

Standard Seven: Library and Other Information Resources

The institution demonstrates sufficient and appropriate information resources and services and instructional and information technology and utilizes them to support the fulfillment of its mission.

DESCRIPTION

Consistent with the College's Mission Statement of being a comprehensive community college, to "prepare and sustain" students to be competitive members of the workforce and to maintain a commitment to foster and employ the use of technology to enhance teaching and learning, the College's Library and other departments providing information resources meet the necessary level to best serve students.

Library

The Library at Washington County Community College is centrally located on the second level in the main campus building occupying a 4000 square foot space. The library has a main holdings room with ample and comfortable seating areas, work tables and individual study carrels, and a periodicals room. There is storage space for equipment and resources and an office for the director as well as an office/workroom for staff. The overall Library space is conducive to studying and learning. The collection includes books, periodicals, magazines, media materials, and electronic databases. The Library provides eight computer stations for students to access. Holdings, resources and services are available to students, faculty, staff and the community. The Library is open fifty-six hours per week during the fall and spring semesters of the academic year and forty hours per week during school breaks and the summer. The Library hires work study students a total of 10-12 hours per week during the school year. The Statement of Library Mission and Services on the Library's webpage is as follows:

"The Washington County Community College Library provides accurate information services to students, faculty, staff and community members. Graduate professional librarians and trained support staff select, classify, organize, store and interpret materials. The Library purchases reflect a

variety of points of view and a range of print and non-print materials, such as, but not limited to, periodicals, books, electronic databases, software, maps, videos and audiocassettes. The professional staff helps Library patrons to research, interpret and use information by offering group and individual information literacy programs. The Library staff works closely with faculty to support curriculum needs and to provide a welcoming and respectful atmosphere where all Library users can receive professional services.”

The librarian supports students on an individual basis as well as collaborating with faculty to support the informational literacy needs and requirements of programs and courses. This is achieved by working with faculty to plan and coordinate class presentations and instruction on information literacy. The librarian provides additional instructional workshops during the College’s First Year Experience prior to the beginning of the academic year, Lunch and Learn seminars, all levels of Liberal Studies courses, technology courses, and faculty and staff professional development/orientation. Topics of instruction include information literacy, evaluating Internet resources, using NoodleBib, and subject specific information sources. One of the topics covered with students is the acceptable use policy for networks, computers and peripherals. The acceptable use policy is displayed each time a student logs onto a computer and the student must accept the policy in order to proceed.

The Library is a member of the Minerva consortium of libraries, an integrated Library consortium of more than sixty Maine libraries. Other resources include EbscoHost, Marvel!, AccessScience, and CQ Researcher. Services include circulation, book/materials reserve, interlibrary loan, computer access, photocopier, audio-visual equipment and materials, study space, reading room and art exhibits.

The Library is home to the College’s Visiting Artist Series that runs throughout the academic year. Each semester the Library displays the work of a local artist which is open for the whole community to enjoy.

A Library Committee supports the alignment of the College’s mission and vision with the Library. Faculty and staff are on the committee to provide assistance in reviewing and making recommendations for Library services and holdings.

The Library is staffed by a Director, Librarian, and work study students. The full-time Library Director possesses a Master of Library Science degree and the part-

time Librarian holds a Bachelor of Arts.

Instructional Technology, E-Learning and Distance Education Computers are provided for all full faculty at their office desks. Some faculty are provided laptops. Adjunct faculty are afforded a shared office with computer and phone access. Students have access to computers through dedicated labs, Library, and student lounges. The College provides wireless internet access throughout the campus and internet access is available in the residential apartments.

WCCC offers online and hybrid courses using WebCT (Blackboard) learning management system. Faculty also utilize WebCT in support of traditional campus based courses. The College schedules classes in three computer rooms with smart room presentation technology. Two additional classrooms have smart room presentation technology. Student computers and presentation systems are being incorporated into technical program shop areas for students to access real time technical information related to their trades. Courses in many of the disciplines make use of the technology and classrooms. The Library also provides two Computer on Wheels (COW) for faculty to use in classrooms. The Information Technology department supports students and faculty with both day and evening hours. Not only is the use of technology on campus more prevalent since the College's last accreditation, but the ways to deliver courses and use of technology in courses has increased. In addition to online, hybrid or blended courses, faculty are incorporating web-based technologies, digital recording technologies, and online management system technologies into their traditional courses.

In fall 2008 the College delivered thirteen online courses and over half of the faculty extensively used web-based technologies and learning management system technologies in their teaching. In the sciences and education disciplines, offers hybrid, online and face-to-face courses. In the fall of 2008 the College has 365 registrations for online courses which is a 43% increase over 2007. The College assigns a faculty member, given course release time, to provide online course support and services to both faculty and students. The Online Coordinator also manages the online course management system, WebCT, and supports online course development and training.

WCCC, through a Rural Initiative grant "Bring College to ME", is currently delivering medical assisting courses through the use of interactive TV (Polycom System). This initiative is designed to extend health related education services to

rural students. While the program is utilizing interactive TV in the initial phase the grant also supports the conversion of the program to an online e-learning program. The College is currently delivering two Polycom courses to the University of Maine at Machias campus. All WCCC classrooms are wired for interactive TV set-up. In 2007 the University of Maine Machias Calais Center moved its operations onto the WCCC campus and delivered a complete schedule of 300/400 level undergraduate courses through Polycom interactive TV delivery.

Instructional Media Services

The Library, IT, TRIO program, and the Study Center all provide instructional media services, technology and support for all programs and students. Library staff delivers audio/visual/computer equipment to classrooms and learning spaces. The IT department provides students and faculty with computer and “smart” room tech support in addition to network system tech support. The College is progressively updating its instructional classrooms to “smart” classrooms. “Smart” classrooms have instructor controlled internet access and display, data projection, DVD players, projection screens, whiteboards and faculty also have access to “smart board” technology.

WCCC supports students’ diverse learning styles and works to accommodate students with disabilities. As such, the College provides technology based academic support services. Through the use of technologies such as Plato Learning Systems, Kurzweil software, academic support websites, online resources and a laptop loan program, students receive a higher level of academic support services. Professional academic support services staff work closely with students on the effective use of assistive technology.

All students are assigned email accounts once they are registered for courses. Many faculty ensure students understand how to properly use email accounts. The IT department provides students, faculty and staff with the ability to remotely access resources of the College and Library, including database resources, catalogues, and limited network access.

APPRAISAL

Library

The Library budget increased in the last and current year to \$32,000 per year from the previous three year level of \$27,000 per year. Through budget increases and securing a \$38,000 Stephen & Tabitha King Foundation (May 2006) grant, the College has been able to significantly improve and increase holdings and materials for the liberal studies curriculum. In the field of early childhood education the Library has establish a strong children's book collection which is also made available to community members and interlibrary loan. WCCC continues to expand its holding and materials in the liberal studies and humanities areas as the College continues to expand its course offerings. As new programs are added to the College's offerings the Library works with faculty and academic affairs on effective Library support for program development. In addition to the on-campus collection of over 8,000 books and 110 journal, magazine, and newspaper subscriptions, Library patrons have access to resources in the Minerva online catalog, a consortium of over 60 Maine libraries that includes public libraries and academic libraries. WCCC Library patrons also have access, through MaineCat, to materials from other public and private college libraries, including University libraries, Maine Law Library, and the large deposit libraries in Portland and Bangor. Through the Bangor Public Library, books not available in Maine can be requested for interlibrary loan (ILL) from libraries all over the United States.

The Library is making an important and fundamental shift in some areas from print based resources to electronic resources. This is best reflected in periodical subscriptions and expanded access and use of web-based resources. In the summer of 2008, the College added Proquest Central and the Chronicle of Higher Education. Increased budgets have gone to strengthening, increasing and supporting the online databases available to students, faculty and staff. The College will work on ways to more formally include the Library in the planning processes at both the course level with department chairs and on the program level with academic affairs. The Library Director is included on the Community Council and has the opportunity to be involved in communication and input on broad based College planning. The Library continues to maintain an excellent working relationship with the faculty and with the Library committee in the areas of planning and resources development.

The Library receives support from work study students to assist in covering the fifty-six hour work week. This presents challenges in staff scheduling and coverage at the beginning of the semesters while work study students are hired and trained.

The Library is a learning space recognized as inviting for students to study, as a community art space, and as an informational resource with staff to provide services and support. In summer 2008 the Library became even more inviting with the addition of a new air condition and ventilation system.

Instructional Technology, E-Learning and Distance Education

One of the important developments for the College is a clear shift of long standing faculty and new faculty embracing the expansion of instructional technology and online learning to enhance traditional campus based courses. WCCC is making a commitment to expand opportunities, resources and training for the use of instructional technologies and e-learning. The College is working to bring the medical assisting program and the education program completely online over the next two years. While the College and many faculty are enthusiastic about these exciting developments, there is a recognition that greater long range planning, including the areas of technology development, academic planning, resources development, professional development and training, and budget planning is necessary for the effective integration of technology into the academic program. Discussions are occurring around staffing to support online and hybrid courses, e-learning methods and strategies, the College website as educational resource, and instructional technology integration.

The College's TRIO – Student Support Services program and Study Center provide for and support students' academic needs with the following resources:

- Kurzweil 3000 Assistive Reading Technology – 2 Stations + 1 in Library
- Plato Learning System
- Dragon Naturally Speak – 2 Stations
- Computer stations – 18
- Laptops for loan – 4
- Alpha Smarts for in class typing of notes – 1
- Tape Recorders

Some faculty use the Dragon Naturally Speak to record the course texts and work closely with academic support services to support student needs. There also faculty who digitally record their lecture and post them to a webpage for student access. Faculty and staff will in the 08/09 academic year be receiving training in the use and applications of Plato Learning System.

Computer services include:

- 165 Computers – includes student and staff computers
- Provide logons and passwords for all students and staff for access to E-mail and Portal services
- Coordinate portal access and services with Student Services and Northern Maine Community College.
- Maintain and update college wide network, student apartment network and campus-wide wireless network
- Acceptable Use Policy -displays when users logon to the network and requires acceptance for network access
- Training sessions for e-mail and portal use are held during First Year Experience
- Order, maintain, and troubleshoot instructional media
- Maintain and troubleshoot phone system

One of the most significant developments since the College's last accreditation visit is the strong partnership with Northern Maine Community College for the WCCC portal. The portal provides information and services to students, faculty and staff through a direct link to the College's student management system. The College and IT department has invested in the upgrade of the College's computer network system.

Instructional Media Services

The College supports a diverse range of instructional media services through a decentralized multi department approach. Departments that provide these

services include TRIO and Study Center, Information Technology, Library and Academic Affairs. Resources and services include the following:

- Polycom Video Conferencing System – 4 systems used for teaching courses, statewide intercampus meetings, and use by outside agencies
- WebCT Courses – 10-15 per semester,
- Hybrid WebCT Courses – WebCT + some on campus classes
- Technology Mediated Courses – 9 or more per semester, teacher uses online course management system for delivery of lessons or assignments to supplement and serve as back-up for class cancellations.
- Smart Classrooms – 5 classrooms with teaching stations setup with computer, monitor, digital projector, screen, DVD player
- Digital Audio Recorders – online access of classroom lectures for students
- Provide audio/visual equipment and service to staff
- Equipment is picked up by staff, set-up in some cases for staff and community groups
- Services are provided by Library & IT
- Portable laptop and digital projector set-up, TV/VCR/DVD, digital camcorder, screens, overhead projectors, CD players

The addition of “smart” classrooms has encouraged the use of technology, with instructors using less time setting up equipment and presentation, as well as students have easier access to resources for class presentations. The development of smart classrooms reduces the demands on the Library for portable technology systems.

PROJECTIONS

1. Dean of Academic and Student Affairs and Department Chairs will ensure an increase in the breadth and depth of technology training and professional development for faculty.

2. Develop and implement an assessment tool and process to evaluate student technology skills and use. Based on assessment develop a plan to enhance student education in technology use.
3. Library Director, Dean of Academic and Student Affairs, and Department Chairs initiate the pilot of two programs to assess student development of information literacy to be completed by end of the 2009/2010 academic year.
4. Based upon the outcome of a College community meeting to review standard seven the Library Director, the Library Committee, and Department Chairs will develop a proposal for an information literacy across the curriculum initiative. Proposal will be presented to the Community Counsel by the end of the 2009/2010 academic year.
5. Develop a comprehensive online education plan to include: institutional online/distance education philosophy, learning management system upgrade or change, technology infrastructure, faculty development, technology tools, student assessment, course integrity/academic accountability and student enrollment and support. Draft plan to be presented in September 2009.
6. Continue to expand and improve the Library holdings, improve information services, and undertake discussions and planning how the Library evolves into the future to best serve the College, students, faculty, and the community.
7. Increase Library staffing, as financial resources become available. Given the pending funding reductions at the State level, this may not be immediately possible, but will remain a priority.