CJCLS Newsletter

Community and Junior College Libraries Section of the Association of College and Research Libraries
a division of the American Library Association

Be sure and attend the CJCLS/Distance Learning Section's very special program

E-Research Businesses:
Value Added... or Virtually Redundant?

Saturday, June 15, 2002,
1:30 – 3:30 pm
Room to be announced

A discussion for professionals concerned about plagiarism, duplication of resources, marketing of library services, and information competency. With a panel of knowledge experts and information executives

Moderated by:
Michael Patrick McManus,
Co-Anchor, CNN Student News

Keynote Speaker:
James Neal
Vice President for Information Services and University Librarian, Columbia University

Featuring:
Troy Williams
Founder and CEO, Questia Media

Susan Swords Steffen
Director, A.C. Buehler Library,
Elmhurst College*

*The Elmhurst College Library has subscribed to Questia to provide access for the College's students. See the *Chicago Tribune* article, "Elmhurst college to connect students to Web-based library" July 11, 2001, Sec. Bus., p.4.

CONTINENTAL BREAKFAST AND CJCLS/EBSCO AWARDS ANNUAL MEMBERSHIP MEETING

8:30 – 9:30 A.M.
SATURDAY, JUNE 15

Join with CJCLS colleagues in honoring the winners of the Leadership and Program Achievement Awards Sponsored by EBSCO Information Services

Tour the New LRC at the Dunwoody Campus

Georgia Perimeter College, Dunwoody, Georgia
Monday, June 17
Plans are to leave for the Dunwoody Campus at 8:30 a.m. and to return to the Atlanta Convention Center by 1:00 p.m. A continental breakfast will be provided by the College, and a box lunch will be part of the tour price. For further information: Lora Mirza, Reference/Collection Librarian, GPC Dunwoody (mmirza@gpc.peachnet.edu or 770-551-3046 or 3195).

CJCLS Meetings — Atlanta Conference	
Friday, June 14	Standards Committee: 2-4 pm
Saturday, June 15	Membership Meeting & EBSCO Awards 8:30 - 9:30 Joint Program with DLS 1:30 - 3:30
Sunday, June 16	Executive Board I 11:30 - 12:30 All CJCLS Committees 2-4 CJCLS/NCLR Joint Discussion 2-4 Nominating Committee 2-4
Monday, June 17	CJCLS Library Tour A.M. (See right column)
Tuesday, June 18	Executive Board II: 8:30-11 am

All members are invited to attend the Executive Board sessions and the All Committees meeting. Attendance and input is especially encouraged at the Friday Standards Committee meeting.

Community College Libraries, Issues of Accreditation Standards and Information Literacy: The Push from California and the Drive to Carry the Day at ACCJC

By Friedrich K. (Fred) Brose, Associate Professor, Library Services (fbrose@rccd.cc.ca.us)
Riverside Community College District (CA), Moreno Valley Campus

On September 10, 1999, Dr. David Wolf, former Executive Director of the Accrediting Commission for Community and Junior Colleges ((www.accjc.org)of the Western Association of Schools and Colleges (www.wascweb.org) was available for questioning at Riverside Community College. Among other comments, he pointed out that the number of physical books in libraries may become irrelevant in view of the growth of electronic resources, and the American Library Association's *Standards for Community Colleges* (www.ala.org/acrl/guides/jrcoll.html) were of little interest to him.

The attitude expressed by some influential people in education, namely that the Internet and some data bases can replace libraries and thus save colleges money, must be of concern to us. We must gather arguments to "educate" people at the top that libraries continue to be essential in the educational process of students, even in the digital age. One attempt in gathering arguments on the importance of academic libraries has been made in the extensive webliography by Topsy Smalley, Monterey Peninsula College (CA) Library (www.topsy.org/ICChronology1.pdf and then see "Appendix B").

Results at Southern Association of Colleges and Schools (SAC)

Around 1999/2000, some concern was expressed on the cjc-l@gpc.peachnet.edu listserv that the Southern Association of Colleges and Schools (www.sacscoc.org) wanted to eliminate all references to libraries in their revised accreditation standards. Protests did produce results because the Standards as approved on December 11, 2001 (check the foregoing web site under "Selected Policies…" and then "Principles of Accreditation" and finally Section II,) mentions "library" under "Core Requirements" in Point 9; and again under "Programs – Library and Other Learning Resources" in Points 25 to 27, on page 14.

If we community college librarians ignore that the world is changing, we may indeed disappear. So we better get used to lobbying, to advertise or "sell" ourselves, and we certainly have to start documenting our worth to the learning outcome of our students no matter how difficult this may be. Finally, Information Competency is not the prerogative of libraries, but if we lead this movement, we also will grow with it, and libraries will thus gain in importance.

Assessment and Information Literacy

At a meeting on January 10, 2000, the minutes of the National Forum on Information Literacy (www.infolit.org) state, "5. Updates on Efforts within Regional Accreditation Organizations: All regional accreditation agencies have been contacted by ACRL in regards to its new information literacy standards [www.ala.org/acrl/ilcomstan.html] and their input sought on the current draft. Some [accrediting] agencies are already including information literacy as part of critical thinking skills packages. Current efforts within the Council of Higher Education Accreditation (www.chea.org) and [its] regional accrediting organizations are focused on student learning outcome assessments, and distance education. This presents opportunities to integrate information literacy specifically into standards. For example, Middle States recently sent out a questionnaire related to 'virtual' universities that asked among other things, 'Are any models of information literacy tutorials exclusively for Internet remote use considered exemplary within the profession?' Also, the Western Association of Schools and Colleges is redoing their criteria and will reference to information literacy as a key learning outcome…" (www.infolit.org/meetings/nfil-summaryjan1000.html).

Information Literacy at the Council for Higher Education Accreditation (CHEA)

The Council for Higher Education Accreditation (www.chea.org represents six (or eight, depending on how you count) regional accreditation agencies. CHEA itself was formed in 1996 to strengthen higher education (www.chea.org/About/Recognition.cfm) and to "continually reassesses accreditation practices." CHEA is also recognized by the U.S. Department of Education (www.ed.gov).

Apparently in a continuous effort to improve the accreditation process, CHEA's regional accreditation agencies have recently rewritten their accreditation standards, and at least two of them included "Information Literacy" in their standards: (a) the Middle States Commission on Higher Education (www.msache.org) and (b) the Accrediting Commission for Senior Colleges (www.wascweb.org/senior/handbook.pdf). Pertinent Information Competency sections have been enumerated in www.topsy.org/ICChronologya1.pdf

Currently, the Accrediting Commission for Community and Junior Colleges (ACCJC) (www.accjc.org) is revising its standards. "Draft A" of August 29, 2001 mentioned libraries only once, while "Draft B" of February 14, 2002 mentions libraries/librarians a dozen times, mostly by changing the phrase "Learning Support Services" to "Library and Learning Support Services." But "Draft B" does not yet include anything on Information Competency. The Learning Resources Association of California Community Colleges (LRACCC) *Intercom Newsletter* (www.lraccc.org/intercom.html) of February 2002 carried some articles on Information Competency and announced two meeting with ACCJC officers (the latest issue is available to members with a password, back issues have an open access.)

Learning Resources Association of California Community Colleges (LRACCC) and the Accrediting Commission for Community and Junior Colleges (ACCJC)

LRACCC's meeting with ACCJC officers in Southern California at Cerritos College on March 1, 2002 had the topic: "What You Need to Know about the NEW Accreditation Standards: Measuring What Matters." The main event was an open dialog with ACCJC officers on Information Competency. There is no time to lose because the revised Standards are expected to be adopted in San Francisco on June 9, 2002.

About 30 LRACCC members were present to discuss Information Competency with Dr. Barbara Beno, ACCJC Executive Director; Dr. Gari Browning, ACCJC Associate Director; and Dr. Carter Doran, consultant extraordinaire, who as editor is actually writing the new Standards. About half of the LRACCC members spoke up on behalf of Information Competency, and perhaps the best points were made by Ruth McKernan ruthm@glendale.edu of Glendale College, and by Bonnie Gratch bgratch@ccsf.cc.ca.us and Rita Jones rjones@ccsf.cc.ca.us both of San Francisco City College.

The ACCJC officers started by giving an overview of the accreditation process and of the proposed new Accreditation Standards, most of the time was spent in debating Information Competency, while the remainder dealt with measuring student learning in libraries. The meeting was followed by a workshop based on Bonnie Gratch Lindauer's August 2000 book, *Measuring What Matters: a Library/LRC Outcomes Assessment Manual,* available from www.lraccc.org and then see the section on "Publications."

The ACCJC Standards are being re-organized from ten to four standards. The current 10 standards have a cross index to the proposed new 4 Standards on the www.accjc.org website. The 4 Standards enable a "holistic" view of a college (in contrast to the present 10 fragmented views.) Otherwise, nothing much has changed besides a new focus on student learning outcome measurements, distance education, and involving everyone on campus in an ongoing dialogue of the institution. Even in libraries, we now have to become concerned about student learning outcomes, under the guidance of ACCJC.

Standards are "best practices" and are constantly evolving. The institution's evaluation every six years represents a snapshot of the institution's ongoing efforts. We now have "to explain ourselves to the public," and in the ongoing commercialization of education, students are now the consumers.

ACCJC and Information Competency
ACCJC officers were very interested in and receptive to the concept of Information Competency, and they took note that the Accreditation Standards of the Middle States Commission on Higher Education (www.msache.org) as well as the Accrediting Commission for Senior Colleges of the Western Association of Schools and Colleges (www.wascweb.org/senior/) include Information Competency. Dr. Carter Doran asked repeatedly how to incorporate "Information Competency" in the ACCJC Standards on which he is working as the editor.

My personal and subjective impression of the friendly and informative meeting was that there is a good chance of us seeing Information Competency mentioned in the proposed new Accreditation Standards, but we certainly should not yet take it for granted. A colleague suggested that organizations representing interests of California community college libraries, such as CCCCO, LRACCC, CLA-CCIG, CARL-CCIG, should support our efforts by writing letters to ACCJC explaining the importance of Information Competency in the Digital Age. The second LRACCC meeting with ACCJC officers in Northern California on March 22, 2002 will hopefully resolve the remaining questions.

California Information Competency Requirement Possible Soon
In related developments, the Council of Chief Librarians of the California Community Colleges stated in its February 2002 online *CCL Outlook Newsletter* on page 8. "It is anticipated that Information Competency will be adopted as a graduation requirement by the California Community Colleges Board of Governors at their July meeting, with an effective date yet to be set (perhaps July 2003)." (www.cclccc.org)

Also, the California Masterplan for Education (www.sen.ca.gov/masterplan/) is currently undergoing hearings in the California State Legislature. Some lobbying has been attempted to have Information Competency included in the Masterplan. If this happens, it would strengthen our arguments to have Information Competency also included in ACCJC accreditation standards. Stephen Blake, Chief Consultant to the Joint Legislative Committee to Develop the California Masterplan for Education Stephen. Blake@sen.ca.gov suggested how we may be able to lobby, "There are a number of venues through which your issue may still be addressed. " He identifies two relevant hearings and then adds, " In addition, you may wish to formally address the committee through the E-testimony link on our website. Finally, there will be numerous hearings on the Master Plan draft documents) across the state following its release in early May."

Need for Assessment
Last, the *Journal of Academic Librarianship* (Jan/March 2002, vol. 28 #1, p. 14-25) published, "Comparing the Regional Accreditation Standards: Outcomes Assessment and Other Trends," by Bonnie Gratch Lindauer that states, "Title IV of the 1998 Higher Education Amendments requires universities receiving federal monies to have an outcomes assessment plan that includes a review of the institution's success with respect to student achievement…" This is obviously what Dr. Beno from ACCJC referred to during the LRACCC meeting at Cerritos College (see above.) Gratche's paper addresses the following points: "[a] Identification of overall trends in accreditation affecting libraries and information resources. [b] A comparison, with examples of supporting text, of how outcomes are represented... [c] A description of how the standards … reference distance learning… [and d] Observations and suggested recommendations for academic libraries…"

Smalley and Gratch Lindauer Receive Grant The February 2002 issue of *CCL Outlook Newsletter* www.cclccc.org reported, "*Topsy Smalley* (tosmalle@cabrillo.cc.ca.us) Monterey Peninsula College Library, and *Bonnie Gratch* (bgratch@ccsf.cc.ca.us) City College of San Francisco, have received a grant to develop a valid assessment tool for information competency." Smalley maintains a website on Information Competency (www.topsy.org/infocomp.html) while Gratch Lindauer is on the forefront of exploring what ACCJC is now expecting of us: measuring what students are actually learning in the California community college libraries.

Editor's Note: This article is a result of Brose's contributions to a series of e-mail exchanges regarding the development of information competency programs and related issues on the CJC-L Listserve.

The CJCLS list (CJC-L) has been increasingly used for discussions of issues facing community college libraries and to gain information and practical ideas from colleagues. To join the list, subscribe to:

LISTSERV@DEKALB.DC.PEACHNET.EDU

In the body, write SUBSCRIBE CJC-L firstname lastname

CJCLS appreciates the support of DeKalb College, Georgia, for hosting the Section's list.

OCLC HOLDS COMMUNITY COLLEGE MEETING AT ALA MIDWINTER

OCLC Vice President for Member Services George Needham and Linda Arnold, Program Manager for Member Services, met with a dozen community college members to move the conversation forward regarding the special issues and interests community colleges may have with OCLC. This conversation began at the ALA conference in San Francisco, and continued with a meeting at OCLC in the fall.

Needham announced that there was a budget proposal for the formal creation of an OCLC Community College Library Advisory Committee. He asked that those present volunteer, if interested, and give him names of others they would recommend. The committee should be balanced regionally and among networks.

Arnold reported that letters had been sent to the college presidents of all those who attended the fall meeting at OCLC. She got letters back from several thanking them for the information.

In the discussion that followed there was an emphasis on the role OCLC plays in providing technical education for librarians. The importance of training outside of the graduate degree programs was stressed, especially for the LTA programs on community college campuses. This is an area of service to be investigated with OCLC.

OCLC is now marketing to types of libraries, and trying to address their special needs.

It was suggested that OCLC President and Chief Executive Officer Jay Jordan write to college presidents, CEO to CEO. A college's relationship with OCLC is a partnership, and should be so recognized and supported as such. This might be helpful in getting additional community college members to join OCLC. Even if a college does not join OCLC, there will be more awareness of the issues involved in these services.

OCLC is especially looking to its different constituencies to help keep the organization up-to-date on changes going on within the various library communities. There was considerable discussion about financial issues that colleges are facing in the downturn of the economy and in the wake of September 11. This is especially true in Florida with its tourist-based economy.

Needham and Arnold indicated that they plan to hold a meeting again at OCLC in the summer, and also at the ALA Midwinter meeting. After this successful start in opening communication, they plan to have some very focused topics at future meetings.

COMMUNITY COLLEGE LIBRARIANS ATTENDING THE MIDWINTER OCLC MEETING

Susan Anderson, Director, St. Petersburg (FL) Junior College

Greg Atkins, Director, Sacramento (CA) City College

Paul Dumont, Director, Education Resources Support Services, Dallas (TX) County Community College District (OCLC Members Council delegate, 2001-2004)

Bernard Fradkin, Dean, College of DuPage (IL) Library

J. William Locke, Librarian, Harold Washington (IL) College Library

Lenora Lockett Director, Delgado Community College (LA)

Richard Madaus, Director, College Center for Library Automation, (FL)

Susan Maltese Librarian, Oakton Community College (IL)

Carolyn Norman, Coordinator, Library and Learning Resources Program, Chancellor's Office, California Community Colleges

Marianne Rough, Professor/Librarian, Prince George's (MD) Community College Library

Richard Shaw, Director, Technical College of the Lowcountry Library (SC)

Cynthia Steinhoff, Director, Anne Arundel (MD) Community College Library

David Voros, Dean, Learning Resources, Lehigh Carbon (PA) Community College

Marie Zimmerman, Dean of Instructional Resources, Highline (WA) Community College (OCLC Members Council Delegate 2000-2003)

Carolyn Norman (L), California Community Colleges, and Lisa Beinhoff, Pennsylvania State - Du Bois Campus, meet with the Research and Publications Committee at the Midwinter 2002 All Committees session.

Officer and Committee Reports (Edited From Draft Minutes of Executive Board Meetings and additional reports from the chairs):

<u>Officers:</u>
Chair: David Voros indicated that Middlestates is heavy in outcomes assessments. (See Fred Brose's article in this issue on the national move to outcomes assessment.)
Voros and Vice-Chair Cynthia Steinhoff attended an All Sections Chairs /2003 Meeting at which one section proposed that we no longer have committee meetings at Midwinter; but communicate electronically. This would be a dramatic change in the nature of the Midwinter Meeting. Any such movement raises serious issues regarding ALA income and the attendance of exhibitors. Many sections are finding that committee members simply can't attend because of lack of funding and increased meeting costs. Fewer members apply to committees because they know they will not be able to go to conferences.

Vice-Chair: Cynthia Steinhoff will finish getting volunteers for CJCLS committees after Midwinter, but is finding it difficult because of the conference attendance requirement. CJCLS committee volunteers are being told that they do not have to attend all meetings. The Section needs to promote having everyone's e-mail addresses. Maybe Web CT can be used for a chat room type of meeting. The Technology Committee is already full, but some committees need members badly.

<u>Standing Committees</u>
Bibliographic Instruction: (Chair Barbara Alper) The Committee will try to review websites and add them to the CJCLS website. They plan to link to LOEX. The Committee will contact OCLC to find out if OCLC pathfinders can be made available to us.

Library Technical Assistant Education: (Chair Linda Slusar) An informal e-mail group is working together. Slusar is on the COPE III (Conference on Professional Education) Steering Committee for the conference scheduled for spring, 2003. There is a possibility that a meeting of 100 delegates would take place at the College of Du Page. She plans to use the ideas and talents of the LTA Education Committee members to provide input for the COPE III. Planning process. This conference will focus exclusively on education and professional development issues for library support staff.

Technology: (Chair Linda Winters) The Technology Committee talked about the website. Members felt it did not need any major changes. They would like to put up a page for each committee and would like input from the committees so that they could do this. A page is needed for planning and procedures. They are trying to do a web publication on technology plans and are trying to find colleges who have current technology plans so they can link to them. In some colleges, the library technology plan has been wrapped into the College's technology plan. The need for an executive list for our web page was discussed.

Newsletter Editor: (Editor Susan Maltese): The Executive Board has been seriously interested in moving to an electronic-only newsletter and ACRL would be very supportive of this. However, at the time of the fall publication, only about one-half of CJCLS Members had listed their e-mail addresses. We cannot cut off any of our membership, so must continue to print a newsletter. The lack of e-mail addresses may also be why so few many people re-

sponded to the request for volunteers for committees. There is a question at ALA of how to treat member requests not to allow use of their e-mail. Does this mean that it can't be used for a variety of purposes within ALA? Maltese will pursue these concerns with ACRL.

At the ACRL meeting for newsletter editors, it was reported that another section has already gone all electronic. Others are also already posting their newsletters on their Web sites. The Board agreed that the Webmaster will begin to put our newsletters on the CJCLS website. The archival records are being kept by ACRL, so a decision will need to be made about how many issues to keep on the Section's site.

Nominating Committee (2002-03): (Chair Kathryn O'Gorman) The Committee had had a full slate; but because of a resignation needed another nominee for Vice-Chair/Chair Elect. Marianne Rough accepted the nomination for Vice-Chair/Chair Elect.

Research and Publications Committee: (Chair Lisa Beinhoff) The Committee discussed changing the focus from being format based to more content based. There is a question of reopening the proposal for the CJCLS Guide for Technology since the last one accepted was never done. The Guide series publications have been very successful, but involve a tremendous amount of work. Ann Rosell is going to look into getting permission to create a publication that is more like the ARL SPEC kits. The Committee is also exploring new ways of publishing the type of information found in the old *Books for Community College Libraries.* Beinhoff will pursue the question of 2-year college bibliographic essays in *Choice.* CJCLS guides are a lot of work. The Committee will try to put together current readings for the newsletter and web-based publications that could be up updated.

<u>Ad Hoc Committees</u>
Conference Program Planning Atlanta, 2002: (Chair David Voros) The program in Atlanta will be "E-Research companies – Value Added or Virtually Redundant?" Jim Neil will pull together the material and there will also be a panel. Questia, Xanadu, etc. companies will be included on the panel. There will also be a trial run for one of these services and a report on surveys that were taken by students, faculty, etc.

LRC Tour Atlanta, 2002: (Chair Lora Mirza) The new LRC at the Dunwoody Campus, Georgia Perimeter College, was proposed and accepted by the Executive Committee. It was clarified that Mirza must work through ACRL which needs to approve contracts and requires a certificate of insurance. An amount of $15 was suggested to cover a box lunch and the bus. Mirza will have to work out what the costs will be. It was noted that the tour planned for the 2000 Chicago conference did not go because the numbers were not high enough to pay for the bus.

Conference Program Planning Toronto, 2003: (Chair Cynthia Steinhoff) The 2003 Committee has been set up, but has not yet met. Assessment will be the theme of the program. Very specific time slots have been planned. We want our usual Saturday morning slot, but new ALA programming parameters would require reserving 8:30 to noon. Since we usually have our breakfast, business meeting, and award presentation before our program timing works very poorly. The Committee and other groups will be appealing to ALA for a change to its new program schedule. It was suggested that the Committee look to the Bibliographic Instruction Section for co-sponsorship.

Standards: (Chair Cary Sowell) The Committee is now working on quantitative measures and the title of the document. There is interest in the adoption of one set of standards for all three types of libraries. Question – how could we use the same set of standards for all 3 types of libraries? Response - Outcomes assessments are the same. The library's mission has to be based on the College's mission. The Committee is asking for responses to their draft. It will be on the CJCLS list.   5

ACRL Liaison to the AACC Commission Report from 2001

Julie Todaro, Austin Community College (TX), reported that the liaisons are working on a new job description that will clarify their role as liaisons from other educational organizations to the AACC.

The NCLR document, "Library and Learning Resource Center Programs," was a major topic of discussion at the November,2001, meeting of the Commission. This document is a policy statement that NCLR is hoping the Commission will endorse and send forward to the AACC Board for final approval. Most Councils of AACC already have such policy statements. Mary Carr, NCLR president, and Cary Sowell (representing Todaro) were there to participate in the presentation and discussion.

The draft presented has been revised based on the Commissioners' concerns, and will be presented in April, 2002, at the AACC meeting in Seattle. Carr and Todaro will be there to meet with the Commissioners for the next presentation.

Todaro noted that at the April 2001 Commission meeting, a discussion paper from the National Council of Instructional Administrators was presented entitled "The Breckenridge Experience: Reframing the Conversation about Student Success". Libraries were not clearly included in this document, which presents an opportunity for NCLR, as an AACC Council, to open a dialogue about the importance of libraries and librarians to student success.

(The above information is taken from the *ACRL Liaison Report* to ACRL by Julie Todaro and Cary Sowell.)

@ your library Campaign

ALA's @ your library campaign has been broadened to include academic libraries. There was a meeting in January to begin planning a retreat for about 40 academic librarians in October, 2002. Linda Slusar, Library Technical Assistant Education Committee Chair, is a member of this Task Force. The goal is to plan a campaign that articulates and markets the value of the unique contributions academic and research libraries make that no other type of library makes. Results may include materials that ACRL members can use to enhance their value and visibility.

At the time of *Newsletter* publication the complete list of participants was not available, but it was known that in addition to Slusar, David Voros, Susan Maltese, Paul Dumont, and Rita Jones have been invited to attend the October conference sponsored in conjunction with 3M. A complete list of community college participants will be in the fall *Newsletter.*