

Cypress College Library Technology Plan

2009-2012

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Cypress College Library Technology Plan
2009-2012

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Executive Summary

The **mission** of the Cypress College Library is to provide knowledgeable staff, appropriate equipment and a suitable physical environment to support library users with high-quality experience-based learning.

Our **goals** in meeting this mission include: instructing our clientele in the most efficient use of computerized resources, providing access to information resources in all formats, and supporting library technology with appropriate funding and personnel.

Some **objectives** to be met in reaching our stated goals include: upgrading the current ExLibris Voyager online catalog system, implementing new social networking/bookmarking tools, expanding the current library instruction program, and providing secure access to the library's various resources through EZProxy. We also seek to create a physical environment conducive to the ergonomically sound use of computer technology in the library, and to continue to extend our services beyond the wall of the library by providing campus and home access to electronic information.

In order to **fulfill** our technology objectives, reach our goals, and properly achieve our stated mission, the Cypress College Library needs: knowledgeable technical support, consistent funding in the campus budget, and adequate staffing within the library.

In the spirit of innovation and cooperation, we present our Technology Plan for 2009-2012.

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Library Mission Statement

The mission of the Cypress College Library is to provide library users with high-quality experience-based learning, in developing information-seeking abilities appropriate for individual levels of scholarship, and to support their research needs at Cypress College, in preparation for transfer to four-year universities and in the job market. Library faculty members are here to teach students how to locate, evaluate, synthesize, and communicate information efficiently, effectively, and ethically.

The library provides materials, facilities, and resources which encourage innovation and experiential learning, and whenever possible, makes use of new technologies which provide access to information beyond the physical boundaries of the library facility.

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Statement of Goals

The Cypress College Library declares the following technological goals in its support of the students, staff, faculty, and campus community:

1. Provide access to information in various formats and by various means suited to meet the educational goals of Cypress College and its students, faculty, and staff;
2. Provide library instruction in the use of electronic resources to all library users and library staff;
3. Provide appropriate and ongoing support for the use of technology in the library;
4. Make use of campus, community, and partner library resources to enhance and complement the services we provide.

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Technology Objectives: Goal 1

Provide access to information in various formats and by various means suited to meet the educational goals of Cypress College and its students, faculty, and staff.

- *Expand our services beyond the walls of the library by allowing campus and remote access to electronic information.*

The library provides online access to its catalog and to other databases to which it subscribes. Besides providing passwords for off-campus use of databases to current students, staff, and faculty, the library plans on installing EZProxy software. EZProxy software will allow access to the library's databases through a single user-generated password, rather than a handout with a generic list of library passwords. Through its web site, library courses, library instruction sessions, campus promotion, and any other means that becomes available, the library will continue to advertise and provide "beyond the wall" service whenever possible.

- *Continue to review and consider for purchase electronic remote-access databases as part of the collection development process.*

The library continues to explore databases that may fill the specialized research needs of our users, while maintaining a current subscription to the EBSCOhost Premier Database Package with CINAHL. NewsBank America's News Magazines and America's Newspapers, ProQuest Los Angeles Times and New York Times Historical, Opposing Viewpoints, CQ Researcher, CountryWatch, Gale History Resource Center U.S. and World, Gale Literature Resource Center, Gale Virtual Reference Library, and Noodlebib citation tool are several of the databases the library has chosen to subscribe to recently to provide additional electronic support to the students, faculty, and staff at Cypress College. Through library consortia memberships, we will take advantage of free trial subscriptions, and will "stress test" databases for ease of use, timeliness of information, and relevancy to our research needs.

If desired databases are identified, we will then explore funding sources that will enable us to commit to long-lasting subscriptions. We will avoid making decisions that may need to be undone the following year due to lack of funding. Existing

print collections, other comparable databases, curriculum, and patron demand will all play key roles in determining the level of financial commitment we will make to any given online subscription.

Technical Services is utilizing several online resources such as OCLC and Baker and Taylor Title Source 3 to purchase and catalog new library materials. The workflow for acquisitions and cataloging is streamlined through the shared use of these online resources.

- *Future expansion of library web site*

The library web site was redesigned and made available for public use in January 2008. The reorganization and design of the library web site was specifically developed as a teaching tool. To ensure the continued success of the new library web site, improvements and additional resources are continually added. An online request form was added for students needing to submit a question to the reference librarian. An interactive instant messaging application called Meebo is the next step. Students would be able to chat live with the reference librarian from any location. The librarians have also started using Jing software to create quick instructional videos. It is an ongoing process to help others on campus realize the importance of the library web site as an essential teaching tool for all students. With such unique applications, the library must be able to customize the use of such applications in a teaching environment.

- *Expand wireless access*

The library strives to provide easy-to-use, wireless access for students, faculty, and staff. Since every user has a unique setup on their personal laptop, the library tries to streamline the process as much as possible, by providing clear instructions. These instructions are available in person at the reference desk or via the library web site.

- *Implement Voyager 7 (TomCat)*

ExLibris Voyager has completely re-vamped the latest version of the online catalog, Voyager 7 (TomCat). The goal is to customize Voyager 7 and provide access to the new online catalog in 2009/2010.

- *Implement Google Books as a feature of Voyager 7 (TomCat)*

A customizable feature of Voyager 7 (TomCat) allows the ability to incorporate

images of book cover art through Google Books. The goal is to implement this feature soon after Voyager 7 is up and running.

- *Develop Special Collections/Archives*

The library has developed collection development guidelines for Special Collections/Archives. Some of the items donated to Special Collections have been sorted and cataloged, but there is still an immense amount of materials that need to be organized. One goal is to continue to add digitized images to the Contentdm account, making those images available via the library web site as well.

- *Continue to expand Delicious: social bookmarking tool*

The reference librarians have been systematically adding subject web sites to the Cypress College Library Delicious account. When students use the library web site and need recommendations about useful, subject-specific web sites, they are automatically linked to the Delicious.com account. The librarians will continue to enhance this feature.

- *Consider purchasing Aquabrowser application*

One goal is to purchase a subscription to Aquabrowser . This add-on feature would further enhance a student's searching results when using the online catalog. By typing in a search term, the "cloud" provides a mind-mapping graphic organizer of related terms for the students to consider and links to those results.

- *Investigate the possibility of e-Reserves*

The library is interested in the possibility of subscribing to an e-Reserves system, which could allow remote access to materials placed on reserve by individual instructors.

- *Investigate the use of an open source catalog*

The library is keeping abreast of current developments of an open source catalog system for future consideration.

- *Investigate the possibility of additional student workstations*

The library will continue to investigate the potential to increase the number of

student workstations. High demand and student requests make this a priority amongst students in the library.

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Technology Objectives: Goal 2

Provide library instruction in the use of electronic resources to all library users and library staff.

- Upgrade and maintain a classroom/lab for library presentations and hands-on instruction.

In January 2006, the new Library and Learning Resource Center (LLRC) opened. LLRC Room 245 was equipped with 35 computer workstations. The room, however, was not designed with instruction in mind. The library has an old computer cart, which the librarians use for instruction purposes; however, a power extension cord and an Ethernet cable must cross both sides of the classroom to provide electrical power and an internet connection to the cart. Installation of a ceiling-mounted projector is a priority; however, the installation must take into account the room's emergency lighting which interferes with the view of the projection screen. The library will also need to purchase a new computer or laptop for the classroom. Classroom management software like Netsupport is also highly desirable in that it would enhance collaborative learning.

- Library 100

The library will continue to provide instruction in the use of all its resources, both print and online. Campus instructors traditionally schedule orientations or specialized instruction sessions for their classes throughout the semester in advance of an anticipated library visit.

Library 100, a 1-unit library research course was introduced into the schedule of classes in 2002. In 2007, a Library 100 hybrid course became available. A Library 100 course taught in conjunction with Puente and UTAP English 100 classes, as well as a Library 100 hybrid course will be taught beginning in spring 2010. Plans are underway to develop a 3-unit Library 101 credit course.

- Learning communities: UTAP and Puente

Librarians continue to work with campus learning communities to develop partnerships between Library 100 and courses with a research component.

- Workshops

The Instruction Librarian is developing a workshop program to replace the traditional library orientation program. Students will register for specific elements of library instruction; searching the online catalog, utilizing electronic databases, and creating works cited or annotated bibliographies.

- Workshop registration system

The library needs to purchase or develop an in-house library workshop registration system. The system will keep track of workshop registrations, available seats, and workshop completion information.

- Library web site: expansion

The library will continue to maintain a web site, which serves as a gateway to all available online-based information appropriate to the users of the library. The web site includes links to the online catalog, electronic databases, subject-specific web sites, subject guides, services, policies, handouts, "asks a librarian" request form, and frequently asked questions.

- Meebo

Meebo is an interactive, chat-based reference librarian tool which allows students to ask for assistance remotely while using the library web site. The library plans to implement Meebo on the library home page.

- Jing

The librarians have begun utilizing Jing software to create short, on-demand, instructional videos. The plan is to continue to create instructional videos for students as a follow-up to a reference desk interaction or phone call.

- Library Technology Program

The library plans to develop a Library Technology certificate program at Cypress College.

- Electronic Reference Desk Manual

An electronic version of the Reference Desk Manual has been developed. The electronic version is readily available to all of the reference librarians for quick, up-to-date information. New information is added as needed.

- LibGuides/Pathfinders

LibGuides is a subscription based service to a Web 2.0 pathfinder system. LibGuides enables the librarians to create subject and course-specific pathfinders, which guide students to relevant research information in a wide variety of formats.

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Technology Objectives: Goal 3

Provide appropriate and ongoing support for the use of technology in the library.

- Student computer login system

The library plans on implementing a student computer login system. Ideally, this system will restrict the use of the library computer workstations to current Cypress College students, faculty, and staff.

- Wireless access

As more and more students come into the library with their personal laptops, plenty of access to the wireless network needs to be available.

- Memory upgrade

If funds are not available to replace library workstations as scheduled, the library will need to look into upgrading the amount of memory on each workstation as a viable alternative.

- Staff color printer

The staff color printer needs to be replaced. The current printer has been an invaluable resource and has served us well for many years.

- Staff printer at circulation counter

The staff printer at the circulation counter needs to be replaced.

- Light pens (guns)

It is time to look at replacing the lights pens (guns) at the circulation counter and in technical services.

- Print card re-value machine

The library should look at purchasing a print card re-value machine. Value could

be added or subtracted from patron's print cards instead of giving cash refunds. The possibility exists for us to use this machine to allow students to pay their overdue fines as well.

- Scanner

The library scanner no longer works and needs to be replaced.

- RFID (Radio Frequency Identification) barcode system

The library should investigate the possibility of converting to the RFID barcode/security system. Theoretically, the system will automatically scan a student's ID card and check out any library materials they are carrying as they exit the library. This is an extremely labor intensive project and the library would need to investigate how an RFID system is working at other community college libraries.

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Technology Objectives: Goal 4

Make use of campus, community, and partner library resources to enhance and complement the services the library provides.

- Maintain regular contact with other labs and learning centers on campus.

The library will maintain relationships with key personnel in labs and learning centers throughout campus. Through membership in various campus committees, librarians will forge relationships and share information. We will distribute information regarding our electronic resources to other labs and learning centers. Conversely, we will seek out and provide the most up-to-date information about other labs and learning centers to our patrons. When appropriate, we will link to the resources of these entities through our library web site.

- Continue partnerships with California State University Long Beach, Fullerton College, Golden West College, Orange Coast College and other local libraries for shared use of collections and resources.

The library will link to publicly available resources and other local libraries through the home page. We will provide referral services as appropriate, and we will in turn provide these libraries with up-to-date information about services available at Cypress College.

- Library newsletter / blog

In an effort to keep campus faculty, staff, and students aware of the variety of services offered at the Cypress College library, we will look into creating a print newsletter or an electronic blog via the library web site.

- Contact with divisions on campus

The library will continue to pursue means by which we extend our outreach to faculty and staff on campus. Projects include collaboration on library collection purchases, individualized instruction sessions on library resources, and participation in the library's "Weed-n-Feed" program.

- Learning communities

The library has begun to develop new partnerships in library instruction through various learning communities. In the spring of 2010, new Library 100 courses will be taught in conjunction with English 100 for UTAP and English 100 for Puente. The library expects to continue growing in this area.

- Stabilize funding for electronic databases

California TTIP funds had taken on the role of providing the majority of funds necessary for community college libraries to purchase electronic databases. With the current economic crisis, those TTIP funds have disappeared and we are now faced with finding the funds to continue database subscriptions. Access to electronic databases is an essential core requirement for students doing academic research. The campus will need to provide stable funds to continue with the electronic database subscriptions. When additional funds are available, the library will want to be able to add new databases as research needs continue to expand.

APPENDIX A:
**Cumulative List of Accomplished Technology Objectives for the Cypress College
Library**

1. Continue services beyond the walls of the library by allowing campus and home access to electronic information.
(Status: Accomplished, will maintain electronic databases yearly. Continued progress will be made with implementation of EZProxy)
2. Investigate digital files and imaging applications.
(Status: Accomplished with subscription to Contentdm, will maintain yearly. The scanner has broken down and will need to be replaced.)
3. Implement an inventory control module.
(Status: Accomplished through use of Voyager Endeavor software, will maintain)
4. Implement the Endeavor Universal Borrowing Module
(Status: Accomplished; however, Cal-West has decided to discontinue support of the module)
5. Implement the Endeavor Interlibrary Loan Module
(Status: Cal-West decided to discontinue support of the module)
6. Purchase and install DVD players in the library viewing area.
(Status: Accomplished with the purchase of 8 DVD/VHS television viewing stations)
7. Investigate the use of a debit card system for printing needs.
(Status: Accomplished with the new Xerox/Jamex pay for print vend system, will maintain yearly)
8. Planning and designing for possible new Library/Learning Resource Center.
(Status: Accomplished with the new LLRC, opened in January 2006)
9. Continue to provide “one-stop” catalog stations at convenient locations in the library.
(Status: Continue to maintain)
10. Continue to review and consider for purchase electronic remote-access databases as part of the collection development process.
(Status: Continue to maintain)

11. Seek to conform to all relevant standards in providing electronic access to information.
(Status: Accomplished with the addition of cataloging records tied to titles in the netLibrary ebook collection and Gale's Virtual Reference Library collection, continue to maintain)
12. Maintain patron orientation programs and continue to experiment with innovative methods for targeting specific audiences.
(Status: Continue to maintain)
13. Maintain a classroom/lab for library presentations and hands-on instruction.
(Status: Lost our classroom for a few years during reconstruction projects in the old library building. A new classroom/lab was included in the construction of the new LLRC building, which opened in January 2006)
14. Introduce a 1-unit academic research course.
(Status: Accomplished with the introduction of Library 100 hybrid course, continue to maintain and expand offerings)
15. Pursue staff training programs for all standard applications.
(Status: Completely dependent upon funding opportunities)
16. Maintain a library web site which serves as an instructional tool for the library.
(Status: Completely revamped the library web site in January 2008, continue to develop and enhance)
17. Make the library policies regarding computer use clear to our patrons.
(Status: Accomplished with the posting of the Library and Campus Computer Use Policies at all library workstations and through the library web site)
18. Maintain an "ideal" workstation setup for both staff and public access machines.
(Status: Accomplished through the use of DeepFreeze security software)
19. Maintain a "spare parts" inventory.
(Status: Maintained)

20. Follow a rotation schedule by which older equipment can be recycled when replaced with new equipment.
(Status: Campus rotation plan was in place, but is on hold during economic crisis)
21. Implement and maintain authority records.
(Status: Accomplished through MARCIVE subscription and updates)
22. Continue the use of adaptive hardware, software, and furniture for the physically disabled, as well as for patrons of varying sizes.
(Status: Adaptive equipment, software and furniture is available in the library)
23. Maintain regular contact with other labs and learning centers on campus.
(Status: With the construction of the new LLRC, many of the labs on campus merged. Regular contact is maintained.)
24. Maintain logical partnerships with California State University Long Beach, Fullerton College, Orange Coast College, Golden West College, and other local libraries for shared use of collections and resources.
(Status: Maintained)
25. Create educational handouts and flyers for library displays.
(Status: Accomplished, available in print and on the library web site. Maintenance is dependent upon staffing.)
26. Implement a new Audio-Visual security system.
(Status: Accomplished, Audio-Visual equipment is protected by the 3M security system; however, due to the high number of thefts/attempted thefts, the DVD collection is now housed behind the Circulation counter)

APPENDIX B:
Cumulative List of Technology Objectives for the Cypress College Library

1. Implement EZProxy software.
2. Continue to review and evaluate electronic databases.
3. Continue expansion of library web site.
4. Continue expansion of wireless access.
5. Implement Voyager 7 (TomCat).
6. Implement Google Books as feature of Voyager 7.
7. Continue developing Special Collections/Archives.
8. Continue developing Delicious social bookmarking tool.
9. Consider purchasing Aquabrowser application.
10. Consider purchasing e-Reserves software.
11. Investigate possibility of open source catalog.
12. Investigate feasibility of additional student workstations.
13. Upgrade Room 245 into smart classroom.
14. Expand offerings of Library 100.
15. Expand partnerships of Library 100 in learning communities.
16. Develop workshop program.
17. Implement workshop registration program.
18. Implement Meebo reference tool.
19. Continue utilizing Jing software.
20. Consider developing Library Technology certificate program.
21. Continue updating electronic Reference Desk Manual.
22. Consider purchasing LibGuides/Pathfinders software.
23. Implement a computer login system.

24. Upgrade memory on all library workstations.
25. Replace staff color printer.
26. Replace staff circulation counter printer.
27. Replace light pens (guns) in circulation and technical services.
28. Maintain regular contact with other labs and learning centers on campus.
29. Continue partnerships with local libraries.
30. Consider creation of a library newsletter / blog available through the library web site.
31. Maintain contact with divisions on campus.
32. Stabilize funding for electronic databases.
33. Consider purchasing print card re-value machine.
34. Investigate converting to an RFID barcode system.
35. Replace scanner.
36. Consider purchasing classroom management software.