Arts, etc.). Learning Resources typically are a grouping that includes libraries, tutoring centers, open computer labs, television and online course delivery support, and various other functions. In order to “save” a Dean’s salary, other traditional LRC functions such as tutoring, drop-in computer lab, and distance learning are also being placed under the direction of an existing faculty member. I do not believe this practice saves anything. Instead the result is over-worked and under-paid library faculty, greatly diminished clout over the distribution of the college’s budget, less

visibility for important academic support functions, and little chance for coordinated planning among services that work best when they work together. Perhaps a future LRACCC meeting could focus on the future of the Library/LRC professional in an academic environment of diminished resources, vanishing political power, and isolation from related functions? The LRACCC spring 2006 vendor/member meetings had to be cancelled because the college contact person revealed that there was little interest in holding a meeting. Perhaps we’re all too busy doing too many jobs to be able to get away for a day, share experiences with colleagues, and get a glimpse, at least, of the whole forest rather than the individual trees we bump into every day.

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## LRCs IN THE DIGITAL AGE: LRACCC SURVEY RESULTS

By

**Anita Coleman**




In November 2005, an online survey on *LRCs in the Digital Age* was conducted. The Board of the Learning Resources Association of California Community Colleges (LRACCC) and I, as Editor of its newsletter, *Intercom*, felt it was an opportune moment to investigate the issues facing Learning Resources Centers (LRCs). As the only professional organization, since 1970 for LRCs, we strive to achieve a balance between libraries, technology centers, and the various other services. Increasingly we have begun to wonder about challenges that LRCs and the information professionals working in them might be facing. Hence we designed a simple survey with only four questions. The announcements about the survey were distributed widely in and beyond California. Besides CCC-LIB-LRC, the listserv of the California Community Colleges (CCC), invitations to participate in the survey were posted to electronic discussion lists such as CJC-L, LITA-L, and Web4LIB. In the following pages, the results of the survey are first summarized to show the number of respondents. Then, major collective results are outlined and individual responses (anonymity preserved) are listed in detail, with some responses highlighted. The detailed qualitative responses are shared in full in the hope that they will help us gain a richer understanding of LRCs, and used as needed in local situations. A conclusion is also presented.

**1. What is the most urgent issue facing your LRC today? Feel free to list other issues but make your #1 issue clear by marking it #1.**

(see issues list on next page) Total Respondents 136

(skipped this question) 0

**2. Where are you located?**

Location		Response Percent	Response Total
Southern California		35%	41
Northern California		16%	19
Outside California - United States		49%	57
Total Respondents			117
(skipped this question)			19

**3. Describe your library or LRC in terms of clientele and services offered.**

(see descriptions in following pages) Total Respondents 119

(skipped this question) 17

**4. List the technologies that you currently use, have available, and are considering for use in your LRC both in terms of hardware and software (example: social software like blogs and hardware such as wireless networking that enable hot spots).**

(descriptions follow) Total Respondents 115

(skipped this question) 21

## Issues facing LRCs:

**Lack of funding is the # 1 issue facing LRCs.  
It is closely followed by concerns about technology – changing expectations, redefinitions of libraries, LRCs, lack of IT support, more services.  
Physical space needs, personnel cuts, and information competency are other challenges.  
Bottom line: LRCs are expected to do more with less.**

1. Funding. Staffing
2. Stable funding (every year is different, based on state money and local issues)
3. Decreasing budget - Materials and personnel Increasing expectations about technology in general
4. Instruction and Information Competency and Student Learning Outcomes and core values= Helping our students understand how to access, use, evaluate and cite online information.
5. #1 Stagnant funding for ten years, with the very real possibility of decreased funding, in the face of rising expectations and new programs.
6. Hiring and training community college librarians for the future
7. #1 Level of student preparedness for college work is all over the map and affects every aspect of library service and planning.
8. Funding generally (both materials, resources and staff)
9. Appropriate staffing levels/workload issues
10. Getting faculty up to date and willing to make good use of the marvelous resources we provide.
11. Budget - #1 Information Literacy
12. Lack of funds for non-technology like books and staff
13. 1. Space. 2. Lack of staff (one room open 9 - 7, one librarian, other activities taking place in the room)
14. Lack of technology (never enough computers nor fast enough) Lack of space Lack of funding
15. Staff TIME to develop creative, online resources (tutorials, etc.) as well as to respond to the daily, in-house needs of students.
16. Outdated building
17. Keeping the LRC relevant in the views of faculty and administrators who often look to alternative sources of information without even considering the LRC or its role in education.
18. Increasing dependence on technology: budget; staff training; facilities etc.
19. Integrating the use of resources and/or services into the curricula
20. Lack of staffing is the top issue that I am dealing with today.
21. #1 Funding -- Although, with technology, our annual expenses have increased dramatically over the years, our budget has not. So we're always scrounging for funds. In addition, marketing all the great things we have available.
22. 1. Budget 2. Staffing

23. Lack of funding for non-technology such as books and staff
24. Funding for resources, equipment, and staffing.
25. #1. Staffing; we have more students asking more questions and no staff increases in 20+ years. #2. Adequate funding for print, non-print and electronic resources #3. (part of #1, actually) Technical staff available to help students with our 90 computer access stations
26. Staffing. We are serving a wider and wider geographic area and more and more students with more and more technical resources and our staff has not increased sufficiently to serve the students.
27. **We don't have a Learning Resource Center.**
28. Disparity/gap between offered resources (personnel, computers, equipment, supplies, programs) and education level (re appropriate offerings and resources)/expectations of users
29. The facility needs remodeling to accommodate new needs and services.
30. Reaching students and faculty and making them aware of the library services plus very importantly, making sure students know how to use information wisely (Information literacy)
31. 1) I believe the enrichment and extension services provided by the library are being slowly replaced by the huge publishing houses who are providing additional resources that link directly to the adopted textbooks - the web sites that update, expand and supplement course content, and that students can access with a password. No librarian can provide a better match of resources than the very producer of the content, even if she/he attends all Department faculty meetings, is a member of the Curriculum committee and has the current syllabi for all taught courses at hand. See, for instance, what McGraw-Hill's Online Learning Center provides: "Student Resources: Chapter-by-chapter Objectives, Chapter Summaries, Web-based student activities, Web links, Online quizzing with feedback, Key terms, Crossword puzzles, Reflecting on..., Reflection and Portfolio, Career Opportunities, Study Skills Primer, and Internet Primer. Instructor's materials (password protected): Instructor's Manual, Test Bank, PowerPoint slides, links to professional resources, link to PageOut." \*<http://catalogs.mhhe.com/mhhe/viewProductDetails.do?isbn=0072322209>\* They may very well also offer full-text journal articles, online reference books, streaming audio and video, etc. They have everything at their fingertips to provide on-demand research instruction and resources. I find it amazing that nobody in the field is talking about this. 2) The future of community colleges themselves is very questionable. It is quite clear that public high schools and community colleges are not producing the kind of graduates that industry desperately needs, so large companies are developing their own training programs, which will have an impact on community college enrollment.
32. 1. Funding for clerical staff for Tutoring Center 2. Compliance with new and revised State Regulations.
33. **The question of whether or not the LRC is still a major academic resource, or has the Internet made it a minor player.**
34. Funding that lags behind program and student population expansion.
35. #1) making students and faculty understand the difference between quality Internet information and commercial .com information. Making them understand the that

- periodicals from "Ebscohost" or "Infotrac", subscription services is not the Internet. Students tell me they can't use the EBSCOHOST because their instructor told them not to use the Internet.
36. Low budget
  37. Incorporating new service needs without an increase in staffing.
  38. Maintaining adequate funding
  39. # 1. Identifying methods for reaching distance education students. Lack of funding for staff. Bricks & mortar buildings versus virtual services. What are the "dead horses" in our services list?
  40. #1. The issue of cost and the conflict between the importance of learning resources for student retention and student success and the pressure to earn FTES for apportionment purposes.
  41. Budgetary issues such as lack of funding for materials, staff, and technology.
  42. Support for Distance Education Students
  43. #1 Establishing information competency programs and student learning outcomes #2 Lack of adequate funding for personnel #3 Need to increase budgets for electronic resources, as well as print materials
  44. 1a. Lack of a consistent and adequate materials budget from year to year. 1b. Cutbacks in part time librarian staffing have not recovered from 2 years ago. 2. Lack of support from administration 3. With recent retirement of library dean, possible changes in structure.
  45. 1. Increased funding for staffing, operational, and collection development budgets. Things do not get cheaper with technology. 2. Additional staff who can support
  46. The primary issue is how to best utilize technology to accomplish the library's mission. Associated with this are a host of issues dealing with funding, the formats of materials, recruitment and continuing education.
  47. #1 - Serving the intellectual and educational needs of our students. I see this ALWAYS as the driving issue of any library/LRC.
  48. Disappearing budgets with demands for expanding resources and services; with more money continuing to be spend at administrative levels rather on instructional resources -- and students. No accountability at district levels for spending; continued incompetence and lack of understanding by admin and tech services for library IT
  49. Budget enough to support our programs completely. Others include keeping up with technological change and the changing forms of resources, affording periodical and database price increases, marketing the library as relevant to certificate programs as well degree programs, and efficiently teaching faculty and students about the resources available to them.
  50. Space
  51. #1 Staffing
  52. With all the attention on technology, it is easy to get funded for equipment, etc. However, I feel that the printed book collection is getting left out in the dust. E-books are great for online students and for offering supplementary titles that we might not buy but they are a band-aid on an ever-increasing wound which are the collections that are becoming increasingly dated. Periodicals are a better fit for the electronic medium, but printed books that students that can check out are still the heart of a library. The next urgent issue is information competency education for our students.

As we will never have enough staff to teach our students, we must concentrate on developing automated modules along the lines of University of Texas TILT. However, we do need skilled staff and time concentrated on this issue alone to do this.

53. Inadequate staffing.
54. Not having an Associate Dean of the LRC who has any library experience
55. Making the Learning Resource Center viable in the age of the Internet. Students tend to use Internet resources instead of library ones and Google's initiatives are making libraries seem irrelevant (ironically while partnering with libraries)
56. #1. Personnel "complexities" make needed change very difficult.
57. #1. Short of staffing
58. The most urgent issue faced by our LRC on my campus is technology and consistent access. We have faced difficulties in this area for many years and students suffer as a result. I am referring to remote access of databases, web page design, appropriate log-ins on the screen in the Library.
59. #1 Shortage of full-time faculty librarians.
60. The college dedicates itself to advanced technology in its mission and values statements, but this is only on paper. The fact is, we cannot get the money to keep more than a single one hundred seats computer lab in the LRC operational on campus. There are no funds for staffing, no classrooms allocated for usage by a lab, and no consensus among faculty to share the burden of staffing or financial support for the labs--it is all left to the Learning Resources division, and we can no longer support the need on campus.
61. Decreasing funding for all materials
62. Redefining the role of the library in the context of the Internet, rapidly changing technologies, and information competency.
63. Bridging the gap between technology and learning.
64. #1 issue for me as Dean of Learning Resources at XXX is to keep the promise offered by Learning Resources functions truthful, fresh, up-to-date, relevant to students and faculty, cost effective, and valued by my institution. If I can continue to do that, issues like funding, staffing, and technology will take care of themselves.
65. Funding
66. 1. Keeping up with technology and its demands. Equipment is needed, and so is the manpower to maintain these equipment. Staff also needs constant training just to keep up with the trends. It is an on going concept that is ever changing as fast as it can.
67. Impact of electronic resources on the research process.
68. 1. Lack of monetary resources 2. Lack of personnel
69. In my opinion, TECHNOLOGY: 1. Making the most appropriate technology available to our users (choosing databases, evaluating products, keeping up to date with the web, with changing collection management tools, etc.) and 2. Education related to use of technology: teaching students and faculty how and when to use the most appropriate resource for their information need - regardless of format.
70. #1 staying pertinent when all students think they can just go to Google.
71. There are not enough computers.
72. #1 - Inadequate staffing. We are WAY below the number of librarians needed to really keep in touch with faculty regarding collection development and we are also



- "spread too thin" to have the time or energy to devote to developing better ways of helping our students become more information literate.
73. #1. Lack of understanding for what library service should be in the 21st century by administration and faculty.
74. Lack of IT support
75. #1. Integrating Information Literacy into the curriculum so that students are prepared to do the research required for so many of their assignments and papers. Keeping our computers and other equipment up to date, given the cost. Making the librarians as technologically knowledgeable as necessary in order to provide online services (e.g. tutorials, online courses).
76. #1: Finance #2: Staffing #3: Overwhelming rate of technological change
77. #1 Providing access to online databases, resources, in every increasing numbers.
78. Lack of computers and up-to-date technology.
79. #1: Lack of funding. Funding pretty much leads back to everything else like staffing, collections, online resources, computer hardware, etc.
80. Adequate staffing, both professionals and support. We have been unable to hire a Catalog librarian and have a growing backlog; because our support staff positions are not automatically replace, we're also constantly juggling staff to cover public services.
81. Space. We are in dire need of space. It seems that the open access to computers has created an opportunity here in the library that has us short on chairs and table space.
82. Adequate funding to be able to add digital resources and services including information literacy and other learning opportunities for the anytime/anyplace customers while maintaining more traditional library/learning resource services and learning opportunities for the "library as place" customers.
83. Staffing. An aging librarian and technician population combined with a lack of understanding that our patrons need help with the tools despite the proliferation of the Internet.
84. Funding and support for technology, including infrastructure and electronic resources (databases).
85. 1 Need more staff including librarians 2 Need more funding to expand space & for more resources 3 How much time/work it takes trying to keep up in the field on everything in the library when there is only one professional librarian
86. Educating our faculty and students on the knowledge that some electronic resources are not technically classified as "Internet Sources," because they offer electronic access to traditionally published material. We have students desiring to use more electronic resources but assignments continually require the use of "hard copies" that can also be obtained electronically.
87. The role of the LRC is to provide learning support to students and faculty. The LRC is central to teaching Information Literacy and essential to life long learning. The most urgent issue for my LRC is convincing the administration that this is true.
88. I would say all of the above, we are seeing our (#1) funding for librarians decrease while the need for them skyrockets. Also, we are continually trying to figure out ways to export the service mission attitude of librarians to our circulation staff and our students. Part of this may be related to a specific personnel issue, but it is difficult to train students how to treat other students around technology and reference questions.



89. #1 - Staying relevant to our students #2 - Serving new mini-campus environments #3 - Obtaining access to professional research materials in Library Science
90. #1. Transition from print to electronic information. Students seem to be driving this change by bringing new information seeking behaviors to the LRC. What to do with these legacy book collections? #2. Offering a cluster of electronic information resources accessible via web site that will compete with Google.
91. Space is our issue. We just passed a bond and will be building a new library. It will allow us to offer the kinds of services we have heretofore been unable to do-- audiovisual viewing, space for services to disabled, more leisure reading space, better management of circ functions. We are highly digital in our materials, but we still need space for the services that involve people who do come into the library.
92. Students taking up computers using Myspace.com. We are concerned that others needing to do research or type papers are being turned away.
93. #1 Lack of personnel to make service transitions into digital age #2 lack of funds for all resources #3 gap between user expectations for information delivery and ability to meet those demands
94. 1. Developing a new identity. With Google providing search results often as good as subscription databases, with subscription databases more up to date and relevant than much of the print collection, with searchers satisfied with the convenience and availability of "some" information, rather than waiting and asking for help to find "better" information, and with tons of great resources available from computers conveniently located outside of the library in homes, dorms, cafes, etc., LRCs don't have the same mission anymore.
95. 1) Increasing expectations about information technology and not enough staff to do it. Students are bringing in their own laptops and expecting library staff to troubleshoot their problems if they have them. We are very short-staffed and cannot give such attention. 2) Not enough staff -- a continuing and ignored problem ever since I've been here (6 years) -- which decrease the ability to offer late night/weekend hours. 3) The increasing costs of electronic resources and budgets that are either decreasing or flat. We are expected to provide these resources and must cut elsewhere to provide them, when they increase every year.
96. Our LRC needs additional space to accommodate a growing student body, new services and continue to accommodate print. The understanding that print is still a viable resource that needs space.
97. Lack of funding
98. #1 Funding Space Staffing Resources
99. #1 - devaluation of library as academic unit which contributes to decreased funding and revised personnel descriptions #2 - perception that IT department should be in charge of library and determine what resources are provided and how they are provided
100. Funding. Funding is number one because it directly impacts our ability to move forward with other issues such as more staffing, rising costs of library resources, and other projects that are needed to teach students to use the resources.
101. Professional development of staff, particularly civil service, support staff unwilling to learn new applications, interfaces, or work in new areas.
102. Opening new facilities with limited resources

103. 1. Electronic books. What to do with them? How to make students aware and establish usage. How to fully integrate them into the Library. 2. Funding. Educating our administrators that we need higher or equal funding, that you can't cut our funding because "everything is on the internet".
104. **How to make the library more relevant to students and the faculty**
105. Modernization of the library building. More computers for students.
106. Declining staff numbers and limited materials funds
107. Lack of funding for systematic equipment replacement and expansion.
108. 1. Lack of a refresh budget to buy replacement equipment and/or upgrade to better equipment and software.
109. stable funding for technologies
110. #1 Technology budgets and support.
111. Purchasing, indexing, searching, retrieving and accessing digital contents primary clientele and making these resources available 24/7, onsite or remotely.
112. **Personnel Cuts**
113. Competition for resources. Basically money for staff, materials, equipment. Student contact hours fund colleges. Unless libraries are required and listed in documents from funding sources they have less chance of receiving funds
114. 1. Personnel reductions/not replacing retirees while expecting that duties and hours of service remain the same. 2. Little to no money allocated routinely for equipment repairs, upgrades, expansion into new types of technology.
115. #1 Keeping equipment (computers) up-to-date. Maintaining sufficient staffing levels. Adequate funding for collections.
116. **Library being lumped into LRC**
117. Lack of funding for materials and staff
118. **1. Deciding how to divide available funds between paper resources and digital resources.**
119. Without a doubt, the most urgent issue is funding. Increased costs of technology, library materials etc. are not being matched by increased budgets. In fact, the reverse is happening at our institution, i.e. our budget is decreasing!
120. **#1 - Need full-time technicians trained in microcomputers and networks hired as library staff to support computers. Do not want to "share" with the IT department staff. Also need technical staff (library technicians?) to assist patrons on computers (other than research).** #2 - Need security personnel on library staff for security and safety in the library. #3 - Need more full-time library technicians. Using student workers as their replacement causes a lot of re-training, lower levels of service to patrons, and errors/misunderstandings with patrons. Also, this practice does not support union personnel. #4 - Accreditation does not take library deficiencies seriously. It is well known that if a library on campus is under-funded, understaffed, etc., it will not affect the result of accreditation. #5 - TTIP funds account for almost all the monies to buy electronic databases. Would like to subscribe and/or purchase more databases, but their prices go up and TTIP remains the same (or goes down if a new college is added). Need more money in college budget for databases, but difficult to get.
121. **As demand for services grow, we find the number of faculty and staff we have is inadequate. Basically, we are becoming a victim of our own success.**

122. Providing equitable access to all library resources for students enrolled in classes off-campus.
123. Funding for materials and staff.
124. We have no space for the LRC. We have outgrown the current space and we have no additional staff or faculty
125. 1. Continuing cuts in funding. 2. Continuing move to faculty coordinators and loss of library directors. 3. Balancing of web and print resources (Collection Development). 4. Off campus services (Internet, document delivery, etc) to all students
126. Most urgent is the hiring \*and retention\* of qualified certificated and classified personnel, viz. loss of positions and filling of existing positions.
127. There is a lack of Administrative understanding of what LRC's are; role, purpose, and function. The LRC as an umbrella of learning support services has fragmented; housed and administered within different departments and divisions by a wide variety of individual who do not have a clear understanding of learning support. As college administrators come and go, the LRC has become lost in the shuffle.
128. Budget is the most urgent. Students expect a higher level of technology than we can usually afford.

### Characteristics of LRCs:

**The average LRC in a community, junior, or technical college includes the following information environments (services): stand-alone Library or coupled with Technology Labs and serving a culturally, conomically and geographically (urban vs. rural) diverse clientele using multiple delivery formats – face to face, remote, and various other combinations. Tutoring, Transfer, Gen Ed, Math, Writing, and Skills labs (outside Information Competency) are also offered under the LRC umbrella.**

1. Two-year comprehensive community college. (Technical and transfer coursework offered.) 1000 FYE. New - built in 2005, 10,000 square feet. Well used and received by faculty and students. One professional librarian and one library technician.
2. Support for transfer, Gen Ed, instruction dominates the activities in our Library.
3. Provide technology open lab with 145 computers, provide support to over 550 computers in instructional labs and classrooms, provide all AV equipment to campus environments, provide faculty training in an Academic Excellence Center, provide all special events AV support, provide Info literacy workshops to over 2,600 students per year, participation in all college wide technology planning initiatives, provide over 2,400 student computer lab orientations,
4. Community college with 27,000 students. We offer all major academic library services, other than we only ILL material for students within our consortium.
5. Community college students include academically oriented university-bound transfer students, occupational/trade students, nontraditional re-entry students, students seeking additional professional certifications, and students in need of developmental courses prior to working at a college level, or for whom English is a (distant) second language.

6. Community college serving **broad-based, multicultural student population** located in **xxx suburbs**. LRC is tied to reference instruction throughout the curriculum, and we attempt service traditional, nontraditional, distance and adult learners from main library and satellite locations.
7. We serve all on-campus students, faculty and staff as well as students and faculty at four outreach centers. Information literacy instruction provided to all students enrolled in the Student Success course (basically all are enrolled in remedial classes). Other classes scheduled for instruction at faculty member's request. Average student age this year is 24. **Most students are commuters. Many students and faculty utilize online information resources via the library website.**
8. **Small, rural** 2 year comprehensive community college traditional services: circulation, reference, reserve, ILL Online services - only have article databases
9. We serve a campus of 10,000 students. We are open approximately 62 hrs. per week. We have 80 computer stations and 14 laptops. We have a collection of about 80,000 books, 315 periodicals and a beginning collection of videos/DVDs. We have 3 full-time librarians, 2 adjunct and a director and classified staff.
10. We are the largest library in a district of 7 campuses. We have 14000 students a semester and 8000 continuing ed. students a semester. Our part time faculty numbers almost 900 a semester. This makes it more difficult to provide collection development education with the faculty so mobile. FT faculty is around 145. **We have a separate media department, which is under computer services now (we were one LRC for over 2 decades). The library is under the student administrative dean, an arrangement we prefer.**
11. FTE approx. 1,800. Largest curriculum FTE is college transfer. Primarily white student body but with increasing Latino presence. **Offer traditional library services, including interlibrary loan, reference, information literacy instruction, etc. Website not robust. Lack of online services/forms/tutorials on website. Info literacy/standards/assessment project underway.**
12. We serve around 3500 FTE and offer services to the local high school and community. We hold around 92,000 volumes.
13. Combined Tech-college - university branch library. Students range from associate degree seeking to master's level. We consider ourselves a full service library with major electronic investment, library instruction, ILL, full-text e-books and journals, 96 hour retrieval of materials from anywhere within the state, and assorted miscellaneous services.
14. Baccalaureate degree granting college but part of the **community college system of xxx**. Serve undergraduate students and have two joint use libraries with local public library systems and a university partnership center where students can receive advanced degrees from 16 other colleges and universities
15. Small library with staff of 1 full-time M.L.S. and three part-time staff. Serves faculty & students in technical fields, nursing and general studies. Services-- **One-on-one assistance with computer skills and/or assignments. Group instruction Booking and delivery of A-V equip. Assist faculty in building curricula. Assist with college orientation.**
16. We offer a small reference collection and a large number of online services to the faculty, staff, and students of a community and technical college. Reference,

- instruction services, and assistance with document delivery are the services that we provide most.
17. Community college in a very diverse community. We offer traditional library services as well as tutoring, computer labs, etc.
  18. one of 3 libraries in the district. FTE is about 6000. Decline in enrollment.
  19. **XXX Library** serves about 400 students and faculty in **XXX, Kansas**, which is a rural ranching community. There are 15 technical program areas students graduate with either a technical certificate or an AAS degree if general education courses are transferred in. The library is open weekdays 41.5 hours. There are 12 internet connected computers and 3 printers. 7 "brands" of databases with multiple databases under each product. 1200 Net library books, print materials, DVDs and videos. There are 3 circulating laptops for overnight check out, a data projector, and 2 TV/VCR/DVD carts. The library webpage is: XXX
  20. Small rural community college; approx. 3700 head count, ~ 2100 FTES. All the typical library services
  21. The Library serves a community college located **in a rural area**. The Library has service (limited except for the main branch) on two campuses and at three centers. The Library serves students in a 13 county area in **south central Kentucky**. The College offers technical (allied health, construction, and automotive) programs and general education transfer classes. The College has a headcount of over 5,000 and a FTE of just over 3,000. We offer circulation, interlibrary loan, library instruction, and online (and remote) access to a number of online databases including over 30,000 E-books, a number of periodical subscription databases, and the state's virtual library.
  22. This library provides all of the necessary components to provide students with resources needed whether the classes are on ground or online.
  23. Community college library offering up-to-date online resources for library research and some basic applications, in a vital, popular, and desirable college. Clientele is urban, diverse, ranging in age from teens through sixties and older with
  24. Books, non-print materials, internet access, helpful library personnel
  25. We are a 2 branch library and I work in the smaller of the 2. We share resources between the libraries pretty well. Our clientele range in age from 18 - 80's and we offer services to our community residents as well as students.
  26. **Joint-use public (county) and community college library**, about 1900 FTE, ONE full-time tenure-track MLS with faculty status, one part-time evening reference person without MLS. We provide reference, instruction, interlibrary loan, reserves, etc. This year the rest of the **Academic Support Services unit - tutoring, disability support services, and writing center -is in the process of moving into the library building, creating a really integrated Learning Resource Center.** We have 26 public access computers, plus 20 in the library electronic classroom, and 20 more are being installed for use with Plato software. The merging of the college library into the county system is a source of constant friction.
  27. LRC: MATH LAB: math students are required to attend. Provides computers, videotapes, homework help, and tutors. WRITING CENTER: mainly drop-in, but some instructors require a number of sessions. Provides one-on-one, assignment-based tutoring (30-min. sessions) and a series of workshops. TUTORING CENTER:

- both drop-in and by-appointment tutoring in a wide variety of subjects. Provides one-on-one and small-group tutoring in one hour sessions. ADAPTIVE COMPUTER CENTER: Conducts classes for disabled students. Provides assistance with machines and content. SKILLS CENTER: Includes READING LAB, ESL LAB, and FOREIGN LANGUAGE LAB, as well as make-up testing service and drop-in service. Maintains an extensive web site. Skills, Tutoring and Writing Centers together from the Academic Support Center that is centrally managed.
28. Large comprehensive state-supported community college in a medium size urban area.
29. We serve the students, faculty, and staff of a mid-sized community college. We offer traditional print resources, online databases, an open computer lab for internet access and word processing, a media lab for viewing/listening/recording. The library has recently been set-up for wireless access. This has been extremely popular.
30. 2 year community college library in the **Silicon Valley**. All kinds of students, many English as second language students, international students, local California students hoping to transfer to Berkeley -- all types of students taking Freshman English! We try to make them feel comfortable in our library, and offer online databases, personal attention, and Internet Lab to write papers.
31. Community college library
32. We are in a one college district with three campuses. Two of the campuses have full-service libraries. This is the main reason we are stretched thin personnel-wise. For our student FTE size, we don't appear to be understaffed, but having existing staff (6 FTE Librarians & 7 FTE Classified Staff) covering two full-service libraries is difficult.
33. Community college library--we are an academic library that is also open to the public (within our community college district) We offer full range of library services: circulation, reference, ILL, instruction, etc.
34. Large community college in the **state of Oregon**. 3 campuses with full libraries, 1 center to be designated as a full campus within the next 5 years. Serve large metropolitan area student body, lower division transfer, professional technical, community education, ABE, ESL. Student Headcount, AY2004/05. 91,031 Student FTE, AY 2004/05. 23,406 Libraries are centrally administered. 232,000 volume count 163,000 title count 2000 E-books 77 online databases, many full-text
35. The Learning & Academic Resources department offers: 1. tutoring 2. a comprehensive learning skills curriculum (several very popular courses) 3. supplemental instruction (UMKC model) 4. open access computer labs 5. courses in using computers for academic success 6. instructional media materials
36. My LRC is located on the smaller campus of a dual campus community college. The LRC serves faculty, staff, students and the communities of a rural area. We offer reference services, interlibrary loan, and information literacy instruction but we also provide the test proctoring center and media services for our campus.
37. **California community college** serving general education needs for transfer and associate degree students, vocational programs, basic skills, etc.
38. Students: Latino majority. Broad spectrum of student skill level from ESL learners to highly motivated re-entry students. Services offered: 1 main library and an academic branch 30 miles away. Both are heavily used by students and faculty, full



- service library with reference, ILL, computer labs, tutorial, AV, huge distance learning operation, and website.
39. The library serves about 23,000 students year round and offers a collection of 110,000 books, 14,000 e-books, several databases and AV-materials and equipment. It is housed in a four-story LRC built in 1998, which also contains a large student computer lab (150 computers) and an audiovisual services area.
40. **XXXX Community College** is the xth largest of **North Carolina's** 59 community colleges. Over 27,000 people attend classes every year. The College's enrollment in credit programs topped 7,000 in the fall 2004 semester. Our students are 80% white; 20% non-white; 53% female; 47% male; Average age is 28. The LRC includes the Library and Media Services (including a TV studio). In addition to serving the students, faculty, and staff, we also serve adult residents in our two-county service region.
41. Small community college; one of 4 college in district. Diverse ethnic/racial population; younger student population; lack of development of evening/adult education and distance education
42. Community College & Area Vocational School. 5000 headcount with 2800 FTE. On campus housing for 400 students. Serves a 5 county area with 2 off-campus "sites" along with main campus. A south campus hosts fire science, EMS, dispatching, and farm & ranch management programs. LPN, RN, paralegal, and welding programs are among more vocational programs complementing a wide host of liberal arts programs. Over 110 FT faculty.
43. 2 year community college large nursing program 50+ library instruction sessions last month 3 FT librarians - 1 tech serv, 1 public serv, 1 ILL/archives 5000+ FTE
44. We serve 6000 students a day and have multiple databases, lap top accessibility, a well developed orientation and info literacy program.
45. **Community college** in the **Los Angeles Community college district**. We serve community college students with for credit library research classes, IC workshops, library orientations, reference desk interview, Library instructional Research Lab of 70 computers and Library instructional Research Classroom with 23 computers. Audiovisual, Learning Skills, & Tutoring are part of our division.
46. Small-medium community college library. Open 61 hours per week. Provide reference service when library is open. Provide bibliographic instruction on use of electronic databases. Teach approx. 7 library instruction classes per week during the semester to classes taught here at the college.
47. We are a library that offers full service to students and faculty. We pride ourselves on being user-friendly and helpful. Our library has a wonderful web presence and reaches out to distance education students, but also remains on a personal touch even with remote students. Our students range in age from 18 to 65 and we have a very large Nursing program.
48. It is a **Community College library with an Info Commons and a Bib Instruction Lab**. We offer reference desk services staffed by a librarian for the 56 hours a week we are open. We are part of a regional consortium for our automation needs.
49. Our library provides BI instructions, drop-in workshops on the main campus as well as a off-campus site and a 1-credit course in addition to all the library traditional services with.



50. We are a Library serving a student population of approximately 5,000 to 6,000 students. The predominant population is Hispanic (51%+) and therefore, we qualify as an HSI (Hispanic Serving Institution). By and large we are a campus of color when the other minorities are accounted for.
51. 8,000-9,000 FTES Reference, course related instruction/orientations, library instruction courses, library Internet/computer lab, circulation services, online databases, etc.
52. The Library offers 110,000 books, 21 reference database workstations with over 20 databases to choose from; Innovative Interfaces automation system; a 100 seat computer lab; a 30 seat computer classroom; a large viewing room with projection and classroom computing capabilities; audiovisual services for the entire campus; tutoring services; a computer-assisted learning lab for adult basic skills instruction and employability skills; a solid arts & lectures program; and the honors program for the campus. We have librarians on the desk for all but 15 of the 72 hours we are open per week. Our clientele is primarily Hispanic, lower-income students. This is a **low income urban area**.
53. Very diverse student population. We offer 1 3 unit library information competency online course every semester as well as numerous library orientations tailored to specific classes and subject areas (about 70 a semester). Our electronic classroom has 35 computers and is also used as an instruction classroom. We have 8 additional pc's, 24 laptops for use in the library, wireless, and laptop plug ins throughout the library. We share a building with additional computer classrooms, open lab, tutoring center with state of the art technology
54. Clientele: undergraduate students pursuing transfer, vocational education and basic skills goals; the faculty and staff of the community college and the community. Services: print, digital and audiovisual resources primarily oriented toward student success and life long learning; reference, access and information assistance; supportive learning environment.
55. Large school; multiple campus sites, one with a complete library, one with electronic resources only and limited reference staffing, one site without any kind of library. We try to support bibliographic instruction, computer literacy, reference assistance, circulation services including an extensive ILL program and a wide array of online resources, a Library/Media Technician Certificate teaching program, a drop-in computer lab, a tutor center and a basic skills coordination program, and Distance Learning coordination and support including over 4,000 online and 700 live TV broadcast students. per semester.
56. We are a 2-year community college, in an urban setting with mostly first generation college students. Most of our students are older non traditional students who are either ESL or returning students. Services that the LRC offer include a PLATO Lab, tutoring, an open computer lab, and media viewing. We are opened 60 hours a week including Saturdays and evenings.
57. Clientele: re-entry, ESL and developmental students. Services: Your basic college library services [circulation, reference & instruction]
58. Small to Medium sized **Community College in XXX, Michigan**. 65,000 books, 2500 to 3000 FTE students

59. Community college - 6 campuses - 1 central LRC, one starting small collection - 4 campuses with limited services. Students range from traditional age to returning students. Heavy in health sciences.
60. 14,000+ students 10,000+ FTE undergraduate community college
61. Two-campus community college serving students, staff, faculty, community members, you-name-it=everyone who walks through the doors PLUS the unknown numbers taking advantage of our "electronic presence" from the library webpage.
62. Rural Community College students, faculty and public community members. Services include electronic databases/indexes, small print collection of books, magazines, newspapers, and educational video collection. Outreach to students and faculty for orientation sessions.
63. We are a community college of approximately 25,000 ethnically diverse students (ca. 13,000 FTES) and 750 faculty, with 16-week Fall, Spring, and Summer semesters and an Intersession. Our LRC offers one-shot, one-unit course, and Walk-In Workshop instruction. Our collection consists of approximately 107,000 volumes, 35 databases, 300 paper/microform periodicals, and over 2000 videos and other AV materials. Our Center for Independent Learning has an open lab with a variety of software and 144 stations (mostly PCs; a few MACs).
64. We serve 1200 students. We offer: 20,000 print books, 100 print periodical subscriptions, access to periodical databases, access to e-book collections, circulation services, bibliographic instruction/information literacy services, reader's advisory services, instructional technologies, instructional design assistance, satellite downlinks, interactive video conferencing, webcasts, telecourses, ipods, blogs and cable tv telecast production facilities.
65. The LRC includes the library and media/audio-visual services. Also, we manage the College's interactive videoconferencing system, online courses, and telecourses. The College enrolls approximately 6,000+ students, with about 3,000 enrollments in distance learning courses. We do BI for all sections of freshman writing, and special topic sessions as requested by faculty. We offer all of the traditional library services as well.
66. One of five campuses in a community college system in metropolitan Kansas City. Our LRC serves about 6,400 students. We share a cataloger with the other four libraries. We do our own acquisitions, and inter-library loan. We provide library instruction geared to class assignments, we offer reference-by-appointment (very popular), we offer one week of general library workshops each semester (some faculty give students credit for attending). We are open 7:30 am to 9:00 pm (Monday-Thursday), 7:30 am to 4:00 pm (Friday) and 10:00 am to 2:00 pm (Saturday). We are part of a state-wide consortium made of up \*all\* academic libraries in the state. Students can order just about any book from any state academic library and a courier service delivers the book here 48 hours later. Wonderful service and is a big boost to supplementing our book collection. We share our on-line library databases with the other four libraries in our system and pool our funds to make the purchases. Students have remote access to the databases. We have wireless capabilities in the library and students can bring in their laptops to use it.
67. Our mission is to serve our college's curriculum. We are primarily a teaching library that supports information literacy across our curriculum. Our librarians spend most

- of their week in the classroom or working directly with instructors. We offer many online sources, book collections, cultural events, coffee shop, tons of things.
68. Typical community college clientele ranging from ESL students to tech-savvy users although most of our population is on the higher end of the income scale.
69. Our library is at a mid-sized community college in Florida. Our students are a diversified group, both here on our main campus, two other campuses and distance education. Our library also serves the community.
70. Actually Central California is a different category. Library Open Computer Lab Instructional Technical Services (classroom multimedia support) Distance Education (support for faculty as well as students) AS degree program in Library/Information Tech as well as certificate in Web Development Tech
71. Comprehensive public community college library open 64 hours week with free access for community patrons as well. Primary clientele is faculty, students and staff. We do a lot of bibliographic instruction and are recognize the need for additional information competency initiatives.
72. Standard community college library with 4 librarians, 50 computers for student use, mostly young, transferring students.
73. Serve 987 FTE community college students In a rural area Provide all basic library services: circulation, media & equipment booking, library instruction, reference, interlibrary loan, online catalog & research databases, collection development, collaborate with faculty, only campus-wide drop-in computer lab in library, on campus wide committees
74. We are more of a library than an LRC. We serve two-year students, as well as a growing number of students intending to transfer to a university. Our college has also begun to cooperate with universities to offer on-site 4-yr degrees.
75. We are a 6-campus institution with a full range of general education, continuing education, and transfer programs. The FTE is approximately 15K. We have over 60 degree and certificate programs. 160 different countries are represented. We have a library on each campus providing a full range of services.
76. community college students, faculty and staff plus a limited number of community (urban downtown) members
77. XXX Community College has four LRCs, one on each of 4 campuses. Head count = 22000, FTE = 9100. Services are a blend of multimedia and traditional library services with a strong electronic resource emphasis. LRC supports 250 multi media classrooms college wide with computerized presentation systems. Has 6500 distance learning students.
78. Community college with 9000 students and growing quickly. We have traditional materials as well as many online resources. We offer instruction to the faculty for their students and it has grown tremendously as they need to keep up with the various resources we have.
79. We have three libraries - 35 computers at the main library and 25 each at the 'branch' libraries. We serve a total of 5,000 enrolled students with only the main campus having dorms. Book collection is about 40,000. Total staff - 3 professional and 9 aides.
80. Our library serves approximately 4500 FTE students in a rural environment. Our student population is about 95% white, and the majority of our transfer students

move on to the University that is in the neighboring town (\*10 miles). Our students are almost entirely commuters. Library services are fairly typical for most CC libraries - a smallish print collection that grows smaller each year due to weeding and lack of replacements, and a heavy emphasis upon electronic resources, with over 30 databases offered featuring access to over 14,000 FT periodical titles. Reference statistics are holding fairly steady, while material circulation has declined about 33% in the last decade.

81. We're a commuter comprehensive community college in **rural southern Oregon** and serve about 1000 FTE per term.
82. 2-year community college serving about 850 students and additional members of the community. We offer the traditional academic library services, but also supply the media needs of the campus. We also offer electronic databases, electronic books, and wireless access in our library building. Our space has recently been redesigned, and eliminated 6,500 books in order to provide more study/lounging spaces for students and an instructional classroom. We have a "resource room," 1 1/2 hours away on our extension campus, but provide very little in the way of services and it is not staffed.
83. We work with faculty to make sure we have a collection to meet their curriculum needs from print to non-print to databases. We seldom purchase fiction unless it is considered literature. Our library is open for students to use computers to type papers as well as do research. There is an orientation to the library during an all campus orientation. Information literacy presentations are given to Composition II students as well as other courses when asked. All staff assist students or faculty when questions arise. We have "Ask A Librarian" available on our webpage which we try to answer questions within 24 hours. The catalog is available via the web as are several databases. ID and passwords are supplied to students each semester so that they may use the databases off campus. We accommodate materials that assist the students and faculty with computer presentations and provide equipment to produce these presentations. We also provide and maintain the AV equipment that is placed in the classrooms.
84. 1500 FTE students (on-ground, online, dual credit, outreach) Clientele includes students in the Nursing school, Vocational/Technical Division, and Arts and Sciences Transfer. Large percentage of non-traditional students. We offer online catalog, consortium availability (MOBIUS), online periodical databases, online tutorials, information literacy classes (credit and class visits), remote access to databases, "Ask a Librarian" reference, computer lab (22 computers) with smart classroom technology, 11 computers outside of lab, group study room, audio/video listening room, comfortable seating, coffee bar.
85. **Private 2 year technical college**; approx 400 students but with new programs launching in the spring enrollments anticipated at least 150 more and continuing to grow; founder still VERY involved in everyday operations and planning
86. We serve the students, faculty, and staff of a two-year campus. It is a widely diverse community of learners. We provide both library and media services: online databases, instruction, AV equipment and support, media production, circulation of materials, reference assistance (including chat and email).

87. We serve an FTE of about 3000 in **an urban setting, but with a mix of urban and suburban students**. We support transfer programs, career programs, and a small number of baccalaureate programs. We have attempted to expand our services as widely as possible beyond the library building, through online books and journals, online reference chat, and e-ILL delivery. Our efforts to improve access to on campus technology and instructional support services through an information commons approach has met with resistance.
88. Community College library offering chat reference, email reference, Ebooks and traditional library services
89. We are a 2 yr Community College with a curriculum driven collection of approx. 92,000 volumes. We service students, faculty, staff and community patrons with an annual traffic of over 200,000, but not quite 250,000. We provide electronic access to over 22,000 ebooks, and 11,000 journal titles to both in-house and remote users. We have an AV collection of approx. 5,500 items and deliver and maintain equipment for usage of this collection. We have tried virtual reference, but did not have enough usage to continue. We hope to provide streaming video soon.
90. Community college branch library, full services
91. Community college library serving a large population of Hispanic students.
92. 12k students per semester, 70%\*23yo; ethnic mix - 14% African American, 18% Asian 14% Hispanic, 48% white; 69% intend to transfer to 4 yr colleges 54% are women 18% work \*31 hr/wk 13% are married
93. The entire college community is our clientele, including a student body that is diverse in every way. We offer traditional as well as online services. Our library is heavily involved in instruction. We offer online tutorials, virtual tours, specialized library research workshops, and face-to-face as well as online credit courses. Our information competency librarian is 100% classroom. Some of our strengths include reference services, a variety of full text databases and group study rooms. Librarians are campus leaders in information competency, copyright issues, and plagiarism prevention efforts on campus.
94. Student body: FTES is about 8,500. **Ethnically mixed population**, almost half are Hispanic 2. Materials budget: Books, \$32,000; periodicals, \$22,000; AV materials, \$18,000. 3. Services: Reference, tutorial, bibliographic instruction, distance education, computer commons, library technology certificate program.
95. Library only; 30,000 students, traditional library services as well as numerous online services and databases available to remote users
96. Community college library with about 40K books. Several databases and 13 workstations.
97. Community college library, 25,000 student population, CLIENTELE Community College students Foreign language students Faculty High School students Members of the community SERVICES On-line data bases and library catalog Circulating books Media - Video, Music CD, DVD Reserve Book room study space
98. Community college with about 7,000, usually just under 3,000 FTE. Feeder schools not the best, so many students inexperienced with research, online and off, so need lots of guidance. Open 53 hrs per week Fall & Spring, 48 hrs in summer. Reduced staffing means that often no reference librarian if there is a BI orientation and a ref librarian only 1/2 open hours in summer; online catalog, 14 online databases, site



- guides, and handouts on library website; 16 computers in Information Commons; 30 in computer lab (used for orientations, smart classroom visits, limited open lab hours); responsible for equipment and delivery in all classrooms on campus;
99. Our Learning Technology Center includes the following services: Library, Media Services, Technical Services (Television and Broadcasting), Professional & Organizational Development, Distance Learning, Learning Assistance, Tutorial Services and a mega lab.
100. Community college. Books, textbooks, databases, no media
101. Our LRC serves a diverse pool of students. Very few are non-English speakers. Our LRC provides access to: books, Ebooks, multiple databases, links to web sites, faculty computing support, AV services (primarily to faculty), and a lab for tutorials and software. Between 200-250 orientations are conducted each year. We also provide ILL service and course reserves.
102. **XXX LRC** consists of the Library, the Open Media Lab, the Internet Lab, and the Broadcast Media Center. Our student population is made up of a majority of minorities. The curriculum is typical of the California Community Colleges.
103. **Inner city college** with multicultural and new immigrant student body (87 languages spoken on campus), many older students, and high number of persons with disabilities. More than 12,200 students use the library each week. We are a library only, no media/audio visual. 60 OPAC computers have Internet access, Word, and PowerPoint as well as access to library catalog and databases. Learning Skills is a separate department on campus. We offer basic services: reference, bibliographic instruction. Very involved with campus activities--SLOs, information literacy. Only teaching one or two formal library classes per semester.
104. Predominantly, we serve students in our transfer programs. They mostly utilize the electronic resources available through our library.
105. **Calif. Community college library.** Primary clientele are students. Services are usual library resources, physical and virtual and interlibrary loan.
106. **Calif. Community College Library** serves the students of an open entry, lower division college. Is a public institution open to all high school graduates or non-graduates over the age of 18. Students under the age of 18 can be enrolled in certain courses. Our total district enrollment is over 4,000 students. I am answering on behalf of the library which provides traditional and online library services.
107. The library is part of a multi-college district with a shared OPAC. The library reports to a instructional division and has a faculty library coordinator as the manager. The "LRC" division was broken up 7 years ago and the LRC dean position was eliminated.
108. Clientele Primary-- students, faculty, staff. Ancillary-- "casual" patrons, viz. community (non-academic) Reference, Circulation, Cataloging, Acquisitions, Archives, Governance Collection. Instruction Student workstations Non-print media support Book talks Reprographics (photocopy and computer printing) ADA workstations Small "museum" collection and displays Group study rooms for students and faculty meetings
109. As we do not have a formal LRC we do have the elements of one: Open computer lab; reading lab and writing lab; tutoring center; all housed within the library. The services are open to all students.

110. We serve a diverse population of about 10,000 students in a semi-rural, medium sized community college. We have 80,000 items housed between a main LRC and a smaller satellite one. We offer all standard library and computer services.

### Future Directions:

**Wireless network access is the #1 technological future direction for LRCs that have not already implemented it.**

**LRCs are also supporting a range of technologies - distance learning management systems, extensive websites and traditional but beefed-up Online Public Access Catalogs and full-text Electronic Resources access.**

**A few are experimenting with social software such as blogs.**

**LRCs are trying to do more with less.**

1. Wireless access for students with laptops dataports throughout the library for laptop access (non-wireless users) 44 computer "open terminal" access
2. 1. Web server 2. wireless 3. 20 circulating laptops for Office Suite 4. 40 workstations for research/instruction support
3. an open computer lab with full access; wireless networking; online databases with remote access; online classes.
4. Online catalog, online reference and article databases, and online books add to the print/media collection. LRC has wireless and networked computer access for students, and contains the college's computer commons. A computer classroom with ceiling projector and SmartBoard are available for class instruction.
5. Wireless, social software, multi-media instruction rooms, easily accessible USB ports for flash drive use, CNN ongoing in cafe, 75 LCD Dell computers with CDW\RW
6. Teleconferencing Course management system Extensive website - available both on and off campus Wireless network throughout the library Electronic document delivery Scanner for public use Intranet Writing center
7. We have only LAN based software and aging computers we would like to install wireless networking to enable hot spots but lack the budget
8. Wireless networking periodical databases library web page altiris
9. Blogs. Wireless network WAN LAN telecourse with program on DVD Blackboard Internet WWW
10. Currently have some wireless desktop computers but not open wireless access. Looking at print management software and use of debit cards. Have 28 computers (2 scanners, 2 printers) in student computer lab that is part of library with latest applications software. In library, 17 research computers and 2 dedicated OPAC computers. Will be digitizing some College archives materials.
11. We have 25 computers with Internet access which are connected to a laser printer. We do not have wireless.
12. 2 floor library fully wireless extensive electronic database access access to thousands of ebooks access to thousands of online, often fulltext subscriptions email reference service considering blogs and Ipods plan e-reserves by spring webcast reception beginning aggressive web page development multiple campus electronic support



13. Blog, online library, ebooks, wireless libraries, laptops for in library use, adaptive technology for disabled
14. Six public computers with Internet, Office packages and some software specific to a curriculum. Have projectors and laptops for faculty use. Campus is developing wireless.
15. Wireless being built into remodeled facilities. We are currently considering all kinds of potential "marketing" methods - blogs, wikis, chat, etc. but haven't made decisions due to the time intensive nature of most of them.
16. Wireless networking
17. LAN for now. Wireless is coming. See previous for equipment. No special software but I do try to keep the webpage current.
18. 3 wireless networks in and around the library; students can use any internet programs, including blogs & chat; 90 student computer access stations--library has more stations than all computer labs on campus combined, but NO lab assistant; all have Microsoft Office + a number of support programs for classes on campus: science, office tech, English, resumes, etc, etc; 2 stations with adaptive hardware/software for disabled users; Library webpage is Bobby approved;
19. The campus is considering wireless the Library offers online resources
20. Wireless Networking Electronic Databases Video Streaming Electronic Reserves Laptop Checkouts.
21. Email and network accounts, ISP, wireless/wired laptop access, remote access
22. Internet access, working towards wireless.
23. We have social software we are experimenting with for creating class assignments, we have wireless capability in our libraries and we are also using WebCT as a communication tool amongst our library faculty.
24. We do not have wireless networking, and it seems it will be a while before we do. We do not have blogs either - our web site functional but modest. We are acquiring Camtasia Studio software to start creating information literacy modules. The college uses Blackboard as course management software, and contracts with an outside content management firm for web page creation.
25. CURRENTLY use: 75 networked computers, T-1 line with image that includes numerous software titles, Internet access, audio files. Also use many hardcopy books and pamphlets. Maintain extensive web site. NEAR FUTURE: Need to upgrade computers and software. Need to involve instructors to a greater extent in choosing, evaluating software, and in supervising students. LONGER TERM FUTURE: Would like wireless networking, capability of sending sound files (in some compressed format).
26. Wireless chat
27. Internet, video/DVD players, CD-Rom, Wireless access, ADA software at selected accessible stations.
28. Unfortunately there is no wireless network at our college -- we need this. In the meantime, we have the library and library lab with 100 machines both PC and MAC, networked to the Internet for students to use. We subscribe to subscription databases, have a suggestion box attached to our website. Very small library staff, 5 librarians & 25,000 students.
29. Upcoming- wireless networking

30. Wireless networking (have available).
31. Wireless network throughout library; jacks for people with non-wireless laptops (2 or 3 of these); public PCs with DVD/CD players; laptops we circulate to students and faculty/staff; full-service Office software, online catalog, integrated library system; large library website with a blog (we don't use IM, but we have electronic reference software we use for email reference), microform reader/printers, scanner, public print queues. No hand-held devices. Many AV types, including portable digital projectors, visualizers, etc.
32. Wireless laptops available for checkout video cameras various presentation support software and hardware for students and faculty (e.g., projectors, powerpoint -- with instruction on how to use) student computer labs with MS OFFICE software and internet access wireless at all campuses Considering PDA software for OPAC
33. 1. wireless network in 3 open access labs 2. instructional software including commercial such as PLATO and locally developed courseware 3. Tutortrac 4. instructional technology student support center where students have access to multimedia software and equipment
34. The college subscribes to over 50 databases. We have 6 computer terminals in the library. Currently, the cafeteria is a hot spot but the wireless network does not reach the library. We would like to circulate laptops for use on campus, but have not found funding.
35. We have a limited number of Internet accessible computers so would like to increase the number of those terminals, would like to purchase laptops for in-house use, and establish wireless network.
36. We are in a rural area on the central coast with no wireless on campus yet. Library website in use with access to subscription databases. E-reference service. Librarians host staff development workshops regularly on blogs, databases, ebooks, and more. We use video conferencing in two modalities for staff meetings. There are large computer labs with high speed internet in both libraries for student/faculty use. We offer DVD viewing, CD burning, and all types of assistive technology (CCTV, Braille reader, learning assistance software) in library for students.
37. The library has a user-friendly web site which acts as a portal to the information the library offers the college community. It contains access to 23 databases, search engine links, and a home-grown series of web site links.
38. We will have wireless (completely in the LRC) early in 2006. No blogs planned. We have a TTC--Technology Training Center in the LRC which is used for faculty and staff development across campus.
39. Wireless in library building (snags in system that allow access to open internet, but not district services -- including library homepage; inadequate web site services and training; library has one of a 1/2 dozen department sites on campus homepage; district-wide bibliographic utility-catalog; no remote access to subscription databases; just achieved campus-wide access to library resources
40. Wireless accessibility in LRC/Library, student center, fine arts building. HP/Compaq environ with Groupwise. Use of WebCT and Campus Connect. Blogs and other social software not used yet. LRC is main computing area with over 100 PCs, Library in basement has another 15. Some Apples used on campus for graphics design. Sirsi Unicorn automation software.

41. Offer IM reference. Offer scanning for students. Trying to get wireless in library
42. We have online access. We are considering wireless connectivity. We have lap top plug-ins throughout the Library. We have the standard library systems--Circulation, Cataloging, etc.
43. Library Instructional Research Lab with 70 computers containing library webpage, online catalog, periodical and research databases, word processing and printing; 20 laptops lending program with wireless access in the library available, Library Instructional Research Classroom consisting of 23 computers.
44. networked computers electronic databases (remotely accessible) library website  
Would like to provide wifi access
45. We don't have all the "hot" technologies. We don't even have a wireless network on campus. We don't have blogs, RSS feeds, podcasts, etc. We have a powerful bandwidth and Internet access, but we seem to be under the radar on all the new items. We don't have any laptops, nor do students ask for them. We don't have an instructional laboratory (but have asked for one repeatedly) We do interact with students taking WEBCT classes. Our college is upgrading to Banner and also Luminis. The Library will have a tab on the portal and we will begin using blogs and RSS feeds.
46. Wireless is in test mode, about to go production. Info Commons with 60 computers. \$36k worth of online databases. No cutting edge technologies at this point.
47. Right now, wireless network is only available to the library staff. It is planned to have it available to the students in the fall of 2007.
48. We have a wireless network. In our newly planned for LRC which is yet to be built; we will have RFIDs, self-Checkout/express checkout stations, electronic reserves, electronic classroom, express lookup stations hot spot Wifi tables and telecommunications room, etc.
49. New LRC will support wireless technology, installing RFID tags in books and media, new LRC will have self-check, laptops for in library use, online resources, library classroom with videoconferencing, document camera, etc.
50. --wireless networking throughout the Library and its patio areas; --reference databases; --computer classroom for bibliographic instruction; --audiovisual services for classroom computing; --a robust computer lab with 100 workstations; --Innovative Interfaces library automation system
51. Change is slow and often difficult, but we are still on the pavement.
52. Currently use: online subscription databases available to users from their homes; wireless Internet connectivity; electronic books; two-way compressed video; streaming media. Planning to use: remote checking and billing of copyright charges for copyrighted items posted electronically; two way audio instructor/student chat sessions for online courses; video and audio enhancement of text-based online classes.
53. We currently use Plato in the lab designated for developmental math and English classes. We also have an open lab with internet access and the regular MS Office. We would soon be moving into a new building probably in about a year. We hope to upgrade hardware and software and have wireless access.
54. WiFi Web access

55. Building a new library building that will include wireless networking. Provide Virtual Reference, Live chat service in conjunction with our Michigan Community College Consortium. Software through tutor.com: most recent version. Provide all the usual remote access databases: EBSCO, FirstSearch, InfoTracWeb, NewsBank, etc. NetLrary eBooks and some InfoTracWeb databases provided in conjunction with the State Library of Michigan. Collection software: Horizon (Dynix) [Robotic coffee service wait staff - just kidding about the robot.]
56. Already have wireless at 3 campuses, working on wireless at other 3. tried to offer "chat" via YahooMessenger/AIM, but no takers yet (after a year) use a small blog for staff to keep each other informed, not highly used
57. Have currently: Desk Top Computers Web Page wireless computing lending laptops
58. Technologies we currently use include PC's with internet access and the Microsoft Office suite. These are connected to coin-operated printers. The Library had the first two "hot spots" on campus which led to expansion into other areas. We're trying the "federated search" offered through Serials Solutions to help students find information in our subscription databases.
59. Already use: Wired network with 17 public-access stations. All of these offer MS Office, Internet, and some specialized classroom software. One project development station equipped with a scanner, image editing capatbility. video capturing along with all the standard software listed above. 23 unique electronic databases Member of consortia for OPAC database with 7 other libries. Condidering: Web conferencing capabilities.
60. I'm not a techie so I really can't answer this question. We do have two electronic classrooms in addition to our lab. We also have an integrated library automation system (Dynix, migrating to Horizon).
61. Blogs, satellite downlink hardware, mobile presentation units, televisions, dvd/vcrs, smartboards, overhead projectors, slide projectors, laptops, ipods, cd-players, cassette players, sound systems, kits, manipulatives, Microsoft and OpenSource presentation programs, desktops, data projectors, wireless and ethernet connections.
62. We have Internet access, a dozen OPAC pcs, no wireless.
63. \*Wireless for student use \*On-line databases with remote access \*on-line access to library accounts for ordering interlibrary loan books and renewing books that are checked out
64. No blogs; yes WiFi; will be having laptops for hands-on instruction beginning spring 2006 and, in future, may check out laptops for library use.
65. An Email list for faculty, wireless in the library, smart classrooms, division-specific software titles loaded on computers.
66. Wireless is only in planning stage. Internet for digital services and credit instruction.
67. No blogs. SIRSI, OCLC Connexion (sp?), Serials Solutions, Wireless access in the library
68. Currently using wireless networking, instant message for reference. In the process of establishing remote patron authentication. Thinking about blogs and integration into campus portal and course management systems.
69. Now have wireless, all computers in library & lab wired to network, laptops & Infocus projectors for check out for classroom use, audio-visual equipment, viewing stations for DVDs/videos, CD player to use in library, library web site, forms on web

- site to request library card, reserve a study room, ask the librarian a question & request items on interlibrary loan. Considering a library blog, additional multimedia workstations (have 1 now), online library instruction, remodeling the library to become a library information commons.
70. We offer email reference services, laptops for student checkout, wireless internet, and a state-of-the art library instruction classroom. We would like to use blogs and chat reference but have met with some resistance in doing so.
71. 1 Wireless access to the web 2. Blogs 3. personal computers with a full suite of office software 4 remote access to databases 5 24/7 reference 6 e-mail 7 software supporting the creation of online library instruction - Captivate, Flash, Dream Weaver, etc.
72. Wireless OCS print control software Innopac system Deepfreeze software
73. Classroom presentation technology. Mobile librarians will use notebook computers and PDAs with a wireless network to go to where learning takes place inside or outside the LRC. Currently use the Endeavor Voyager ALS but plan to add a federated search engine and ERMS. Streaming video server to replace closed circuit tv for delivery of video materials to classrooms
74. Standard PC workstations with XP Wireless laptops for checkout in the library Access points for those who bring in laptops Email reference service Online suggestion box Disability software like Zoomtext, Jaws, Galileo reader
75. Besides our basic computers and online catalog, we offer a scanner, color printer, and fax machine. We don't have a blog but are hoping to have a wireless network by next year. Our site has a virtual library tour and online survey. Visit us at <http://library.swtjc.cc.tx.us>.
76. Like many academic libraries, we don't know exactly where we are headed right now. We are going to have a blog up in the next 1-2 months, and are looking for ways to expand our information outreach to students, faculty and staff using the blog and RSS feeds. Past that point, the technology is changing so quickly that it is difficult to project which one(s) we will be using in another year. We want to offer wireless access, but the design of our building makes wireless problematic, We will be working with our IT department to make that happen.
77. Wireless for the last two months. 46 hard-wired computers in a lab. Online databases, website, etc. Considering a small wireless classroom.
78. wireless networking, digital microfilm machine, laptops with wireless access for loan (for use within the library)
79. "Ask A Librarian" via the library webpage 16 Databases including EBSCOhost which lists several more Cd-Rom software on the network to accommodate Health programs 5 computers for research 2 computers for the catalog Wireless for laptops 1 computer for multimedia production 12 laptops for faculty checkout 3 digital cameras 1 digital camcorder 2 tv/dvd/vcr players plan to purchase a scanner plan to purchase a color photocopier
80. Online catalog, online databases, remote access, smart classroom, 33 computers.
81. Chat reference, wireless service in building, computer workstations (typical office applications), disabilities accessible workstation, laptop checkout, digital workstation, scanner, free printers.
82. Currently have: Wireless service Laptop lending Virtual reference
83. wireless access, loaning laptops, chat reference

84. We provide authenticated remote access to all of our electronic resources. Our library and much of the College has wireless access available. We are anxious to use streaming video, but need to get the faculty as excited about it as we are! We would like to use digital/virtual reference, but need to see a demand from students for this. We have not tried using Blogs or Wiki and so far do not see a need.
85. PC's, wireless access, several databases
86. Wireless network, LCD monitors, multimedia projectors.
87. ILS - 6 modules (not electronic reserves) 29 electronic database subscriptions website wireless throughout library and campus 30 station instructional classroom 39 workstations in the info commons
88. We have Internet access, too few computers for student use, and wireless networking.
89. 1. Integrated library system (ILS) 2. Wireless network (entire building) 3. Distance education classroom 4. Computer classroom 5. Open computer commons 6. LRC webpage 7. Six online subscription databases 8. Handicapped accessible hardware and software 9. PC system for viewing/printing microforms 10. Considering digitizing microforms
90. Wireless blogging under discussion listserves for Library Tech program students virtual reference Worldcat Find in a Library OCLC collection analysis service Contentdm (digital imaging software) numerous online web-forms
91. Ezproxy, z39.50, wireless network.
92. Wireless
93. HAVE 90 computer with internet access electronic databases, e-books  
CONSIDERING wireless networking
94. Currently have website, online catalog & databases, library LAN, smart classroom for BI orientations, 16 Info Commons computers, 30 in lab. After remodel will have new computers and addition of wireless networking, some hardwired carrels.
95. 24/7 access to databases. (Have now) Wireless networking (Have now) CMS Blackboard Enterprise (Being implemented)
96. Copy machines, Computers, access to limited number of applications, internet, PRINTING, microfilm readers, digitizing and making available our college newspaper
97. Traditional library technologies, Internet is available on all public computers. We utilize online databases which are usually remotely accessible. WiFi is being asked for by more and more students but we will not have it for at least two years. As of this time we do not use blogs for any LRC service.
98. We currently have basic computer technology in place. Wireless networking is close to being implemented district-wide. Blogs are in use on campus and in the Library.
99. 60 public computers with Internet access, Word, and PowerPoint. No chat, games, or offensive material allowed. Blocked using Internet Explorer tools. No wireless now nor planned for future library building. This may change as IT department investigates.
100. We have a wealth of electronic resources (periodicals and databases). We utilize electronic reserves. We are developing a web portal to provide customizable resources for students and faculty.
101. We offer Word and Excel. Our college does not provide email accounts. We have online research databases and public access catalog. We are still trying to get our



- wired network to work properly. We do not have remote patron authentication. Wireless would be a luxury that is not even being considered.
102. 1. We are the only wireless location on campus. The IT department purchased a separate ComCast subscription for this service so that it would not touch the college network in any way.
103. Student workstations for library database access Laptop/projection for instruction Wireless hotspots online catalog/web page GoPrint No blogs/RSS at present Considering thin client hard/software for computer workstations Considering cable/satellite drop(s) for access to existing courses Still considering building of dedicated library instruction classroom (6 years running)
104. We are in the process of remodeling the entire campus; with that comes improved and expanded technology. Wireless is on the list as is student email accounts.
105. We have a plasma screen and about 20 Pentium III computers for tours/orientations; are partially on wireless (printing was problematic, so that is hard-wired; and are considering a pilot next spring for wireless hotspots for student use.
106. Wireless.

## Conclusion:

I am very impressed that the survey netted 136 respondents, 128 usable for the first question. Clearly there is a great deal of interest and passion among the information professionals in the community colleges. 60 respondents from California, out of the 109 community colleges in the state, many with only one FTE librarian, and despite the fact that a similar survey had just been done of California Community Colleges (CCC) is encouraging news indeed!

One of the respondents to the LRC survey was Mary Ellen Bobp, Santa Ana College. She shared with me the California Community College Chancellor's Office (CCCCO) Library Deans survey responses, compiled 14 October 2005 (13 respondents). The CCCCCO Library Deans' questionnaire took an entirely different approach and it is not my intention here to critique it. Rather what I found interesting was its starting point assumption: the availability of unlimited monies in order to engage in some blue-skies dreaming, a morale-boosting tactic. But as Brian Haley writes in the *President's Column* and as respondents from all over the nation in our survey confirm, the reality is quite different. Funding is the #1 problem. Yet, technology increases expectations to provide more services with less. Is there a solution? Yes. Viewing the LRC as an umbrella for diverse information environments in which librarian-like skills are needed might be a more successful strategy for building critical mass and support. It is also one worth revisiting. I hope these survey results will stimulate such collaborative and visionary thinking and planning.

Thanks to everybody who participated in the survey! Please feel free to share the results widely and use as needed. The proper citation (below) and/or attribution to LRACCC would be much appreciated. The LRACCC Board of Directors would also appreciate hearing from you, should you use this survey or have other feedback to offer. You can use the Contact Us webform on the LRACCC web page, <http://www.lraccc.org/html/contactus.html>

Coleman, A. (2006). LRCs in the digital age: LRACCC survey results. *Intercom* 41 (2): February. URL: <http://www.lraccc.org/intercom.html>



## LRACCC Board Welcomes John Thompson!

The LRACCC Board of Directors now has a new member. Please welcome John Thompson who will be representing the Los Angeles-Desert Region on the LRACCC Board. His two-year term, which is effective immediately, will end on 30 June 2007.

John Thompson has been employed by Citrus College since 1972 and has been a librarian since 1973. Currently the Dean of Library Services, he also serves as the college's staff development coordinator and teaches in the Library Technology program. Beginning as a part-time Library Media Technical Assistant in 1972 he has served Citrus College as the audiovisual librarian, technical services librarian and the head librarian. John has experience in curriculum design, program planning, budgeting, building design, staff development as well as the uses of technology in education. He was awarded a BA in History from Purdue University in 1970 and completed a MSLS in 1973 and a PhD in 1986 both at the University of Southern California.



John's email is [jthompson@citruscollege.edu](mailto:jthompson@citruscollege.edu). Don't hesitate to send him a welcome email and news about you, and your colleges.



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*INTERCOM*, Newsletter of the Learning Resources Association of California Community Colleges (LRACCC), is published three times a year, in October, February, and May. With the May 2001 issue, *Intercom* became an electronic (no print version) newsletter. Please submit news about your colleges' library & learning resources program or personnel. Short articles and opinion pieces are welcome too. Email submissions are preferred (plain text or MS Word).

**Submission deadline for the next issue is April 20, 2006.**

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