Standard 5
Library and Information Resources
Library

Organization, Mission, and Goals

The Lewis D. Cannell Library exists to meet the informational and instructional needs of Clark College's students, faculty, and staff through provision of access to organized collections of print and non-print resources in support of the Mission, Vision and Values of the College. To fulfill this mission, the Cannell Library and Media Services pursues the following goals:

To maintain a representative and curriculum based collection of materials to support students in their educational pursuits.

1. Cannell Library affirms the American Library Association's statement of the Library Bill of Rights.

2. To maintain up-to-date access to information resources in diverse formats to enable students to obtain information from around the world.

3. To effectively instruct students, faculty and staff in using these sources particularly electronic, multimedia, and on-line resources.

4. To help students reach College-wide abilities, particularly as they relate to information literacy and lifelong learning.

5. To provide the resources and the technical and administrative support to attain these goals.

6. To share Cannell Library's resources with regional and national networks.

Cannell Library embraces the College values of "learner focused education" and "fostering partnerships." The Clark College Information Technology Ability is a guiding principle for improving information resources and services. As a division providing centralized information resources services, Cannell Library is responsive to the needs of its users, annually evaluating its services to maintain a high level of responsiveness (Exhibit L5.1, Student and Faculty Surveys).

Libraries must increasingly establish partnerships with other libraries to maximize available dollars and access. Cannell Library's shared catalog with the Fort Vancouver Regional Library, Camas Public Library and the Southwest Washington Medical Center increases its available resources more than eight-fold (from approximately 57,000 to over 500,000 volumes). Moreover, direct reciprocal borrowing arrangements have been established with the 15 Portland Area Library Systems (PORTALS) institutions.

Cannell Library supports faculty research through traditional library services such as Interlibrary Loan, consultation by librarians (one-on-one or workshops) and other staff, especially Media. A Faculty Research Room, with Internet access, has been available since 1990, especially for use by adjunct faculty. Teaching and learning are further supported by the process for curriculum change, which requires that a faculty member who proposes a new course confer with Library/Media staff as one of the procedures to ensure adequate resources for new courses. (Exhibit L5.2) In 1996-97 a librarian served on the Curriculum Committee.

While emphasizing teamwork and cross training between departments, Cannell Library and Media Services is organized as follows:

- Reference and Library Instruction Services

- Circulation Services: Checkout, Reserves, Interlibrary Loan, Video Bookings

- Technical Services: Acquisitions, Cataloging, Serials, Tape Duplication

- Media Services: Electronic and Instructional Production, Equipment Scheduling and Dispatch, Equipment Repair and Maintenance, Campus Photographer, Teleconferencing, Distance Education and Interactive Classroom Technical Support

- Cyber Curriculum Center: (Not funded FY 1998/99.)

- Faculty Research Support

Resources and Services

● Collections

Books and non-print materials are integrated in a single collection using the Library of Congress classification system. Special collections include the George H. Reavis Reading Area, a pamphlet collection on education which Cannell Library provides courtesy of the Phi Delta Kappa Educational Foundation; and the "Browsing" collection, an easily accessible collection of books aimed at students who are reading at a lower level than the average college student. As part of the College contribution to the Portland Area Library System, Cannell Library is building up an interdisciplinary collection of books on mushrooms.

Since the last full accreditation visit, the Clark College Foundation has successfully completed a $300,000 Library Book Campaign to strengthen Cannell Library's collection. Supplementary funding received through the generosity of Clark College's first Dean, Dr. Robert Oliver, Cannell Library raised an additional $50,000. Other donors continue to contribute smaller amounts, generally under $1,000. In 1996/97 the book budget was increased by $10,000 and an extra, one time only contribution of $15,000.

Furthermore, with a growing and more diverse student population, Cannell Library's print collection of books and journals needs to be strengthened

Table L5.1   Collection and Use Statistics

	FY 1992-93	FY 1993-94	FY 1994-95	FY 1995-96	FY 1996-97
Book Titles	52,819	54,081	55,517	56,986	57,398
Periodicals - Paid	436	421	425	390	444
Periodicals - Paid & Unpaid (includes newspapers & microform)					538
Periodicals - Full Text On-Line					551
Video Titles	1,099	1,330	1,407	1,567	1,673
Print Checkout	42,260	52,407	45,927	43,507	64,775
Film Bookings	5,970	4,756	6,328	5,530	4,578
Media Duplication		3,093	3,491	3,115	3,260
Intralibrary Loaned		22,665	16,592	16,743	16,867
Intralibrary Borrowed		4,869	6,210	5,977	6,616
Interlibrary Loan	1,172	2,122	1,772	2,374	2,587
PORTALS Passes			80	167	181
Group Reference	175	190	241	225	230
Reference Transactions - Typical Week				520	418
Reserve Transactions	1,669	2,454	1,965	2,174	2,144
Teleconferences	15	26	31	26	17
Media Equipment Dispatch	1,713	1,692	756	891	675
Patrons	190,177	192,493	193,279	192,704	246,180

notwithstanding the resource-sharing consortia of the Portland Area Library System and Fort Vancouver Regional Library.

● Collection Development

Materials are added to the collection following a collection development policy, which defines criteria for selection and outlines procedures with respect to gifts, and weeding (Exhibit L5.3 - Policies and Procedures). While librarians do the majority of selection, faculty is strongly encouraged to initiate requests in their subject areas and frequently work cooperatively with librarians to build up and deselect collections.

Weeding is an ongoing process. The last systematic weeding of the entire collection was conducted prior to reconversion of catalog records in preparation for an on-line system in 1990. Nursing and dental hygiene faculty weed their respective parts of the collection more frequently, because of professional accreditation, keeping those critical collections current. According to the Association of College Research Library standards, three to five percent of the collection should be replaced annually. Three percent of Cannell's collection in 1995/96 would have been 1,711. In fact, that year, 385 volumes were withdrawn and 96 replaced.

Recommendations and Actions Taken
- **The Library needs to update its Collection Development Policy.**
- **The Library needs to continue to weed and replace outdated materials, in close collaboration with other faculty.**
- **The Library needs to increase its book collection to better support its students. It also needs to increase the book budget to keep pace with rising costs. As a first step, in March of 1998, Cannell Library submitted a request in the amount of $32,000 to the Clark College Foundation to expand and update its vocational/technical book collection, based on a review of the Vocational and Technical Resources for Community College Libraries. Since this request was not funded, it will be resubmitted in phases for this year and the following.**

● Catalog

Cannell's more than 57,000 volume collection is made available through a Dynix on-line public access catalog. Its Full Machine-Readable Catalog (MARC) from Online Computer Library Center follows Anglo-American Cataloging Rules. Clark students have ready access to over 500,000 volumes available in the three-county area. Access to Cannell Library's catalog is available at any member library and by dial-up or via the Internet from homes and offices. The catalog is easily accessed from any computer on campus as long as the appropriate communications software is installed

Recommendations and Actions Taken
A migration of the on-line catalog to an improved system needs to be planned for the next biennium. This involves evaluation of consortial agreements.

● Books

While the Library offers excellent access to information through various regional agreements, the size of the collection falls short of meeting certain existing standards for community college libraries. The Association of College Research Libraries recommends a minimum collection size of 80,000 volumes for a single campus serving 6,223 full-time equivalent (FTE) students; an excellent collection would provide 112,000 volumes. Cannell Library's 57,724 volume collection is well below the minimum collection recommended.

Although student access to information resources has been greatly improved through partnerships with PORTALS libraries and Fort Vancouver Regional Library System and students can borrow materials directly, Cannell Library is still responsible for improving its book collection to support Clark's curriculum

● Periodicals

Periodicals are cataloged, but not classified, and shelved on the first floor of the Library. Librarians review Cannell Library's subscriptions annually. The periodical collection is supplemented by four full-text databases from IAC SearchBank: Expanded Academic Index, Business Index, Health Reference Center, and General Reference Center, giving students additional access to more than 1550 scholarly and general interest journals, with over 500 full-text titles.

The ACRL standards recommend 700 current serials subscriptions for a minimum collection and

1,000 for an excellent collection. Cannell reported 558 active subscriptions in 1995/96 not including the over 500 full-text periodicals on-line. As on-line resources become more reliable and consistent, print subscriptions will likely decrease.

● **Videos**

The video collection increased from 745 titles in 1991 to more than 1,600 titles in 1997. With the implementation of the DYNIX Media module in fall 1996, all video and film titles in the Cannell collection were cataloged and integrated with the on-line book and serials catalog. For the first time, this collection was made available for student use within the Library.

The acquisitions budget of $6,000 for videos has remained the same for many years. Once this budget is depleted, departments buy videos and donate them to Cannell Library.

With 1,567 video titles reported in 1995-96, Cannell's video collection meets minimum standards, but falls short of the 2,250 required of an excellent collection.

● **Reference**

Of the 68.5 hours Cannell Library is open, reference service is provided by professional librarians 58.5 hours per week. Cannell employs two full-time Reference Librarians, a 12-hour per week peak hours Reference Librarian and a Reference Librarian for four hours on Sunday. When professional staff are unavailable, circulation staff provide ready reference assistance. Reference transactions in a typical week tripled between 1990 and 1995 from 233 to 520.

Attempting to analyze the Cannell Library reference collection has proved problematic. At Cannell a fair amount of weeding has taken place over the past two years. However, Cannell weeding statistics reflect the collection as a whole. Reference staff recognize the need for a formal reference collection policy including a schedule for regular weeding and updating of non-serial reference materials. With current staffing levels and heavy Reference Desk and Library Instruction loads, attention to the reference collection may continue to be on an "as time permits" basis.

The Reference area has 28 publicly accessible computers for student research; six have World Wide Web access. Twenty-four have access to the full-text databases from InfoTrac SearchBank (*Expanded Academic Index, Health Index, Business Index and General Reference Center*), as well as Washington newspapers, *The Oregonian* newspaper, and *Encyclopedia Britannica*. Additional computerized indexes include: *College Catalogs* full-text CD products, *LaserCat, General Science Index,* and *Books in Print* (for staff use).

Cannell Library has a web page, maintained by the Reference Department. Patrons may access a wide variety of resources through this tool, since databases are increasingly made available through the web.

The PORTALS consortium, the "virtual library" of the Portland metropolitan area, includes access to each member's on-line catalog, and over 32 databases. (See Attachment L5.1 for listing of databases) Students may access research materials from their homes if they have a Clark Unix account.

Recommendations and Actions Taken

- **The Library needs to improve bibliographic control and development of the reference collection aimed at appropriate collection management (weeding, updating, and additions).**
- **The Library must continue to provide increased access to high quality electronic resources.**
- **The Library needs to develop a plan to ensure greater return of overdue materials.**

● **Library Instruction**

Library instruction has been provided in a variety of formats. The most typical format is a 50- to 75-minute, single class period session, although some longer two-part sessions, self-guided assignments, introductory tours, small group tutorials, appointments, and one-on-one assistance has also been provided. The two full-time Reference Librarians provide the majority of instruction. Statistics show a steady growth from 175 instructional sessions in 1990 to 225 and 230 in the last two years.

While the Library has the support of faculty and recognizes the need to comply with the campus-wide Information/Technology Ability, it lacks nec-

essary staff. With that in mind, in late Fall 1997 the two Reference Librarians began initial meetings to re-examine library instruction at Clark, in light of Association of College Research Libraries standards and the growing Clark County population. A decrease in classes taught is expected as time is set aside for planning alternative methods of instruction, emphasizing quality versus quantity.

Recommendations and Actions Taken

- **Develop instructional outcomes for the library that are in accordance with Washington State mandate and Clark College abilities, especially Information/Technology, and Distance Education.**
- **Write library instructional policy incorporating the learning outcomes.**
- **Explore options for training faculty and staff after Information Technology Plan is completed.**

Circulation

The Circulation Department supports students and faculty by: (1) circulating library materials at a public desk; (2) providing basic directional information; (3) managing shelves and maintaining stacks (4) processing and distributing reserves, interlibrary loans, and holds; (5) maintaining circulation statistics; (6) processing overdues; (7) providing assistance with printers, photocopiers and microfilm machines; (8) monitoring library space in the public areas of the building.

Circulation staff is comprised of three full-time and three part-time classified, augmented by sixteen to twenty-one student assistants and volunteers.

Over the past five years, the fall's gate count in-creased by approximately 29 percent (from 189,916 in FY 1992-93 to 246,180 in FY 1996-97). The summer gate count increased 68 percent (from 5,773 in 1992 to 9,680 in 1997), and library users counted by the electronic security system totaled 246,180 during 1996-97 fiscal year. Print checkouts in 1996-97 almost doubled to 64,775 compared to pre-automation figures of 34,555 in 1991.

Automation and Media Circulation

Linking Cannell Library's collection on-line with the public library district and Southwest Washington Medical Center provides Clark students with access to over 500,000 volumes locally by using their bar-coded library card. Some Cannell Library materials are now circulating that were considered "deadwood" pre-automation. Downtimes are few and minimally disruptive, and the staff appreciates the overwhelmingly favorable changes.

With the implementation of the media module in the Dynix on-line system at Cannell in fall 1996, faculty bookings are handled on-line in consistent with all library materials. Approximately 1,300 video-booking reservations were filled for the 1996/97 academic year with this method. The module needs some improvement in being "user friendly" and it does not handle off-campus film bookings. Student staff are trained to deliver videos for classes around campus, although the preferred method for faculty is in-person pickup. Video classification methods and storage space are two areas needing evaluation in the future.

Reserves and Interlibrary Loans

This is the fourth consecutive year showing an increase in the amount of materials placed on reserve.

Table L5.2 Interlibrary Loans				
	1994-95	1995-96	1996-97	1997-98
Total Requests:	880	1195	1246	1188
Filled	771(87.6%)	1042(87.2%)	1083(86.9%)	1010(85%)
Unfilled	109(12.4%)	153(12.8%)	163(13.1%)	178(15%)
Requests by Type of User:				
Students	575(65.3%)	888(74.3%)	770(61.8%)	664(65.9%)
Faculty	207(23.5%)	157(13.1%)	246(19.7%)	377(31.7%)
Staff/Adminstrator	94(10.7%)	146(12.2%)	226(18.2%)	146(12.3%)
Community	4(0.5%)	4(0.3%)	4(0.3%)	1(0.1%)

Strengths of the reserve module include use of Dynix to provide users a knowledge of the collection, a cross-trained circulation staff, easy access, and high use by students and faculty. Weaknesses are obvious-its "bugs" include the inability to copy files, and it has limits in cross-referencing browsing lists.

The average turn-around time for interlibrary loans is nine days at Clark. Cannell Library has developed a great reliance on the Online Computer Library Center. The interlibrary loan policy was updated in November 1997 to reflect current practices and standards.

Holds (Intralibrary Loans) delivered and received via public library courier on a weekday basis have tremendously increased statistics and staff workload. Cannell's strengths regarding overdues are in the Dynix-generated patron phone messages and overdue notices, the electronic postings in the Patron Unresolved File, and a cross-trained staff person able to deal with the repercussions. An unresolved weakness is the timely return of overdue materials.

● **Technical Services**

The Technical Services Department is supervised by the Technical Services Librarian, who also coordinates computer support for the more than 60 computers currently in use in the Library. While the department has focused on adding computing equipment, software and networking capabilities, it has not kept pace with staffing needs. Between 50 to 75 percent of the Librarian's time is spent coordinating computer support, planning for computing infrastructure, and evaluating software.

The Serials unit, dependent on part-time temporary staff (15 hours per week), faces the challenges born of success; updating holdings information on online full-text databases has become an important and time-consuming function of this unit.

An amateur bookbinder recently volunteered to help clear away the normal backlog, and is currently evaluating the status of books in the collection for repair and re-binding.

An audiotape duplication service was off-loaded from the Media Services Department to the Technical Services Department and is managed by the Cataloging Technician with the assistance of work-study students; however, this function may fit better in another department, within or outside the Cannell Library.

● **Computing Resources**

The integration of technological planning on campus and development and implementation of a campus technology plan will be highly beneficial to Cannell Library. With thirty computers or terminals available to students, faculty, staff, and the community during 68.5 open hours per week, a Cyber Curriculum Center with five computers, and a teaching lab with fifteen additional computers, Cannell Library relies heavily on Computing Services for support. The campus-wide Information Technology Planning Committee, chaired by the

Technical Services Librarian, is addressing this issue.

Recommendations and Actions Taken

● **Reduce the number of different interfaces and move completely to Windows 95 to**

Table L5.3 Library Acquisitions						
1990/91	1991/92	1992/93	1993/94	1994/95	1995/96	1996/97
Volumes Added FY 1992/93 - 1996/97						
		3753	2156	2170	2021	2487
Volumes Cataloged FY 1992/93 - 1996/97						
		2818	2196	2286	1826	2051
Paid Periodical Subscriptions FY 1990/91 - 1996/97						
344	354	436	421	423	390	444
Books Mended FY 1992/93 - 1996/97						
	55	89	238	349	348	375

achieve consistent interfaces.

- **Move from text-based to a graphical environment.**
- **Improve the Library web page and consolidate and simplify access to all.**
- **Make proxy servers available to allow students and faculty to access databases from home computers.**
- **Acquire the computers and high-speed connections necessary for Internet access.**
- **Establish an equipment replacement plan. (See Technology Plan)**
- **Provide support for computers, peripherals, software and online resources either through funding a computer support position for the Library, assuring an adequate level of support from campus Computing Services, and/or contract with an off-campus support firm.**
- **Determine the most appropriate delivery system for information resources selected: online Vs CD-ROM and consider use of CD-ROM to backup online resources.**
- **Find adequate funding to provide resources needed.**
- **Regularly evaluate resources available through consortium agreements.**
- **Evaluate the technical, ethical and logistical implications of charging for printing.**

● Media

Media is one person short in a department where the need for support services continues to grow. In addition to producing, dispatching, maintaining, and repairing media equipment, much time is spent supporting newer technologies such as satellite downlinks, videoconferencing, and teleconferencing. The challenge of the decade in this area has been, and will continue to be, to offer such technically advanced services without detracting from core services delivered to the front line: the classroom.

Media Production, Repair and Equipment Dispatch

Changes in the Media Production area in the past ten years have been dramatic. As electronic digital imaging technology matures in both still and motion applications, the institution will need to adopt new techniques for image capture, processing, dis-

semination and archiving. Media Productions will have to move to digital formats that can be easily shared, cut and pasted, manipulated and incorporated into printed or electronic layouts from a common media server.

In the Media Dispatch area, equipment tracking has been greatly improved. A consistent effort has been made to purchase more equipment for permanent installation in the classrooms in order to reduce the number of equipment deliveries and allow more autonomous and spontaneous use of media equipment.

Media equipment repair has been simplified. If in-house repair is not cost-effective, a replacement item will be purchased. However, preventative maintenance and minor repairs save money and time and will be done whenever possible.

Recommendations and Actions Taken
Increase media budget incrementally to meet minimum standards and to support the Distance Education program

● Distance Education

Videotapes of current telecourses are available for viewing in the Cannell Library or can be rented as a set from a third party vendor. The K-20 system, a multi-point interactive high-speed digital communication, is designed for live, interactive videoconferencing between multiple sites simultaneously. It will extend educational services between institutions and fill regional service gaps.

With a recent satellite antenna upgrade and the addition of a digital receiver, Clark is well positioned to benefit from the ever-increasing educational programming resources available from digital satellite services. (Exhibits L5.4, L5.5, and L5.6)

● Cyber Curriculum Center

In fall 1996, a training pilot, dubbed the Cyber Curriculum Center, was offered for faculty and staff in Cannell Library. Training was offered in Word, Excel, Access, e-mail, and Netscape. With five networked, Internet-capable computers, an LCD computer projector and a software trainer, faculty and staff were guided through basic, intermediate and advanced levels of software proficiency. No training was offered in 1997-98 and no funding received for 1998-99.

A multimedia production area is available to faculty to scan images, create CD-ROM's, take digital photographs, create PowerPoint presentations or create audio or video programs either analog or digital. (Exhibits L5.7, L5.8, L5.9, and L5.10)

The need for computer training is large and growing in both size and complexity. Because of limited staff time for conducting the training, the College should consider outsourcing training to a professional software-training company.

● Budget and Resources

The dramatic changes in information technology, which have occurred since the last self-study have had a tremendous impact on Cannell Library and Media Services. In addition to many of the traditional library processes, such as acquisitions, cataloging and circulation being computerized, accessing information resources via the computer is now the norm rather than the exception. The costs continue to escalate far beyond the allocated budget.

In the fiscal year 1996/97 the permanent library budget of $139,656 (excluding salaries and media), Cannell Library expended $45,118, or approximately 33 percent, on computer-related items. These items included supplies, equipment repairs, subscription and services, and were in addition to the Library's automation budget of $30,915. As library technology continues to evolve, equipment, software, services, and network links will need to be replaced or upgraded, and staff will need to be retrained. Technological changes in Media are even greater and more expensive, as instructional multimedia technologies become accepted alternative teaching and learning methods.

The 1994 minimum standards for 5,000 to 6,999 students FTEs (from the Association of College and Research Libraries, the American Library Association, and the Association for Educational Communications and Technology) call for the learning resources budget to be six percent of the educational and general expenditures. In 1994/95 Cannell Library had 2.8 percent; for 1995/96, 2.9 percent; and for 1996/97, 2.66 percent. Funds from the Foundation annually supplement Cannell Library's book budget with $12,000.

Recommendations and Actions Taken

- **Increase Cannell's budget by one percent of the total Clark College budget annually until minimum standards have been met.**

- **Increase resource budget for equipment, books, and computers through state funding or alternative resources to meet minimum standards.**

- **Evaluate options to migrate to new on-line system with costs as well as benefits to students and request funding.**

Facilities and Access

The construction in 1990 of a beautiful new library facility of 48,250 square feet in the center of campus reflects the College's recognition of the instrumental role Cannell Library plays in educating students. The design of the building accommodates a growing student population. The gatecount has increased more than 50 percent since 1990, from

Table L5.4 Budget Totals & Percent			
Budget Totals and Percent	1994/95 Actual	1995/96 Actual	1996/97 Budget
Clark College Operating Budget	$22,440,565	$21,952,807	$22,840,027
Library	482,431	454,512*	531,631*
Library Automation	47,651	54,315	30,915
Library Programs	53,085	48,969	80,970
Media Center	215,234	210,171	222,013
Clearing/Overhead	(4,404)	(5,311)	(6,260)
Total Library	**$793,977**	**$762,656**	**$859,277**
Library as % of College Operating Budget	**3.54%**	**3.47%**	**3.76%**

145,990 to 246,180. For 1996/97 a 28 percent increase in library use was recorded over the previous year, with a new 3M-security gate ensuring greater accuracy. Library hours have been expanded to 68.5 hours per week.

Adequate office space for classified staff in the public services area is a concern as enrollment and demand on library services continues to increase. Remodeling has created a library teaching lab for 26 students to provide them with hands-on experience to do on-line library research. The thoughtfully planned facility is well used by students. The seven small group study rooms are highly popular since they make peer discussions easy. Adjunct faculty appreciate the designated Faculty Research Room, especially those working on their dissertations. The Library facility is student-centered and supports student efforts to acquire Information Technology Skills.

Cannell Library is easily accessible by wheelchair since Americans with Disabilities Act requirements for doors, minimum 36-inch aisle width in the stacks, and study table height were part of the building layout.

Annual reports since 1991/92 document not only how annual goals have been met but also track the change in increased use of the facility and the associated demand on services (Exhibit L5.11, Statement of Purpose).

Personnel and Management

The current full-time staff of 18.42 is comprised of the director, three librarians, a circulation supervisor, three library technicians, a media assistant, a media engineer, two media technicians, and a secretary. Part-time staff includes two librarians, four library technicians, a computer support technician and 30 student assistants. The Library Director and Cannell's Librarians all actively participate on committees on and off campus (Exhibit L5.12, Curriculum Vitae).

Anecdotal feedback indicates that Cannell staff deal responsively and professionally with faculty, students and the community at large. Cannell has conducted an annual student survey since 1990/91 (with the exception of 1994/95) to help ensure that students needs are being adequately addressed. A suggestion box is placed at the Circulation Desk for patron input. The most common complaint deals with photocopying.

Staffing patterns have been altered markedly due to the impact of technology. The variety of computerized databases requires more individual intervention as well as timely maintenance of hardware and software. Automation allows for streamlining of many processes. However, continuing upgrading of computer hardware and software necessitates modifications in processes and ongoing staff training. This change, and the large growth in enrollment, is placing a large number of additional responsibilities on the staff. Staff development, especially training, is becoming increasingly important. The majority of the staff annually attend more than two on campus workshops and at least one off campus (Exhibit L5.13, Annual Reports).

Instructional support to faculty also reflects the impact of information technologies. Faculty not only request assistance with overheads, slide projectors, VCRs and LCDs, but also with software. Electronic media has expanded from videotaping, telecourses and teleconferencing via satellite to include distance education and interactive television as well as other sites (Town Plaza). All of these added functions are more staff intensive but at the same time the expectation remains to support the more traditional media jobs for instruction purposes and other areas on campus.

The Association of College Research Libraries 1994 minimum staffing standards for 5,000 to 6,999 student FTEs call for one administrator and seven professional librarians, and thirteen technicians and other paid staff, for a total of 21 FTEs. Compared with these standards, with Cannell Library has 4.53 FTEs (one administrator and three full time and two part-time professional librarians); and 10.86 FTEs (technicians and other paid staff) for a total of 15.39 FTEs (this figure excludes 3.78 FTE student assistants; figures for Cannell are taken from the Washington State Library's Academic Libraries Survey for Fiscal Year 1996/97).

Cannell staffing has not kept pace with the student population growth or with the support for its specialized, extensive computer infrastructure requirements. Services will suffer if a stable funding base is not in place for adequate support personnel.

Moreover, too much reliance on student help has its drawbacks. Work-study students go elsewhere on or off campus, because wages are higher and some jobs support their majors. Evening and weekend shifts are increasingly more difficult to fill with student help. Their library wages vary between $5.15 to $5.65 per hour. For a typical Fall Quarter, approximately 1,648.5 student hours are expended at a cost of approximately $8,487 (about 25% of the library budget for Institutional hires). Optimum coverage each open hour would be three students and at least one classified staff person at Circulation. A shift to additional classified help would provide greater consistency in front line services.

Recommendations and Actions Taken

- **Increase Cannell Library staff with one full-time librarian, one classified staff person for public services, one media technician, one public services technician, and a full-time computer support technician**

- **Reference staffing needs to be available during all library open hours.**

- **Increase media staff by one FTE annually to cope with increased workload due to Distance Education.**

- **Add a full-time, permanent Computer Support Technician in order to efficiently and effectively support public area computers and Library Research Labs, as well as perform some of the tasks now being handled by the Technical Service Librarian.**

- **Increase the Serials Technician position to 75 percent to keep up-to-date holdings information of print and on-line full text periodicals.**

- **Undertake a Time-Motion Study to examine workflow and recommend organizational change dictated by technological and staffing considerations.**

- **Increase two part-time classified positions to full-time to offset the substantial reliance on student staff and lack of competitive student wages.**

- **Develop a plan to ensure formal recognition of student workers.**

- **Increase travel budget for professional staff travel workshops and conferences.**

Planning and Evaluation

The primary goal of Library and information resources planning activities is to support teaching and learning. Cannell Library strives to attain a balance between traditional library services and access to computerized information.

Cannell goals are set annually by the Library Director with input from staff and submitted to the Vice President of Instruction. As recorded in the Annual Report, all goals have been met since 1990/91, although several of them were fulfilled over a number of years. Rapid developments in information technology necessitate short rather than long term planning. A workable technology plan for the campus will be useful to determine priorities in budget for staffing and equipment. The Campus Technology Plan should contribute to greater coordination between Cannell Library and Computer Support.

Annual surveys have been made to provide students with an opportunity to evaluate Cannell Library's services.

Recommendations and Actions Taken

As part of the self-study, all Cannell staff participated in a "Strengths and Weaknesses; Opportunities and Threats" process to evaluate Cannell Library services and its responsiveness to its user's needs. Staff prioritized their recommendations, and results are being reviewed and evaluated to determine how changes can best be incorporated (Exhibit L5.14, SWOTS Survey Results).

A summary of SWOTS shows the following strengths, weaknesses, opportunities and threats:

Strengths:

1. Well designed building for students' use.
2. Dedicated, knowledgeable and stable staff.
3. Well-balanced array of electronic databases with over 500 periodicals full text.
4. Commitment to Clark College Abilities, especially Information Technology.

Weaknesses

1. Increasing use of "public" rooms for non-library functions
2. Inadequate staffing to provide consistent services when Library is open.
3. Irregular depth and currency of book collection.
4. Inadequate articulation of information technology abilities/competencies in library instruction.

Opportunities

1. Accreditation process.
2. Growth in Clark County.

Challenges

1. Lack of adequate funding to reach out to all Clark College students, on campus or remote.
2. Lack of adequate computer support.

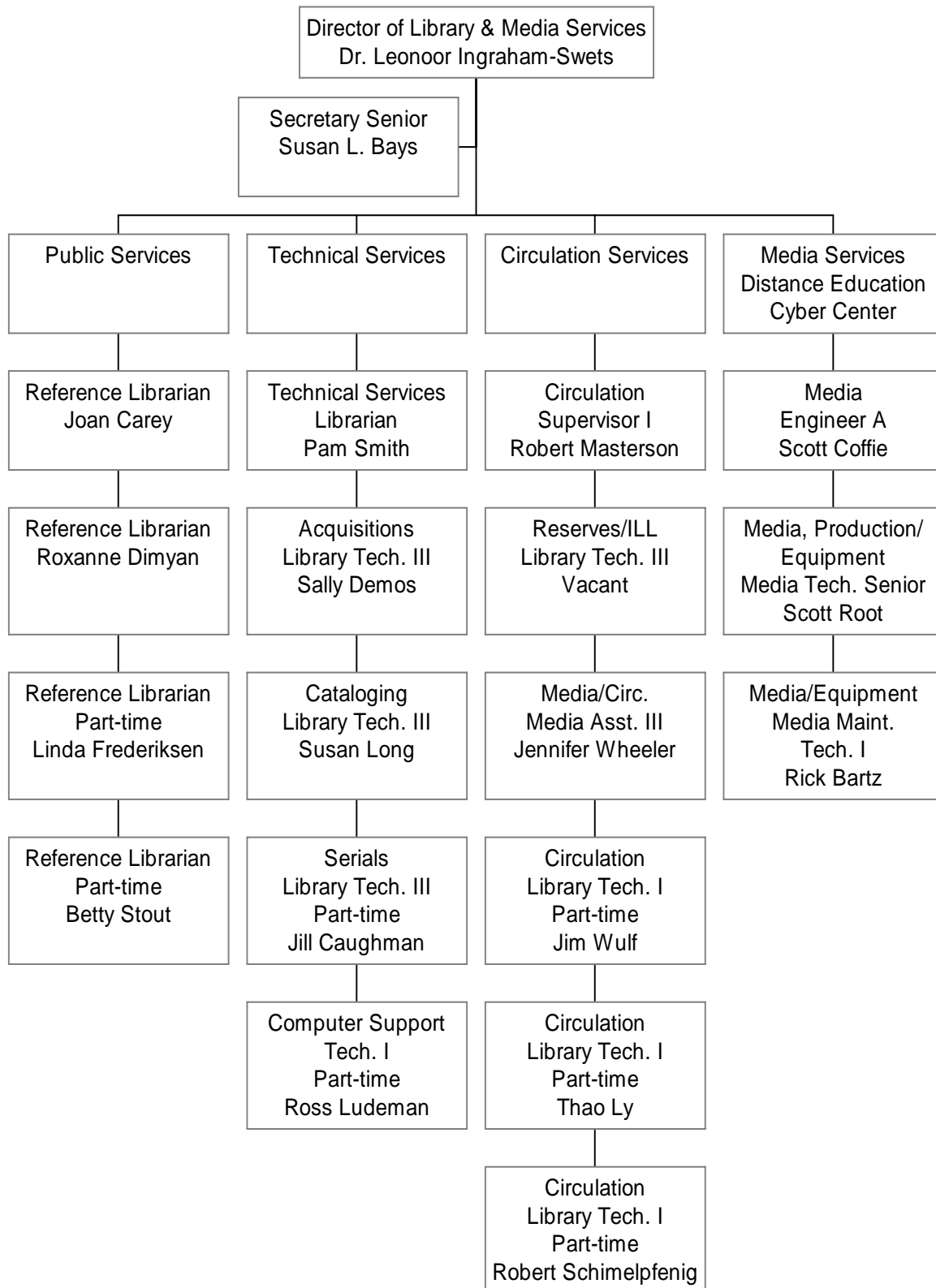The major accomplishments of Cannell Library are listed in Attachment L5.2.

Attachments

Attachment L5.1   Organizational Chart

Attachment L5.2   Major Accomplishments

Attachment L5.3   Databases

Attachment L5.4   Selected Cannell Library Budget Data

Materials in Team Room

Exhibit L5.1	Student and Faculty Surveys
Exhibit L5.2	Course/Curriculum Change Procedure
Exhibit L5.3	Policies and Procedures
Exhibit L5.4	Distance Learning Options at Clark College
Exhibit L5.5	A 1996-97 Study of Fifty States for Government Use of Digital Technologies
Exhibit L5.6	Distance Education in the State of Washington
Exhibit L5.7	Cyber Center-A Narrative Report
Exhibit L5.8	Cyber Center-Vision Statement
Exhibit L5.9	Faculty Web Workshop Proposals
Exhibit L5.10	Cyber Center-Fall Orientation
Exhibit L5.11	Statement of Purpose
Exhibit L5.12	Curriculum Vitae
Exhibit L5.13	Annual Reports
Exhibit L5.14	SWOTS Survey Results
Exhibit L5.15	Informational Brochure
Exhibit L5.16	Descriptive Handouts on Library Resources
Exhibit L5.17	Collection and Use Statistics, IPEDS
Exhibit L5.18	Monthly Management Reports
Exhibit L5.19	Contracts and Agreements
Exhibit L5.20	Staff Position Descriptions
Exhibit L5.21	Staff Organizational Chart
Exhibit L5.22	Staff Meeting Dates
Exhibit L5.23	Committee Memberships
Exhibit L5.24	Budget

Attachment L5.1 — Library Organization Chart

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                    ┌─────────────────────────────────┐
                    │ Director of Library & Media      │
                    │ Services                         │
                    │ Dr. Leonoor Ingraham-Swets       │
                    └─────────────────────────────────┘
        ┌───────────────────────┐
        │ Secretary Senior      │
        │ Susan L. Bays         │
        └───────────────────────┘
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Public Services	Technical Services	Circulation Services	Media Services Distance Education Cyber Center
Reference Librarian Joan Carey	Technical Services Librarian Pam Smith	Circulation Supervisor I Robert Masterson	Media Engineer A Scott Coffie
Reference Librarian Roxanne Dimyan	Acquisitions Library Tech. III Sally Demos	Reserves/ILL Library Tech. III Vacant	Media, Production/ Equipment Media Tech. Senior Scott Root
Reference Librarian Part-time Linda Frederiksen	Cataloging Library Tech. III Susan Long	Media/Circ. Media Asst. III Jennifer Wheeler	Media/Equipment Media Maint. Tech. I Rick Bartz
Reference Librarian Part-time Betty Stout	Serials Library Tech. III Part-time Jill Caughman	Circulation Library Tech. I Part-time Jim Wulf	
	Computer Support Tech. I Part-time Ross Ludeman	Circulation Library Tech. I Part-time Thao Ly	
		Circulation Library Tech. I Part-time Robert Schimelpfenig	

Attachment L5.2 — Major Accomplishments Information Resources and Services

Specific Goal: Provide users with printed or computerized information access to Cannell Library resources.

Objective: Unified catalog system to simplify finding books on shelves.
Result: In 1992, 9,000 volumes with Dewey Decimal call numbers were converted to the Library of Congress classification.

Objective: Increase book collection to 50,000.
In 1990, the Clark College Foundation undertook a major campaign to raise $300,000 to purchase books.
Result: A collection increase from 41,730 volumes in 1989/90 to 57,398 in 1996/97. This includes major reference works such as the *Dictionary of Literary Biography* and *Grove's The Dictionary of Art* (1996)

Objective: Fill gaps in backfiles *of The New York Times* and *The Oregonian* to provide students with a comprehensive, historical to modern times, interdisciplinary resource.
Result: *The New York Times*— 1861-66, 1929-*; The Oregonian*— 1861-66; 1939-45; 1980-84; full text on CD-ROM for most recent two+ years. A number of faculty have incorporated questions in connection *with The New York Times* backfiles in their assignments. Information access statistics show that *The New York Times* is the most frequently accessed citation.

Objective: Increase number of paid periodical subscriptions to support the curriculum
Result: 1990: 354 paid subscriptions— 1997: 444 paid subscriptions
Objective: Increase video titles to support the different learning styles of students.
Result: 1990: 572 titles— 1997: 1567 titles
However, one does not judge a book by its cover. The adaptation of new computer technology for the internal processes and procedures has increased the breadth and depth of services and opened up access to a plethora of information resources.

Objective: Increase access to computerized resources to provide a greater choice in finding specific information.
Result: In 1991, an library on-line catalog was installed to meet the needs of students as well as supplement those of the residents of the community district Clark College serves.

The DYNIX system was purchased as a joint network with Fort Vancouver Regional Library System, Camas Public Library, and Southwest Washington Medical Center Library, and currently contains over 500,000 volumes, including Cannell Library's books, periodicals and video titles.

Print checkout grew from 42,260 in 1992/93 to 64,775 in 1996/97. This last academic year, 16,867 holds for books were placed and picked up at any of the participating libraries. This special feature makes it quite convenient for students who balance work, school and family.

CD-ROM databases have increased. In addition to LaserCat, General Science Index, DiscLit *and The Oregonian* are available.

A shift has occurred from primary reliance on in-house resources to partnerships with other libraries. Most important are:
● the shared on-line DYNIX catalog , managed by Fort Vancouver Regional Library System
● Information Access full text databases for over 500 titles in Academic Index, Business Index, and Health Reference Center, available through consortium pricing with Fort Vancouver Regional Library.
● The Portland Area Library System consortium, the `virtual library' of the Portland metropolitan area which includes access to each member's on-line catalogs, over 32 databases.
● In addition to the ARIEL Interlibrary Loan & Document Delivery system, reciprocal borrowing for students, cooperative collection development, and project grants are offered by the Portland Area Library System.
● Encyclopedia Britannica On-Line was subscribed to through a group pricing with the Portland Area Library System, ORBIS and Oregon State University Library.
● The thirty-two State of Washington Community and Technical Colleges Library/Media Centers promote cooperative database purchasing and reciprocal borrowing.
● The WSU-Vancouver Library allows Clark students and local residents to borrow from their own collection as well as other libraries in the Washington State University system

Portland Area Library System databases include:

- AIDSLINE - National Library of Medicine
- Article1st - Online Computer Library Center
- BIOSIS Previews - Biosis
- Business Abstracts, full-text - Wilson
- CINAHL - OVID
- Contents1st - Online Computer Library Center
- Dissertation Abstracts - UMI
- EICompendexWeb - Engineering Information, Inc.
- ERIC - Online Computer Library Center and University of Washington
- FastDoc - Online Computer Library Center
- GPO - Government Printing Office
- HealthStar - National Library of Medicine
- MEDLINE - National Library of Medicine
- MLA Bibliography - Online Computer Library Center
- NetFirst - Online Computer Library Center
- PapersFirst - Online Computer Library Center
- ProceedingsFirst - Online Computer Library Center
- ProQuest Direct - UMI
- PsycInfo - American Psychological Association
- STAT-USA
- UnCover - CARL
- UnionLists - Online Computer Library Center
- WORLDCAT - Online Computer Library Center

Attachment L5.4   Table A— Selected Cannell Library Budget Data

Budget Category	FY 1992-1993		FY 1993-1994		FY 1994-1995	
	Budgeted	Expended	Budgeted	Expended	Budgeted	Expended
Personnel Expenses	$320,684	$333,407	$299,914	$284,650	$375,280	$385,959
Goods & Services	$37,316	$39,604	$37,316	$36,425	$42,316	$61,120
Travel	$270	$896	$270	$996	$270	$525
Equipment	$20,100	$21,192	0	$4,423	$20,100	$27,785
Library Resources	$37,620	$44,591	$37,620	$49,952	$37,620	$50,783
Library Automation	$30,915	$43,449	$30,915	$13,784	$30,195	$47,651

Budget Category	FY 1995-1996		FY 1996-1997		FY 1997-98	
Personnel Expenses	$386,245	$397,758	$388,503	$428,072	$313,697	
Goods & Services	$42,316	$41,026	$64,316	$45,035	$42,316	
Travel	$270	$324	$270	$1,089	$270	
Equipment	$20,100	$15,404	$20,100	$35,062	$30,100	
Library Resources	$44,970	$48,369	$54,970	$98,601	$66,970	
Library Automation	$30,915	$54,315	$30,915	$30,992	$30,915	

Table B – Selected Media Budget Data

Budget Category	FY 1992-1993		FY 1993-1994		FY 1994-1995	
Personnel Expenses*	$181,180	$182,125	$190,783	$172,206	$176,241	$169,300
Goods & Services	$19,907	$17,329	$19,359	$9,918	$24,327	$16,305
Travel	$300	$48	$270	0	$270	0
Equipment	$24,644	$24,470	$24,644	$13,687	$24,110	$20,930
Video Rentals	$6,438	$5,507	$6,000	$1,126	$6,395	$3,616
Video Purchases	$3,420	$3,110	$3,420	$2,969	$6,392	$6,224

Budgeted Category	FY 1995-1996		FY 1996-1997		FY 1997-98	
Personnel Expenses*	$184,123	$182,087	$185,437	$180,063	$190,000	
Goods & Services	$19,089	$17,396	$19,089	$16,144	$19,089	
Travel	$270	0	$270	0	$16,800	
Equipment	$16,800	$10,688	$16,800	$19,074	$13,800	
Video Rentals	$6,000	$5,627	$6,000	$6,159	$6,000	
Video Purchases	$3,000	$2,770	$3,000	$2,823	$3,000	