

CLASSIFIED STAFF NEEDS ASSESSMENT APPLICATION

Name of Person Submitting Request:	Celia Huston		
Program or Service Area:	Library		
Division:	Library and Learning Support Services		
Date of Last Program Efficacy:	Fall 2011		
What rating was given?	Continuation		
Current number of Classified Staff:	4 FT:		0 PT:
Position Requested	Library Media Clerk (first request)		
Strategic Initiatives Addressed:	Access; Student Success; Technology		

1. Provide a rationale for your request.

The Library has been operating on a skeleton staff for several years. The loss of one Library Media Clerk (LMC) over the summer crippled the Library hours of operation. Fall semester started with library and computer lab services only available 39 hours a week. Library hours were extended in late September by offering extensive voluntary overtime to current library staff. The Library currently has 1 FT LMC working and 1 vacant FT LMC in the hiring process. Once the vacancy is filled voluntary overtime will still be necessary to maintain a 6 day, 60 hours per week library schedule. This request is for an additional (3rd) LMC position which will begin to provide stability to library hours.

LMCs are necessary to keep the library open. Clerks staff the Circulation Desk and the Computer Lab Desk. LMCs perform a variety of routine clerical duties in support of the various sections/functions of the library: check materials in and out of the library; circulate reserve textbooks; provide general assistance to students in the library and computer lab; distribute library cards; collect fines as necessary; and provide interlibrary loan services between campuses.

2. Indicate how the content of the latest Program Efficacy Report and/or most current EIS data support this request. How is the request tied to program planning? (*reference the page number(s) where the information can be found on Program Efficacy*).

As noted on page 5 in the Fall 2011 Program Efficacy, library hours of operation do not meet student need and on page 7, maintaining hours of operation with current staffing levels is listed as one of the challenges facing the library.

The Library and Computer Lab maintain their own statistics to track circulation of materials and number of computer lab checkouts, as noted on page 10, as library hours have decreased so have these numbers. However in Fall 11, library hours had been reduced 29%, library staff reduced 36% but library service transactions had only decreased 9%.

As reported in Program Efficacy (p. 13) SBVC Library participated in "Snapshot: One Day in the Life of California Libraries." <http://www.cla-net.org/snapshotday/>.

Students, overall, were deeply appreciative of the division's many services and computer access. Written negative comments were predominately associated with the noise level in the library (cell phones, loud voices), library hours and not being open on Saturdays. Comments included:

"Needs to be open earlier like at 7:00 a.m."

"The library is important to me because (of) all of its resource(s). I need it for each one of my classes, books used, computers and copy machines."

"Everything I'm doing can only have been done with the use of our library."

"A library is our second brain...it helps us to think and download information."

"Please consider opening the Library on Saturdays again. At least every other Saturday."

3. Indicate if there is additional information you wish the committee to consider (*for example: regulatory information, compliance, alternative or ongoing funding sources, updated efficiency and/or student success data or planning etc*).

Title 5 of the California Code of Regulations (§ 58724) contains minimum standards for numbers of library faculty based on student FTES @ 9,500 FTES SBVC Library should have 11 Classified Staff and 5.5 Library Faculty.

Research clearly linking student success and persistence to library use was reported in the Standards of Practice for California Community College Library Faculty and Programs by The State Academic Senate <http://asccc.org/sites/default/files/Library-paper-fall2011.pdf>.

In August 2012 Library Faculty conducted a student survey outside the library on a morning we were closed. Survey results showed

- 49% of the students surveyed needed the Library and Library Faculty Services such as research services, textbook check-out, reading material and study use.
- 36% of them needed Computer Services

4. What are the consequences of not filling this position?

Since 2008/2009 the library has run on a skeleton staff at the expense of library service hours and other library processes. Computer Technicians are unable to assist students with the computers because they are doing the work of a LMC. New library materials, journals and newspapers, many of which are time sensitive, are delayed because Library Technicians are doing the work of a LMC. Without a 3rd Library Media Clerk, the Library and Computer Lab will continue to have very long lines, limited student services and an imbalance in the library infrastructure that causes the library to run inefficiently. Regardless of the restored hours, the library is still a house of cards that could crumble if another classified staff chooses to retire, quit or transfer, overtime funding dries up or staff currently doing voluntary overtime decline to continue working extra hours and 6 day workweeks.