CCL Outlook: Newsletter of the Council of Chief Librarians California Community Colleges

News from the president:

Happy Holidays,

This semester has been a very busy time for CCL. We have been responding to the budget crisis on what seems like a daily basis, just as you have on your campuses. There has been some movement on a number of fronts.

First of all, as was reported in the November *CCL Outlook*, I went before the CCC's Board of Governors, to present the TTIP issue and a Resolution (see page 11 of this *CCL Outlook*).   I believe that our cause was well received and I hope for some action if any money becomes available, or maybe even without new money, in next year's State budget, whenever that happens!

Secondly, at the November CCL Board meeting, we continued planning for the creation our new CCL, as a California Public Benefit (aka non-profit) corporation. Under the skillful guidance of our Executive Director, Gregg Atkins, we are on the road to signing the paperwork to become a corporation at our January 2010 Board meeting. We created corporation bylaws to replace our old constitution and we created two new offices to go with the presidency: a secretary and a chief financial officer. We will maintain our 10 elected regional representatives and have a place for the president (elected by the board) on a new 11 member board. However, due to the limitations in corporation law, the elections in the regions will be advisory with the official election being at the Board level (like the Electoral College for the Presidency but hopefully never with the associated weirdness!). Once we have final draft documents, we will place them on the CCL website for you to see and to comment.

Once we are a corporation, we will be in line for a leadership grant from the State Chancellor's office. We talked about the grant at our board meeting and how we would use the funding. Our first priority is to maintain the consortium buying program. There may be some costs that CCL may have to take up to maintain the program and we would use the grant for that. After that, there are many ideas, from statewide leadership issues ie getting money for databases, to professional development ideas to funding the annual Deans and Directors meeting so that more people can attend or so that we could pay for speakers. You will be hearing more as we receive the grant.

Finally, there is a lot of other information in this Outlook for you to read as we work to support you. Please note that the Annual Deans and Directors meeting is being planned for **Friday March 26th** in Sacramento. There are still some arrangements to make but that is the date we are planning today.

Jim

Your CCL Executive Board: 2008/10

*(phone numbers and email addresses are available at the CCL Website **www.cclccc.org**)*

President: Jim Matthews (Chabot College)

Northern Regional Representatives:
East Central:
  Susan Walsh (Merced College)
Northeast:
  Dr. Luozhu Cen (Butte College)
Northwest:
  John Koetzner (Mendocino College)
San Francisco/East Bay:
  Cherry Li-Bugg (Los Medanos College)
Southwest Bay:
  Tim Karas (Mission College)

Southern Region Representatives:
Desert:
  Marie Mestas (San Bernardino Valley)
Los Angeles:
  Choonhee Rhim (East Los Angeles)
San Diego/Imperial:
  Judy Cater (Palomar)
Southcoast:
  John Weispfenning (Santiago Canyon)
West Central:
  Kenley Neufeld (Santa Barbara City College)

Additional Members:
  Executive Director: Gregg Atkins (Dixon Public Library)
  CCL-EAR Chair: Glorian Sipman (Miracosta)
  CCL/CC League Consortium Director: Sarah Raley
  Chair, Library & Resources Advisory Committee: Dan Crump (American River College)
  Outlook & Website Editor, Past President: Johanna Bowen (Cabrillo College)

GREAT MEMBERSHIP REPORT
Gregg Atkins, CCL Executive Director

We already have 77 members for 2009/2010 The current 2009-10 membership is a record number for the first week of December. The CCL Executive Board thanks the membership for this vote of confidence in your organization.

Virtual Reference Solutions

By Daniel Kiely, Diablo Valley College

A Buyers' Market

These days many libraries are being asked to do more with less, and few would consider adding services in our current fiscal climate. I would argue that in the world of virtual reference (VR)—instant messaging (IM) and text messaging services—it's a buyers' market. While it may seem an extravagant addition to your library services, there are several affordable VR solutions available. If you are willing to set up and staff the service locally, there is a wide range of products out there designed specifically for libraries. I will focus on three VR solutions—one hack, one commercial, and one open-source.

The Hack: Pidgin, Meebo, & AIM

Using the customizable chat client Pidgin, it is possible to set up a virtual reference system for no cost. Pidgin lets you respond to a number of different chat profiles; the library can create identities on Yahoo, AIM, Google Talk, MSN, and Meebo and communicate through them all with this one client. When students add the library to their buddy list, the reference librarian is just a click away. You can also add functionality to Pidgin:

- Add a plug-in, and you can sync Pidgin with a MeeboMe widget, allowing students to chat with a librarian on the library website.
- Add text messaging by using the AIM TXT service. AIM allows users to send IMs directly to cell phones. Keep in mind, if you use this service, your users' cell phone numbers will be attached to their questions.

This solution is a one-librarian system. Only one librarian can monitor incoming chats at a time.

My take: This is a good solution for libraries that have a single librarian monitoring Pidgin. This solution becomes troublesome when there is more than one librarian at a time answering questions. Maintaining a seamless VR service is difficult during shift changes (chats are often dropped). Also, updating Pidgin on a number of computers is labor intensive. And, if there is a technical problem, you will need to troubleshoot it yourself.

For more information on setting up a VR system with Pidgin, visit http://www.lib.unc.edu/reference/eref/pidgin/.

Commercial: Text-a-Librarian

Text-a-Librarian by Mosio focuses solely on text messaging reference, but the company has developed an impressive service that maximizes the text medium. Multiple librarians can answer questions simultaneously at the "microboard," the service's online hub. You have 320 characters to answer each question, so a longer answer can be split up into two text messages. The user's privacy is protected by a random ID that is assigned to phone numbers. The ID stays with the phone number. After a question is

answered, it is saved to a database that can be searched by question or user ID. Additional features include:

- Question notifications: the system will notify you of new questions via IM, email, or text.
- The "I got it" function: once you claim a question, no one else can answer it.
- Auto responses: users will be automatically notified if the service is unavailable (e.g. "The library is currently closed. Your question will be answered tomorrow morning").
- Text-translator: you can translate a text message with one click (e.g. lol = laughing out loud!).
- Custom footers: you can include a custom footer for all of your outbound text messages (e.g. "The library will be closed for the holiday break").
- Custom FAQs: you can create a collection of answers to frequently asked questions (e.g. "How late is the library open?") that can be accessed with one mouse click.
- Robust statistics component

My take: Mosio has created a user-friendly and feature-rich system that allows for a seamless text-messaging VR experience. They make it easy for you to monitor and answer questions. In addition, Mosio continues to create new features and improvements. The downside is the price—it is the most expensive of the three services. The plans range from $65 per month for 350 outbound text messages to $199 per month for unlimited messages. If you want to offer a chat reference service, you will need to set up and maintain it separately. Text-a-Librarian is fully supported by Mosio. Company representatives are available to answer your questions via email, phone, and text.

For more information on setting up a VR system with Text-a-Librarian, visit
http://www.textalibrarian.com/

Open-Source: Libraryh3lp
The most intriguing of the three, Libraryh3lp, is the creation of a librarian from the University of North Carolina and a computer programmer. Library h3lp provides a comprehensive chat reference service that allows libraries to set up and manage multiple queues (reference, circulation, periodicals, etc.) and place customized chat widgets anywhere on their library websites.

Libraryh3lp is designed to easily work with multiple librarians. When multiple librarians are signed in, they can see all of the questions in their queue; the first to answer a user's question gets connected. If a user's question is better suited for another department or user, a question can be forwarded to another queue. The system allows for a seamless chat reference service. Additional features include:

- Text messaging: libraries can choose from two solutions to integrate text messaging into the VR service (as of right now, users' phone numbers will be attached to questions).

- Chat clients: librarians can use libraryh3lp's web client (without installing any software) or a locally installed Jabber client (Pidgin, Adium, or PSI).
- Back channel chat: librarians can use the system to chat with each other.
- IM Transcripts: storage can be turned on or off.
- Robust statistical component.

My take: Libraryh3lp provides a complete VR solution that can be customized. There is a small hosting fee starting at $100/year for 5,000 or fewer FTEs, and libraries are allowed to set up the VR system and test it extensively before making a commitment. The downside is that technical expertise is needed to set up and administer the system. While not overly complicated, the set-up may be daunting for non-techie librarians. Technical support is run through a Google group by libraryh3lp's creators and librarians. (When I posted questions, they were answered within a few hours.)
For more information on setting up a VR system with Libraryh3lp, visit
http://libraryh3lp.com/docs/h3lp

24/7 VR Service
If you are looking for a virtual reference service that is available 24/7, OCLC's QuestionPoint is worth considering. It is a cooperative service that enables libraries to band together and share the work of 24/7 IM reference. It is a fully supported IM and email reference service. In addition to a monthly fee, your library will be required to contribute a certain number of hours to the service (based on your college's FTE). For more information visit: http://www.oclc.org/questionpoint or
http://cclibraries.org/providers/oclc.html.

Making the Right Choice
All three solutions enable libraries to offer reference services at the point of need—in the catalog, library website, and course management system. I recommend setting up and testing at least one system to see how your students and colleagues respond to virtual reference.

Email Daniel Kiely at dkiely@dvc.edu.

REPORT TTAC Chancellor's Advisory Committee

John Koetzner, Mendocino College AND TTAC Representative

TTAC met on November 17, 2009 via CCCConfer. The first item of business was the budget update that showed that the budget for 2009-10 was $15, 290,000 and that $1,595, 811 in ARRA (stimulus money) was also part of this year's picture, but that monies will be applied according to the federal government's recommended projects for the State of California.

Next year's budget is expected to be $15, 290, 000 and no federal stimulus money to back-fill the loss in funds. TTAC projects will be cut 10% this year and 20% next year. It was also recommended to look outside the state for library funding that was cut.

The second item was a discussion of a library leadership grant that will be $150,000 and will help support continuance of the consortium and other CCL activities. In order to apply for the grant, CCL needs to become a nonprofit organization.

Three other items of discussion included a CCC Assess Project for making test scores transferrable system-wide, a digital textbook project that will be piloted in fall 2010, and an ePortfolio project.

REPORT: Academic Senate for California Community Colleges (ASCCC)

Dan Crump, American River College and ASCCC Executive Committee (North Representative)

The Academic Senate held its Fall Plenary Session in Ontario on November 12-14. There were more than 200 faculty members attending from all over the state. Each college has one vote for the resolutions on Saturday, but many colleges send more than one person to attend (and unfortunately, some colleges don't send anyone to attend). It was good to see so many librarians in attendance, including Kevin Bontenbal, Marie Boyd, Treisa Cassens, Shirley Coaston, Cathy Cox, Evelyn Lord, John Koetzner, Scott Lee, Peter Sezzi, and Cheryl Stewart (DC caveat: I took these names off the attendee roster. My apologies if I have forgotten anyone).

A resolution adopted at a previous plenary session (16.01, Spring 2009) directed the Academic Senate to "develop a paper addressing standards of practice for California community college libraries, including the role of library faculty, resources, services, instruction, and other aspects of library service to faculty and students." The project was assigned to the Academic Senate's Counseling and Library Faculty Issues Committee with the lead being taken by the two librarians on the committee, John Koetzner (Mendocino College) and Scott Lee (Antelope Valley College). John and Scott held a breakout discussion at the plenary session to discuss the outline of the paper and get feedback. There was a good mix of librarians and faculty from other disciplines attending the breakout and John and Scott have good information to take back to committee. It is planned that the paper will be further discussed at the next plenary session and possibly adopted at the Fall Plenary Session in November 2010.

The actions of the Academic Senate are driven by the resolutions that are voted on by the delegates on the final day of each plenary session (there are two plenary sessions each year---the next will be April 15-17, 2010, in the San Francisco area). All the resolutions adopted by the Academic Senate are listed on their website at www.asccc.org<http://www.asccc.org>. One adopted resolution is of particular interest to librarians---Resolution 2.01.

Library TTIP Funding
Scott Lee, Antelope Valley College, Counseling and Library Faculty Issues Committee

Whereas, In lieu of using district funds, many California community colleges (CCC)

have relied on the Telecommunications and Technology Infrastructure Program (TTIP) to provide funding to their libraries for periodical databases and/or other electronic information resources, and that TTIP funds have now been completely eliminated for this purpose;

Whereas, The Academic Senate for California Community Colleges has recommended a requirement of information competency for all CCC students in resolution 9.03 F01, which partly defines information competency as the ability to "use information technology tools to locate and retrieve relevant information";

Whereas, The Governor of the State of California has signed Executive Order S-06-09, the Digital Literacy Initiative, which was created to ensure that "California residents are digitally literate" and that Digital Literacy be "incorporated into higher education," and which calls "the ability to access information" part of the definition of Digital Literacy; and

Whereas, Standard II. C.1 of the Accreditation Standards of the Accrediting Commission for Community and Junior Colleges (ACCJC) of the Western Association of Schools and Colleges states, "The institution supports the quality of its instruction programs by providing library and other support services that are sufficient in quantity, currency, depth, and variety to facilitate educational offerings, regardless of location or means of delivery";

Resolved, That the Academic Senate for California Community Colleges communicate to all California community colleges that a lack of TTIP funding should not be considered an acceptable reason for failure to adequately fund periodical databases and/or other electronic information resources in our college libraries.

REPORT: COMMUNITY COLLEGE LIBRARY CONSORTIUM

http://cclibraries.org/index.html   **Sarah Raley, Director**

Fall orders have been placed with the vendors. Please check your access after January 1st to verify everything is working. When the consortium places your orders, we also send your IP addresses to the vendor. If there have been any changes in your IP addresses, please notify Sarah at sarahraley@ccleague.org
Please note: I will be out of the office from December 24 to January 11.

Many college administrators realized that their libraries could not be without access to their electronic resources after the complete cut of the library portion of TTIP funding. Only one library in California completely eliminated all the databases on their fall renewal order form. Total orders to the consortium were down 24% with most librarians cutting a few databases on their order form. Many librarians stated they were cancelling print resources to continue to purchase electronic products. Many of our vendors

agreed to little or no price increases in 2009. We will continue to work with them in the next year to explain our libraries' fiscal situation.

What's new with vendors…..
R.R. Bowker is now owned by ProQuest. They will discontinue offering Books in Print without Reviews at the end of next year. Baker & Taylor (Title Source) is now working with both ebrary and Gale (GVRL) to allow ordering of electronic books. Both EBSCO and Gale are providing, at no cost, free flu information resources. Check out http://www.ebscohost.com/flu and http://www.gale.cengage.com/flu/
Cambridge University Press has announced a new electronic books initiative. Offering books in the Humanities & Social Sciences, Science, Technology & Medicine, English Language & Literature and History & Anthropology, they have a new interface to provide access to their electronic books content. CUP is also contracting with ebrary and netlibrary for some of their content. See their web site for full details. http://www.cambridge.org/ebookstore/

REPORT: CCL-EAR Committee --November 2009

Glorian Sipman, Chair

Next CCL-EAR Committee Meeting
When: December 2, 9:30 am
Where: Teleconference CCCConfer

Ongoing activities
A review of Learning Express was recently posted on the Consortium's web site. Reviews in progress include Science Online, a content comparison of general encyclopedias, LibGuides, and Credo Reference.

Some new products the committee will be looking at include ReferenceUniverse, NoodleTools, and Films for the Humanities & Sciences.

A final decision on whether or not to have a Spring Vendor Fair is still pending and will be discussed at the December meeting.

Tech News: From The Pew Internet and American Life Project
< http://www.pewinternet.org/>

Social Isolation and New Technology by Keith Hampton, Lauren Sessions, Eun Ja Her, and Lee Ramie.   November 4, 2009

This Pew Internet Personal Networks and Community survey is the first ever that examines the role of the internet and cell phones in the way that people interact with those in their core social network. The key findings challenge previous research and commonplace fears about the

harmful social impact of new technology: Americans are not as isolated as has been previously reported. We find that the extent of social isolation has hardly changed since 1985, contrary to concerns that the prevalence of severe isolation has tripled since then. Only 6% of the adult population has no one with whom they can discuss important matters or who they consider to be "especially significant" in their life.

We confirm that Americans' discussion networks have shrunk by about a third since 1985 and have become less diverse because they contain fewer non-family members. However, contrary to the considerable concern that people's use of the internet and cell phones could be tied to the trend towards smaller networks, we find that ownership of a mobile phone and participation in a variety of internet activities are associated with larger and more diverse core discussion networks. (Discussion networks are a key measure of people's most important social ties.)

Verizon gives $20,000.00 to fund *Children's Story Time @ Rio Hondo College: A Campus Collaboration*

Whittier, CA - Verizon is contributing $20,000.00 to the Rio Hondo College Foundation to fund a collaboration between Rio Hondo College Library and the Rio Hondo College Child Development Department and Child Development Center/Lab School: *Children's Story Time @ Rio Hondo College: A Campus Collaboration.*

     Children's Story Time @ Rio Hondo College will teach students how to identify and utilize the children's learning resources provided by the Rio Hondo College Library. These resources are growing to include books, puppets, and felt board stories. The Rio Hondo College Library is working with Child Development Department instructors to select story time materials and educate students.

     In coordinating the Verizon grant, librarian, Monique Delatte, developed and taught six unique classes for students in three child development courses: *Principles and Practice of Early Childhood Education*, *Creative Art Experiences for Children*, and *Child Development and Community*. Classes taught by Delatte focus on subjects like selecting story time books, developing activities to enhance the stories shared at story time, discovering art through children's literature, and even coordinating opportunities to volunteer with children in the community. Books utilized in these classes include: social tolerance titles such as *Martin's Big Words* by Doreen Rappaport and *Great Joy* by Kate DiCamillo; art in literature titles such as *Popigami: When Everyday Paper Pops* by James Diaz and *Brava, Strega Nona!* written by Tomie dePaola and illustrated by Robert Clarke Sabuda and Matthew Reinhart; and volunteerism titles such as *Rainbow Resource Directory*.

     The grants also funded a *Very Hungry Caterpillar*-themed carpet and matching child-sized furniture setting. These furnishings help to delineate the children's section of Rio Hondo College's new, state-of-the-art, $36 million library and learning resource center. During the week preceding finals, Delatte used this area to demonstrate preschool story time techniques for Sigala's students. Child Development Center children enjoyed the storytelling and crafting fun. Lupe Scianni, Interim Director of the Child Development Center, observes, "Visiting the Rio Hondo College Library for story time provided an experience rich in literacy for the children of the Lab School. At the same time it exposed them to the larger campus community."

     Delatte describes the cooperation across departments as fruitful, "Working with faculty in the Child Development Department and the Child Development Center has been rewarding for

the library. We are able to use the Verizon monies to enhance our storytelling collection, and the opportunity for outreach has reminded students that Rio Hondo College Library offers a working collection for both parents and students." Sigala, Scianni, and librarians Debby Yashar, Judy Sevilla-Marzona, and Delatte selected story time titles for the library collection**.** Library and Student Learning Support Dean, Kats Gustafson explains, "Expanding the resources available to the instructors and students of the Child Development Department is a great benefit of these grants. In these challenging economic times, we are especially pleased to offer students even *more* materials and library classes through our partnership with Verizon Foundation."

  "As a 'Literacy Champion,' Verizon partners with organizations that are working to increase reading skills," said Mike Murray, Director – Government and External Affairs. "The Rio Hondo College library project is a comprehensive literacy strategy that sets a standard."

  Rio Hondo College is a Hispanic-serving institution. The student body is comprised of persons from Whittier and the surrounding areas.

  Verizon is committed to being America's literacy champion. The company is conducting a national campaign to increase community awareness and to generate additional funding and support of literacy programs for adults, children and families. Working under the banner of Verizon Reads, a private charity, the award-winning philanthropy program reaches out to the nearly 40 million Americans who have low literacy skills. For more information on Verizon Reads, visit *www.VerizonReads.net*.

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Rio Hondo College Child Development 115 students observe a storytelling presentation for the Child Development Center/Lab School preschoolers by librarian, Monique Delatte.

Final Copy
RESOLUTION REQUESTING ACTION BY THE BOARD OF GOVERNORS OF THE CALIFORNIA COMMUNITY COLLEGES TO SUPPORT CONTINUED FUNDING FOR ONLINE LIBRARY INFORMATION RESOURCES AND SERVICES NEEDED BY STUDENTS AND FACULTY

WHEREAS the essential, traditional sources of authoritative information used by students and faculty in libraries – journals and magazines, newspapers, encyclopedias, vocational files, etc. – have been moved online in electronic digital format, and

WHEREAS the proprietary, fee-based access tools and indexes to such content have been recast solely into electronic digital format, and

WHEREAS new types of proprietary, fee-based electronic digital content – e-books, image databases, subject databases, etc. – have become critical additions to the body of essential sources used by students and faculty, and

WHEREAS the Telecommunications and Technology Infrastructure Program's *Library Automation and Electronic Information Resources* component has for eleven years funded $4 million ($36,036 per college in 2008-09) towards basic, ongoing costs of online electronic library resources (such as journal and periodical databases, newspapers with backfiles, encyclopedias, electronic books, and discipline or subject specific databases) in support of the system-wide goal of information competency, and

WHEREAS additional necessary funding for such resources has also been provided to community college libraries from the Instructional Equipment and Library Materials budget allocation, and

WHEREAS the 2009-2010 state budget for the California Community Colleges unexpectedly, drastically and completely eliminated both the TTIP library funding allocation and the Instructional Equipment and Library Materials budget allocation, and

WHEREAS such loss of funds will cripple the ability of the community college libraries to provide these essential resources to students and faculty – resources which are expected to be available at college libraries, which will continue to be found at UC and CSU libraries, and which are especially needed to adequately serve students engaged in distance learning or learning through centers and other locations,

THEREFORE BE IT RESOLVED that the Council of Chief Librarians, California Community Colleges requests that the Board of Governors of the California Community Colleges act to direct the Chancellor's Office to actively seek other sources of funding to insure that all California community college libraries are able
   1) to continue to provide all students and faculty with access to fee-based, proprietary   online information resources and services;
   2) to meet and support critical accreditation standards, especially with regard   to the needs of distance education students, online students and today's   24/7 learners; and,
   3) to provide at least a core group of types of items:
        a) magazine and journal article database
        b) major newspapers database with backfiles
        c) social issues database
        d) topic specific databases, encyclopedias or other
            online collections which serve major academic program areas
        e) eBooks, and
   4) to continue to support the system-wide goal of information competency.

Adopted by the Executive Board of the Council of Chief Librarians, California Community Colleges on September 24, 2009.

James Matthews, President

What is the CCL Executive Board Reading? The following list covers the reading favorites of the CCL Executive Board at the November 2009 meeting.

Julie and Julia by Julie Powell – Johanna Bowen, Cabrillo College

Cold Eye, Warm Heart by Gerald Rosen   -- John Koetzner, Mendocino

How to Form a California Non-Profit Corporation by Anthony Mancuso – Gregg Atkins, CCL Executive Director

Armageddon Reef by David Weber -- Jim Matthews, Chabot

23 Hours by David Wellington – Marie Mestas, San Bernardino

The Railway Detective by Edward Marston – Glorian Sipman, Miracosta

Deep South, by Nevada Barr– Judy Cater, Palomar

Free, by Chris Anderson – – Kenley Neufeld, Santa Barbara City College

Even Money by Dick Francis – Dan Crump, American River College