

### **XIII. LIBRARY, MULTIMEDIA LEARNING CENTERS, AND AUDIO VISUAL/VIDEO NETWORK SERVICES**

#### **A. LIBRARY**

##### *PROGRAM DESCRIPTION:*

The Hartnell College Library collection consists of more than 50,000+ books, 2,294 videocassettes, 200+ periodical titles, DVDs, and CD titles, a large reserve collection, electronic database subscriptions, electronic books and other non-print materials. Major services include lending materials, information/reference services, library instruction, reserve, media, audio-visual and interlibrary loan. The Library also provides access to Special Collections.

Functional areas within the library are organized as follows:

- Public Services programs include reference and information assistance, library instruction, circulating materials to the Hartnell College community, borrowing materials from other libraries (interlibrary loan), and maintaining the order and organization of the library collection.
- Instruction in Information Competency is an important function that is evolving as a responsibility of community college libraries. Librarians and classroom faculty in various disciplines collaborate to develop information competency curriculum. Course-integrated information competency classes are taught in conjunction with specific disciplines and independent courses have been developed. Outcomes of this program include acquisition of skills by students and faculty, which permit them to discover a variety of information sources: how information is retrieved, how it is used within disciplines, how researchers remain up-to-date, how information is evaluated, and how information can best be organized for use and dissemination.
- Technical Services coordinate the selection and purchase of library materials, catalog and process materials to be added to the library collection, enter bibliographic records into the library's online database, withdraw damaged and outdated items, and deliver cataloged and processed materials to the library's collection.
- Special Collections collect, organize and preserve documents and materials of significant historical value to Hartnell.

The Library also includes Media Services, Audio Visual/Video Network Services, and a Faculty and Staff Resource Center. A fuller description of these programs and their goals are described in Multimedia Learning Centers, Part C of this Category.

##### *STATEMENT OF PHILOSOPHY:*

The Hartnell College Library is committed to making accessible the best possible resources and services to the College's diverse students, faculty, and staff.

### *STAFFING:*

The librarians and library staff are dedicated to providing students, faculty, community and staff with the best possible library programs and services that support and enhance individual information and educational needs.

A priority for staffing is the hiring of a new faculty librarian to develop, implement and coordinate the library's information competency program. This competency requirement already exists at numerous community colleges and continues to be a high priority for the college.

As library and media services and resources have become more sophisticated and technical, so have the duties and responsibilities of library faculty and staff. The increasing reliance on information technology places more demands on all the staff, not only in keeping everything functioning, but also in helping students, faculty, and staff utilize technology efficiently and effectively. Consequently, additional positions are needed and existing job descriptions must be rewritten to meet the current and future needs of the Library.

Staffing requirements have a significant budgetary implication. With the Library evolving into a highly technical center, it has become increasingly important to provide and maintain efficient, well-trained staff with higher levels of technological knowledge and expertise to support expanding programs and services.

### *FACILITY DEVELOPMENT/EQUIPMENT NEEDS:*

Hartnell College will move into a new 70,000 square foot Library and Learning Resource Center during June 2006.

In order to meet the goals and objectives of the Library, District funding is important. The new and on-going programs require a large investment in resources. Although the new building includes furniture and equipment, the District should continue to invest in library staffing, materials and equipment upgrades in order to meet current and future library and instructional needs. On-going facilities, furniture, and equipment needs must be funded as a line item in the budget. It is impossible to keep finding one-time funding for on-going costs. Solutions for charging students for computer printing are being developed at this time with a goal of implementation in the fall of 2006.

### *ON-GOING GOALS:*

#### **Equipment/Facility**

1. Provide a line item budget for library and academic technologies, equipment upgrades, and the systematic replacement of broken and obsolete equipment.
2. Address the needs of students and faculty at off campus sites for comparable library services at these facilities.
3. Provide library facilities for satellite campuses.

## **Staffing**

1. Convert the 8-hour a week (.20 FTE) position to full-time senior Library technician to provide cataloging and related technical services assistance. The position will assist in the full implementation of national standards and protocols for the web-based library online catalog; provide MARC records and links for selected Internet resources and process library multi-media materials; digitizing selected resources for the Library and satellite campuses.
2. Reclassify the current Administrative Assistant to provide senior level administrative support to a large academic department and bring it in line with other departments. This position provides assistance to the Library departments, Administrative Information Systems, the Faculty and Staff Resource Center, and Audio-Visual Services.
3. Create a Library technician 20-hour part-time position to support evening and weekend college and off-campus services.
4. Establish a full-time Library Associate-Reference classified staff person to support the Librarians in the Reference Department, including Archives, Silliman Collection, and off-campus information and reference services.
5. Request funding for increasing staff requirements.

## **Print and Non-print Materials**

1. Develop quality collections of print and non-print materials that support the curriculum and needs of the College community.
2. Develop and maintain productive relationships with faculty, especially faculty discipline representatives, so they may provide continual input in the materials selection process.
3. Promote the collection with displays, classes, bibliographies, instructional handouts, web-site presence, and electronic and print announcements.
4. Maintain an integrated library, which supports the cataloging, circulation, and online public access to library holdings.
5. Increase and promote the use of electronic routes of information access and exchange.
6. Meet ADA requirements.

## *SHORT -TERM GOALS:*

### **Facility**

1. Continue to develop state-of-the-art technologies and infrastructures in the library that will support the changing access requirements of students, faculty, and staff.

### **Staffing**

1. Create and hire an Information Competency Librarian position to evaluate, review, design, and coordinate the library instruction and media technology courses. This position has the responsibilities of coordinating and teaching information competency skills.
2. Establish a Computer Electronic Technician position to support hardware and software needs for the library's integrated library system, online databases, authentication, and electronic media.

## **Print and Non-print Materials**

1. Provide adequate funding for the new budget line item called “multimedia and electronic resources purchases and leases”.
2. Continue to inventory and evaluate the library’s collection.
3. Involve faculty from all disciplines in the collection development process.
4. Continue to expand online access to information resources through the Hartnell Library online catalog and to other libraries through the World Wide Web, access to the collection of journals and newspapers in full text, and Internet links for various online reference resources.
5. Increase access to knowledge and information resources outside Hartnell College through an expanded interlibrary loan and document delivery process.

### *MEDIAN AND LONG TERM GOALS:*

#### **Equipment**

1. Provide access to library courses through open learning programs, including distance education.
2. Purchase electronic and digitizing equipment.
3. Expand capability to provide video on demand district-wide.

#### **Print and Non-print Materials**

1. Achieve ACRL standards for collection size and budget support.
2. Create, organize, and incorporate records for the archive collection into the Library’s online catalog.
3. Explore and implement ways to organize, display and preserve special collections.
4. Explore methods of providing access to additional Library resources electronically through digitizing and imaging.
5. Collaborate with other disciplines to develop a minimum information competency standard for each major discipline and implement as a graduation requirement.
6. Continue to deselect obsolete, damaged and outdated material.

### *STAFFING:*

1. Increase the number of technical and support staff in the library to meet demands due to increased enrollment, expanded services, and additional space and demands for off-campus library services and programs.

### *BUDGET IMPLICATIONS:*

Staffing requirements have a significant budgetary implication. With the Library evolving more towards technology, it has become increasingly important that it provides and maintain adequate, highly efficient, and well-trained staff to support the expanding programs and services.

An increase in the library collection's budget is also essential to enable the library to update its print and non-print collection in support of the curriculum and information needs of faculty and students. Line item budget accounts should be created to cover subscriptions to electronic resources and online services that are essential to support remote information access capabilities for faculty, staff, and students.

## **B. AUDIO VISUAL/VIDEO NETWORK SERVICES**

### *PROGRAM DESCRIPTION:*

The Audio Visual/Video Network Services is located within the Hartnell College Library and Learning Resource Center. The department provides and maintains a variety of media equipment services to faculty and staff. While the majority of the AV equipment is delivered to classrooms upon request, some of the classrooms have either wall-mounted video playback equipment or ceiling mounted video projectors. The department also provides production services, including video production and duplication and support of presentations, using interactive computer-based technologies. New electronic projection units are now being used extensively for computer and multimedia presentation in classroom teaching. Limited computer stations, along with presentation equipment, are available for faculty or staff checkout.

### *STATEMENT OF PHILOSOPHY:*

The Audio Visual/Video Network Services Department supports the teaching and learning processes at Hartnell College through the effective use of a variety of presentation technologies.

### *ON-GOING GOALS:*

1. Support faculty and students with up-to-date communications, video, and computer technologies through adequate staffing, facilities, and infrastructure.
2. Automate equipment requests by use of an Intranet video distribution system (Safari). Provide this system to all satellite campuses.
3. Provide portable and room specific video conferencing equipment.

## **C. MULTIMEDIA LEARNING CENTERS**

### *PROGRAM DESCRIPTION:*

The Hartnell Multimedia Learning Centers provide technological resources and services to support the instructional needs of students, faculty, and staff. These Centers are composed of (1) general purpose or open access laboratories, (2) multidisciplinary centers or laboratories, and (3) discipline-specific laboratories. A more complete description of each Center is offered below.

## **1. General Purpose or Open Access Laboratories**

### **a. Computer Laboratories**

#### *PROGRAM DESCRIPTION:*

The Computer Laboratories are located in the following classrooms: C209, C211, C213, C215, C217, C219, C359, VAF216, Tech2, East Campus 2, and King City Center. Each laboratory provides access to a standard college software suite, World Wide Web, e-mail, and a multitude of discipline-specific software packages. Laboratory hardware consists of Macintosh and PC platforms, printers, and a limited number of scanners. Students are provided access to computer resources during all hours that the College is open, including weekends and evenings. Trained staff is available whenever the computer laboratories are open.

#### *STATEMENT OF PHILOSOPHY:*

The computer laboratories provide computer facilities, equipment, software applications, technical support, and instructional programs to assist in fulfilling the educational goals of all Hartnell students.

#### *ON-GOING GOALS:*

1. Develop and implement a planning and budgetary process to identify and fund annual hardware, software, and technical support needs.
2. Continue upgrading existing hardware and software.
3. Provide hardware, software application, and network training for computer laboratory staff.
4. Collaborate with faculty to develop policies supportive of the College's overall educational goals.
5. Continue to support Academic Systems.
6. Hire a full-time instructional specialist or instructional assistant to support open access computer laboratories.

#### *MEDIAN AND LONG TERM-GOALS:*

1. Develop computer classrooms at the King City Educational Center.
2. Provide all students access to technology by providing them with computer accounts

### **b. e-Commons and Computer and Media Services**

#### *PROGRAM DESCRIPTION:*

The e-Commons (electronic commons) and Computer and Media Services are located within the Hartnell Library and Learning Resource Center. It provides students over 200+ Pentium 4 computers for word processing and additional curriculum-related software applications, delivered

video on demand (Safari) and Internet services. Trained media staff are available to assist students in the use of media resources and equipment. Additionally, 11 smart study rooms located adjacent to the e-commons provide students with collaborative work spaces equipped with state-of-the-art smart white boards, interactive plasma screens, and digitizing technologies.

*STATEMENT OF PHILOSOPHY:*

The e-Commons and Computer and Media Services provide computers, audio-visual equipment, media resources, software applications, and technical support to assist in fulfilling the educational goals of all Hartnell students.

*ON-GOING GOALS:*

1. Develop a plan for equipment replacement and software upgrades.
2. Continue to explore, evaluate and implement new learning technologies for student use.
3. Promote students with collaborative interactive learning opportunities using state-of-the-art technologies.
4. Meet ADA requirements.
5. Provide students with distance learning technologies.

**c. Faculty and Staff Resource Center**

*PROGRAM DESCRIPTION:*

The Faculty and Staff Resource Center (FRC) is located in the Hartnell Library and Learning Resource Center. With supporting Title V grant funding, the FRC supports current and emerging technologies:

- Mac G4 computers with video editing equipment
- Computer station with plasma screen,
- Pentium 4 computers with:
  - § CD rewritable drives/DVD readers
  - § Color inkjet printer
  - § Laser printer
  - § Video projection system
  - § Flatbed scanners
  - § Portable smart white boards
  - § Portable interactive plasma screens
  - § Portable video conferencing equipment

In addition to the equipment the FRC also offers computer applications reference library, training and other instructional equipment and media. Trained staff is on site to provide on-going support.

*STATEMENT OF PHILOSOPHY:*

The FRC is designed to provide faculty, administrators and staff with the technological resources and training required to keep pace with technological developments and to create innovative solutions to the educational needs of Hartnell students.

*ON-GOING GOALS:*

1. Serve as a training center for faculty and staff in the use of instructional technologies.
2. Take a leadership role in the adoption and utilization of instructional technology.
3. Promote interactive learning, with an emphasis on the assimilation of instructional technology into teaching and the expansion of technology-based course delivery options.
4. Provide technical support for all faculty members through use of a student staffed help desk.
5. Institutionalize staffing in the evenings for the FRC by making it a line item in the budget.
6. Create a line item in the general fund under the technology budget to support software/hardware and staffing in the FRC.

**d. Information Competency Technology Center**

*PROGRAM DESCRIPTION:*

The Information Competency Technology Center is located on the second floor of the Library and Learning Resource Center. This center supports the library's information competency program. Resources include 17 Pentium computers that provide student access to the library's online catalog, a selection of online databases, and the Internet.

*STATEMENT OF PHILOSOPHY:*

The Center provides a learning environment for instruction in library and information resources and the development of information competency skills.

*ON-GOING GOALS:*

1. Collaborate with faculty to teach information competency skills.
2. Provide Hartnell College students, faculty, and staff access to information resources that support their educational needs.
3. Increase and promote the use of quality electronic resources.
4. Provide access to a full-text online periodicals and reference databases.
5. Promote the acquisition and development of student information competency skills through the assistance of trained faculty librarians.

### *SHORT-TERM GOALS*

1. Restore weekend library hours.
2. Increase the level of technical support, especially in the evenings and on weekends.
3. Increase faculty and library support staff to better support student learning and competencies.
4. Offer seminars and training sessions on informative topics relating to libraries, research, and technology.

#### **e. Additional Resources**

##### *PROGRAM DESCRIPTION:*

Additional technology resources are available on an “open access” basis in the following locations: (1) assorted small faculty resource centers, (2) King City Education Center, (3) East Campus and (4) Natividad.

##### *STATEMENT OF PHILOSOPHY:*

Additional open access technology resources located on and off campus provide computers, audio-visual equipment, media resources, software applications, and technical assistance to support the faculty’s technology needs and to assist in fulfilling students’ educational goals.

## **2. Multi-Disciplinary Centers or Laboratories**

#### **a. Language Laboratory**

##### *PROGRAM DESCRIPTION:*

Under the Director of the Academic Learning Center and the Dean of Fine Arts, Language Arts, Social Science, the Language Laboratory supports foreign languages and English as a second language. The Language Laboratory is located on the third floor of the CAB building in room C359A. The classroom consists of 28 Pentium II computers connected to Tandberg multimedia student audio/video stations. The Language Laboratory is staffed by a full time faculty member from the ESL division under the Dean of Fine Arts, Language Arts, Social Science. The Academic Learning Center provides part-time faculty and staff support.

##### *STATEMENT OF PHILOSOPHY:*

The Language Laboratory strives to provide a state-of-the-art training facility for learning languages. The laboratory utilizes both audio and video capabilities and will provide a rich multimedia environment in which to learn and instruction that can be individualized and self-paced. The Director of the Academic Learning Center cooperates with the Dean of Fine Arts, Language Arts and Social Sciences to obtain and manage funding for the Language Laboratory.

*SHORT-TERM GOALS:*

1. Install multimedia software and peripherals for faculty curriculum development.
2. Provide access to the Internet.
3. Develop and implement permanent, on-going funding for software and hardware upgrades and licensing.
4. Increase the level of technical support.
5. Provide faculty funding.
6. Develop and promote use of the laboratory through faculty training and curriculum development.

**b. Discipline Specific Laboratories**

Discipline specific centers and laboratories are managed by area Deans or Directors who are also responsible for obtaining and managing funding. Some of these laboratories are:

1. Computer Aided Design (CAD).
2. Physics.
3. Model Office.