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 (second request)
Strategic Initiatives Addressed:	Access; Student Success; Technology

1. Provide a rationale for your request.

The Library currently has 1 FT Library Media Clerk (LMC) working and 1 vacant FT Library Media Clerk in the hiring process. A 3rd Library Media Clerk position, if hired, would begin to provide stability to library hours. This request is for a 4th Library Media Clerk position to staff the Computer Lab circulation desk. Currently, Computer Technicians the work of an LMC at the Computer Lab circulation desk performing routine clerical duties such as checking computers in and out, processing print-outs and assisting students with the copy machines. Thus, Computer Technicians are unable to directly assist students with computer hardware and software because they are doing the work of a LMC.

The shortage of LMCs has also impacted the back office operations that make a library run smoothly. Every scrap of paper used by students in the library is ordered, inventoried, cataloged, and processed for use by Library Technicians (LTs). LTs also process faculty reserves, repair books and search through 80,000 books to recover lost titles. Currently due to the shortage of LMCs, LTs are pulled from their duties to cover breaks, lunches and absences. New library materials including textbooks, books, journals, indexes, microfilm and newspapers many of which are time sensitive, are delayed because LTs are doing the work of a LMC.

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.

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?

An adequate number of Library Media Clerks are necessary to smooth operating library. Without them computer lab services and the library infrastructure falters. The Library and Computer Lab will continue to fall short of the campus mission to provide quality education and services to a diverse community of learners.