

CLASSIFIED STAFF NEEDS ASSESSMENT APPLICATION
Fall 2016

Name of Person Submitting Request:	Ron Hastings, Celia Huston		
Program or Service Area:	Library Computer Lab		
Division:	Library & Learning Support Services		
Date of Last Program Efficacy:	Spring 2016		
What rating was given?	Conditional		
Current number of Classified Staff:	FT:	2	PT:
Position Requested	Library Media Clerk		
Strategic Initiatives Addressed: (See Appendix A: http://tinyurl.com/l5oqoxm)	Access; Student Success; Facilities		

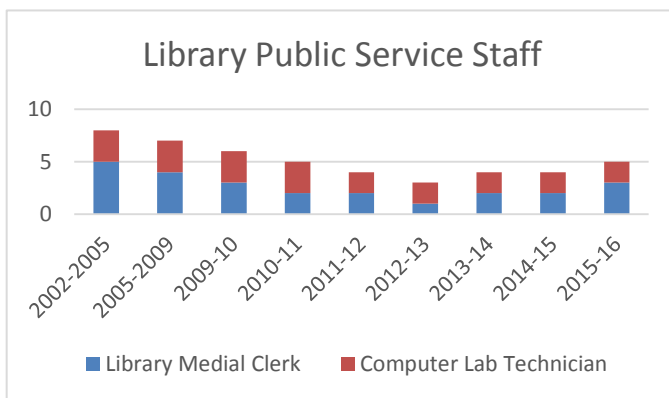
Replacement Growth

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
MON	2734													1822	525
TUE	2343													1772	620
WED	2775													1735	589
THU	2249													1498	601
FRI	329														
SAT		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 9 in the 2016 Program Efficacy, 9% of survey respondents felt that library hours of operation did not meet their needs. By Spring 2016 (as noted in the most recent EMP, above) that number had grown to 13%. As of Fall 2016 the library opens at 7:30 a.m. Mon-Fri, but any further expansion of hours (beyond 8:00 p.m. and on Saturdays) cannot be covered with existing staff.

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.