

**CLASSIFIED STAFF NEEDS ASSESSMENT APPLICATION  
Fall 2015**

Name of Person Submitting Request:	<b>Ron Hastings, Celia Huston</b>		
Program or Service Area:	<b>Library Computer Lab</b>		
Division:	<b>Library &amp; Learning Support Services</b>		
Date of Last Program Efficacy:	<b>2011</b>		
What rating was given?	<b>Continuation</b>		
Current number of Classified Staff:	FT:	2	PT:
Position Requested	<b>Library Media Clerk</b>		
Strategic Initiatives Addressed: (See Appendix A: <a href="http://tinyurl.com/l5oqoxm">http://tinyurl.com/l5oqoxm</a> )	Access; Student Success; Facilities		

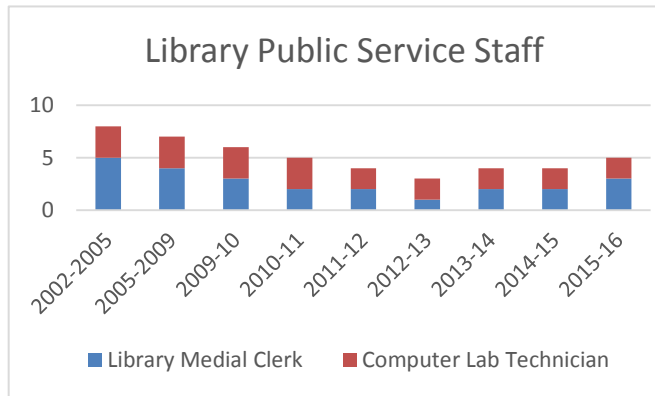
Replacement  Growth

If you checked replacement, when was the position vacated? \_\_\_\_\_

1. Provide a rationale for your request.

The Library has been operating on overtime since 2012 when the number of public services staff dropped to 3. Reliance on overtime has decreased slightly over the years through filling a vacancy; shifting work hours; requiring some employees to work below class; and the recent hiring of a Library Media Clerk for the Circulation Desk.

This request is for a Library Media Clerk to: adequately staff the Computer Lab Circulation Desk during peak periods; provide coverage for lunches and breaks; and extend library hours of operation. With only two Computer Technicians to staff the desk and operate the lab across the 61 hours a week the Library is open, the highest demand times, mornings and early afternoons, are covered by only one Computer Technician.



Also, the Computer Techs are currently burdened with routine clerical duties like processing print jobs and assisting students with copiers, and are therefore unable to circulate throughout the 105-workstation lab, providing direct assistance to students with computer hardware and software problems. Restoring the Library Media Clerk position at the Computer Lab Circulation Desk would provide needed coverage during the daytime hours and free Computer Technicians to work directly with students who need computer assistance.

The Office of Research & Planning recently conducted a study that shows the number of student on campus during the hours the library is closed.

	7:00	8:00	9:00	10:00	11:00	12:00	1:00	2:00	3:00	4:00	5:00	6:00	7:00	8:00	9:00
<b>MON</b>	2734													1822	525
<b>TUE</b>	2343													1772	620
<b>WED</b>	2775													1735	589
<b>THU</b>	2249													1498	601
<b>FRI</b>	329														
<b>SAT</b>		698	607				111	182	293	19					

(cont.) Students who are on campus in the early mornings, late evenings and Saturdays currently have limited access to the Library and the Computer Lab. The addition of a Library Media Clerk will allow for expansion of library hours of operation, to meet those students' needs. The addition of a Library Media Clerk would allow the flexibility to extend library hours as needed, while maintaining appropriate staffing levels during high-use hours – 10 a.m. to 7 p.m. as indicated at left. Currently, after 5 p.m. the library is covered by only 2 full-time classified staff and 1 adjunct librarian.

2. Indicate how the content of the latest Program Efficacy Report and current EMP 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.

As shown in the latest EMP, the Library and Computer Lab have maintained their own statistics to track circulation of materials and number of computer lab checkouts. Additionally the library now tracks gate count, student success and retention of library users, and conducts an annual survey of users.

3. Indicate if there is additional information you wish the committee to consider (*for example, regulatory information, compliance, updated efficiency, student success data, planning, etc.*).

Title 5 of the California Code of Regulations ([§ 58724](#)) contains minimum standards for numbers of library staff and faculty based on student FTES. At 10,000 FTES, the SBVC Library should have 12 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?

Although a library may appear deceptively simple to a user, library operations are very complex. The SBVC Library is a 40,000 sq. ft., two-story building. Two public service desks require staffing for 61 hours a week. Currently, 5 full time classified staff are dedicated to customer services, and 2 full time back office staff are working below class to cover lunches, breaks, absences, and overtime. There are no full-time staff in the public areas of the second floor. Current staff are tied to the circulation desk and seldom have time to 'make rounds' upstairs to ensure appropriate library behavior. An adequate number of Library Media Clerks are necessary to a smoothly operating library. Without them, computer lab services and the library infrastructure falters, and 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.