

# CJCLS NEWSLETTER

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

Fall 2003

Vol. 19, No. 2

## Report From the CJCLS Chair

Marianne C. Rough  
Prince George's Community College

As Chair of CJCLS, I have been off to a "running start," which is an interesting choice of words, since I have spent most of this time in a wheel chair, recovering from surgery. I truly appreciated having my CJCLS work to do while being away from my job for 3 months.

I hope to see you all in San Diego and Orlando during my term of office. We have lots of exciting plans.

### San Diego

Our Friday evening "get-together" in San Diego is being planned by Carolyn Norman, California Community Colleges Chancellor's Office. We will not only have dinner, but a reception and tour at the new San Diego City College Library (<http://www.sdcity.edu/library/about.asp>).

Our meetings for Midwinter are open to all (excluding Awards and Nominations) and anyone interested in community colleges is welcome to attend. Bring ideas, concerns, or just listen to our plans.

### Orlando Annual Conference

We have been working hard on making Orlando 2004 very special for CJCLS. Pat Henderson, Valencia Community College, and Sheila Hill, North Florida Community College, are planning our Friday Dinner at a restaurant within walking distance of the Convention Center.

Our CJCLS program in Orlando is well underway, with commitments from all panelists. The theme of our program will be to follow information literacy training through a student's educational career, "Bridging the Gap" from high school through the graduate/post graduate level, (including lifelong learning). Our tentative title is: "Bridging the Gap: Methods of Information Literacy and Tutorials."

Our plan is to include speakers, in a panel format, from the following levels: High School, Community College, Four Year College/University, and Research University. The speakers will be Imogene Zachery,

Prince George's Community College, who has developed an information literacy tutorial; Sara Crest, Albert S. Cook Library, Towson University, who has implemented an information literacy program "across the curriculum"; Maira Bundza, Western Michigan University, who has co-developed the online tutorial, "Searchpath"; and Mary Smither, Head of the Media Center at George Jenkins High School, Lakeland, FL, who will speak about her experiences with Information Literacy on the High School level. These panelists are now planning with each other to create an exciting program for us. It should be a "crowd pleaser". We are planning for 250 people.

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## San Diego Midwinter Meetings

### CJCLS All Committee Meeting

(Standards Committee will meet with All Committee Meeting)

Saturday, January 10, 2004  
8:30-11:00 am

### Conference Program Planning - Orlando 2004

### Conference Program Planning - Chicago 2005

(In same room as All Committee Meeting)

Saturday, January 10, 2004  
11:00-12:00 noon

### CJCLS/NCLR Joint Discussion Group

Saturday, January 10, 2004  
2:00-4:00 pm

### CJCLS Executive Committee I

Sunday, January 11, 2004  
9:30-11:00 am

### CJCLS Awards Committee

Sunday, January 11, 2004  
2:00-4:00 pm  
(Closed Meeting)

### CJCLS Executive Committee II

Monday, January 12, 2004  
8:30-11:00 am

## 2003 COMMUNITY COLLEGE AWARD WINNERS



Mary Carr (right), CJCLS/  
EBSCO Leadership Award winner,  
and  
EBSCO representative, Mary Hoyle

### EBSCO AWARDS

Each winner received a citation and \$500 donated by EBSCO Information Services.

#### *CJCLS/EBSCO COMMUNITY COLLEGE LEARNING RESOURCES LEADERSHIP AWARD*

Mary Carr, Spokane Community College

#### *CJCLS/EBSCO COMMUNITY COLLEGE LEARNING RESOURCES PROGRAM ACHIEVEMENT AWARD*

Baton Rouge Community College

#### *ACRL/BLACKWELL'S BOOK SERVICES EXCELLENCE IN ACADEMIC LIBRARIES AWARD*

The winner received a citation and \$3,000 from Blackwell's Book Services.

The City College of San Francisco's  
Louise and Claude Rosenberg, Jr., Library  
and Learning Resource Center

To apply for the 2004 Excellence in Academic Libraries Award, go the ACRL Awards website. In addition to directions for applying, you can look at the applications of the previous winners. Deadline for submission is December 5

### **Nominate Now for the 2004 CJCLS/EBSCO Community College Learning Resources or Library Achievement Awards for Programs and Leadership**

- Nominate a CJCLS member, active or retired, whose leadership efforts should be recognized.
- Nominate a library program that stands out in community college innovation, or an individual who has been outstanding in providing program leadership. **Yes, you can nominate your own institution.** You can also nominate a unit, committee, etc. within your learning resources/library or from any other institution. For this program award, an individual may be nominated who is not a CJCLS member.

All of you know what is going on in your own states and consortiums where community colleges and their librarians may be playing a major role. It would be great to give them – and community college leadership and innovation - national recognition! And if that person is YOU, nominate yourself, or ask a colleague to nominate you.

Through the generosity of EBSCO Subscription Services, these two annual awards recognize significant achievement in the areas of programs and leadership through a \$500 cash award plus citations for each award winner. Individuals or groups from two-year institutions, as well as the two-year institutions themselves, are eligible to receive awards. **Leadership award applicants** should demonstrate achievement in promoting learning resources/library programs or services locally or through professional organizations associated with the mission of community, junior, or technical colleges. Nominees for this award must be members of CJCLS or, if retired, have been active members during their career. **Program award applicants** should demonstrate achievement in developing an innovative, significant learning resources/library program. The nominee does not have to be a member of CJCLS.

**All nominations should consist of the nomination form (available online at the ACRL Awards website), a narrative letter describing the achievements, and any supporting attachments. Send five (5) copies of the nominations to Paula Asch, 102 California Trail, Brown Mills, NJ 08015. Please contact Asch with any questions or concerns at: 800-233-3401,x207, Fax: 215-382-0022 e-mail: asch@palinet.org. Deadline for submissions is December 5. Nominations will be kept on file for three consecutive years.**

*WATCH FOR DETAILS OF THE CJCLS MID-WINTER FRIDAY DINNER  
AND A TOUR TO THE NEW SAN DIEGO COMMUNITY COLLEGE  
LIBRARY*

*ON THE CJCLS LIST OR THE SECTION'S WEBSITE  
(Go to ACRL Website, Click "About ACRL")*

**To join the CJCLS list (CJC-L). Subscribe to: [LISTSERV@GPC.PEACHNET.EDU](mailto:LISTSERV@GPC.PEACHNET.EDU)  
In the body, write SUBSCRIBE CJC-L firstname lastname**

Thanks to Georgia Perimeter College for hosting the list

Thanks to Glendale Community College for its years of hosting the Section's Website, now housed at ACRL

## **O'Gorman Covers LibQual+™ and OhioLINK For CJCLS Toronto Program**

In spite of the loss of several speakers for the CJCLS program in Toronto, the Section provided an excellent program, followed by good U. S./Canadian discussion. The program was saved by Kathy O'Gorman, Cincinnati Technical College, who agreed nearly at the last minute to be the entire program instead of just one of the speakers.

O'Gorman spoke on the use of LibQual+™ (<http://www.libqual.org/>) in Ohio, emphasizing the experiences of her college and other Ohio two-year and community colleges that are part of OhioLINK. Cincinnati Technical College is one of the OhioLINK college libraries involved in the second year of a three-year grant using LibQual+™ to help them assess and improve their services. The survey asks respondents to access three different types of feelings on a nine-point scale. Those being surveyed can link directly from an e-mail message.

The LibQual+™ survey is web based and has 25 questions in 4 categories covering aspects of library service. It was originally developed for research libraries, but some questions have been changed so that it can be used more broadly among academic libraries. OhioLINK has added some questions of special interest to Ohio libraries. Since the survey must be done by e-mail, if an institution doesn't offer access to students via e-mail, the library can't participate.

O'Gorman noted that some questions did not relate well to two-year colleges, and those surveyed could not answer them. One of the issues raised is the tone of the survey. For example, it seems to push quiet instead of active-group study. There is a free-text section for comments, which is very useful on the local level. One of the difficulties in doing these surveys has been getting enough respondents to be meaningful.

The ability to access the survey and complete it from off campus is seen as a problem and significantly affects the response level. Either the intended audience doesn't access the survey off campus even though they can, or they have a technical problem from home. The survey owners know they need to work on developing a more effective way to reach this increasingly important group of users.

LibQual+™ was developed by the Association of Research Libraries (ARL) in conjunction with Texas A&M University Libraries under a FIPSE grant. OhioLINK has subsidized the use of the survey by its members up to fall, 2003. Some kind of sliding scale will be developed by ARL for the future.

LibQual+™ is now used by more than 400 libraries, and is on its way to becoming a national measure. However, the survey is intended to be used for the assessment of an individual library. There are unresolved issues regarding the publication of results and using the survey for comparisons.

## **Officer and Committee Reports and Other Business from the CJCLS Executive Committee Meetings, Toronto Annual Conference** ( *Edited from Draft Minutes* )

Dave Dowell reported on COPE (Congress on Professional Education), which was hosted by the College of DuPage May 16-17. The full report from the Congress is available at [http://www.ala.org/Congress/3rd\\_congress/index.html](http://www.ala.org/Congress/3rd_congress/index.html)

He had two action items to suggest: 1. That a thank you be sent to OCLC (Jay Jordan, George Needham) for providing funds for library technical staff programs. 2. A proposal that we recommend to ACRL that there be a library technical education educator to the ALA Committee on Education and the Education Assembly

Dowell's recommendations were accepted. There will be a follow up with the necessary paperwork for a resolution to ACRL to support a liaison to the Committee on Education and the Education Assembly. Dowell agreed to complete the form.

Mary Carr spoke about the role for CJCLS in the new Scholarly Communications Committee of ACRL.

Chair Cynthia Steinhoff brought the Committee a request from Carla Hayden, the incoming ALA president, for input from all of ALA on the issue of "equity of access." Members of the Executive Committee indicated an interest in showing support for "equity of access" in some way, and Bernie Fradkin suggested that we produce a teleconference. It was agreed that we support this idea and communicate to Carla Hayden that community colleges do support equity of access.

### **OFFICER REPORTS:**

**Chair:** Steinhoff reported on the preparation for the Toronto conference. The CJCLS program ran into problems when speakers had to bow out due to travel funds being cut or the fear of SARS. The program did go on because the remaining speaker, Kathy O'Gorman, gave the entire program.

**Vice Chair:** (Marianne Rough did not attend due to surgery, but her report was forwarded to Steinhoff.) Rough reported that there was a change of location for the Section's Orlando tour. Brevard Community College, Cocoa Campus, has accepted our invitation. Pat Henderson, Valencia Community College, and Sheila Hiss, North Florida Community College, are working on the Friday night dinner, and Carolyn Norman, California Community Colleges Chancellor's Office, is planning our San Diego dinner.

Rough has added 20 new CJCLS committee members. Five are on the Membership/Communications, including a chair.

The CJCLS Chair will also be the Sections Council Chair in 2004.

Orlando program plans (See details in the Chair's Report, page 1)

**ACRL Liaison:** Bob Rose gave ACRL's position on the ramifications of having virtual committee meetings after there was discussion by Executive Committee on holding virtual meetings. In addition to financial concerns, there are issues related to open meetings. ACRL has asked that if any ACRL group takes a vote, they confirm it in a subsequent open meeting. He also announced that complaints for the ALA Web site are going to a new

committee. Up to \$500 of the Section's operating expenses could be used toward a program at the next conference.

A consulting firm, Tecker and Associates, has been hired by ACRL to guide the new strategic planning process. The contact name for the consultants is Paul Meyer (pmeyer@tecker.com) who asks for our input.

Rose announced that Nancy Allen would replace him as liaison to CJCLS.

**Webmaster:** Linda Winters reported on the web page. She said usage tends to be web crawlers. The main page has almost 20,000 hits a year. The page with reviews of web tutorials is used heavily.

### **COMMITTEE REPORTS:**

**Standards:** Chair Cary Sowell did not attend the conference but sent an e-mail report to Steinhoff. The committee did not meet in Toronto. There was a discussion as to who might be asked to review the suggested standards. Hearings will be continued in San Diego at Midwinter.

**Membership:** As there has been no official chair this past year, Steinhoff has served unofficially. She commented on the retention of members. Susanna Boylston of ACRL has asked for input on proposed changes to ACRL membership. She wants the chair of the Section's membership committee to serve on the ACRL membership committee.

**Awards:** Chair Paula Asch was not at the Conference. Nominations for the CJCLS/EBSCO awards for 2004 are due December 5 for action at the Midwinter Meeting. There was a suggestion that we clarify the process and criteria. Maltese include this information in the fall *Newsletter*.

**Conference Program Planning:** Chair Steinhoff thanked the Toronto 2003 Committee for their hard work and moral support. There were over 100 attendees at the Section's program, in spite of the problems and lower conference attendance

**Planning & Procedures:** Chair Kathy O'Gorman was not present and there was no report and no members present. Susan Maltese, Oakton Community College, and Imogene Book, retired, will co-chair this committee next year. They will look at the by-laws, specifically at clarifying how to re-name committees.

**Research and Publications:** Chair Carolyn Norman reported that the Committee's newest publication, *Community College Instruction Pages (CJCLS #5)*, edited by Marcia Suter and Elizabeth Burns is due out shortly.

**Library Resources Review:** Ann Champion Riley reported that Committee members were delighted by the *Choice* vocational issue.

**Technology Committee:** Chair Linda Winters discussed the current CJCLS website hosted at her college, Glendale. The Committee continues to try to maintain a list of community college library websites by state. The Committee is interested in trying to meet virtually and she asked if there could be financial assistance for conference calls.

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### *Chair's Report, Continued from Page 1*

Before the program, there will be a continental breakfast, complements of EBSCO, and the presentation of the CJCLS/EBSCO Awards. This session also includes the Section's Annual Meeting. You are invited to attend both events and spend Saturday morning in Orlando with CJCLS.

Another morning not to miss with CJCLS is our Monday tour of the Brevard Community College Library. Karen Simpson is working hard to plan a wonderful morning for us. This will include a bus ride across lovely Florida, toward the East Coast, with lunch included before our return trip to the city. The Brevard Community College Library is both beautiful and interesting in that it shares space and services with the University of Central Florida and the Solar Energy Center. Don't miss this!

The CJCLS membership is healthy. (Please note the impressive spread of active members across the entire country.) There are many continuing committee members and chairmanships, as well as some exciting changes.

All in all, 2004 promises to be an exciting year for CJCLS. Please come and join us in San Diego and Orlando—and don't forget to save some time to visit "Mickey" in Orlando!

Marianne C. Rough, Chair CJCLS

### *Officer...Reports, Continued from Page 4*

**NCLR Report:** NCLR President Mary Carr reported that their first position statement has been passed and will be on the AACC site (<http://www.aacc.nche.edu/>) this fall. The second position statement is in the works. The subject for this is services to distance learning and remote learners. Carr is looking for a presentation for the Minneapolis conference, April 2004. It was agreed that NCLR needs to keep a high profile for the college CEOs.

### **ALA Approves New CJCLS Liaison to Committee on Education (COE)**

In a very quick response to a CJCLS resolution in Toronto, ALA has acted to give the Section a liaison position to this vital Committee related to library education. This comes at a particularly important time after COPE 3, and major new reports related to possible education and requirements for library support staff.

As the providers of two-year library technical programs, community colleges should be playing a major role in development in this area. Dave Dowell, Cuesta College, is now a member of COE, but an additional representative will be important on a committee made up mostly of graduate library program faculty members.

Dowell urges community college librarians to look at the reports now out, and work together to decide what positions to take on such major issues as accreditation of LTA Programs.

**FOR COPIES OF THESE REPORTS E-MAIL:**  
smaltese@oakton.edu

### **CJCLS New Committee Chairs and Members, 2003-04**

The Section has a new **Webmaster** - Kenley Neufeld, Fresno City College, California,. There will also now be a CJCLS Liaison to the ALA Committee on Education. 2004 is CJCLS's year to chair the ACRL Sections Council, thus Chair Marianne Rough has not only a special but an especially demanding year ahead, serving as chair of two organizations.

New Chairs are: **Planning and Procedures** - (Co-chairs) Imogene Book, retired, South Carolina, and Susan Maltese, Oakton Community College, Illinois; **Bibliographic Instruction** - Troy Swanson, Moraine Valley Community College, Illinois; **Membership/Communications** - Julia Woodward, Anne Arundel Community College, Maryland; **Standards** - Christine Godin, Northwest Vista College, Texas; **Technology** - Pauline Shostack, Onondaga Community College, New York; **Nominating** - Cynthia Steinhoff, Anne Arundel Community College, Maryland; **Program Planning Orlando 2004** - Marianne Rough, Prince George's Community College, Maryland; and **Program Planning Chicago 2005** - Mary Carr, Spokane Community College, Washington.

New Committee Members are:

**Membership/Communication** - Annemarie Mascarenhas, Bergen Community College, New Jersey; Richard Shaw, Technical College of the Low Country, South Carolina; Mary Ann Sheble, Oakland Community College, Michigan; and Marya Shepherd, Suffolk County Community College, New York. **Awards** - Jennifer Noga, Guilford Technical Community College, South Carolina; and Mary Mayer-Hennelly, Tidewater Community College, Virginia. **Standards** - Rebecca Schreiner, Suburban Library System, Illinois; **Research and Publications** - Linda Winters, Glendale Community College, California; **Bibliographic Instruction** - Julie Planchon Wolf, Cascadia Community College, Washington; **Program Planning Orlando 2004** - Judy Born, Manatee Community College, Florida; Lisa Beinhoff, Sauk Valley Community College, Illinois; and Ann Campion Riley, St. Louis Community College, Missouri.

## Toronto Memories and Appreciations

—From Your Newsletter Editor

To go or not to go? It was not only SARS to deal with, but for many of my community college colleagues, it was also money. It was a different CJCLS and conference without most of the Texans, who have been leaders and active in the Section, and throughout ACRL and ALA, for all of the many years I have been involved. In that state there was a travel ban, with some limited exceptions.

It was also truly a different country we traveled to, in spite of so much we share with the people of Canada. I know that the Canadians want us to be aware of that, and we were in a variety of ways, most all, to my mind, positive.

First of all was their appreciation that ALA had come, that we had not cancelled. What a joy to be so welcomed! And it was not a shallow appreciation. It was very real, and it was also economic. A waitress at my hotel told me that 22,000 service workers had lost their jobs since the start of the SARS scare.

The Canadian exhibit area was a great pleasure—smaller is beautiful. And the community college reception was just right for mixing and meeting Canadian colleagues and having very good food, too. This is aside from all of the usual conference work and programs that did go on very successfully even without some of our most valued members. But we hope to see you back in San Diego!

As for appreciations, the most special one goes to our Section Chair this past year, Cynthia Steinhoff. What a year and what a challenge! When I served as chair, by the luck of the draw, the Annual Conference was in Chicago, “my home town.” Even then, being chair was still a tremendous amount of work. Cindy’s year could not have been more different. From SARS, to travel bans, to differences in timing, to not knowing up front the people or places to contact, she faced many demands that the rest of us have not had to face, and likely won’t ever again, certainly not in the same combination. **So, hurray and thank you, Cindy, for a wonderful job in providing us a successful and special experience at the ALA-CLA Annual Conference, Toronto 2003.**

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Editor: Susan Maltese  
Oakton Community College  
1600 E. Golf Road  
Des Plaines, Illinois 60016  
  
E-Mail: [smaltese@oakton.edu](mailto:smaltese@oakton.edu)

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50 East Huron Street  
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