

II.C.1.c

The institution provides students and personnel responsible for student learning programs and services adequate access to the library and other learning support services, regardless of their location or means of delivery.

Descriptive Summary:

Library

The College provides students and staff with adequate access to library resources and other support technologies. The main library offers extensive hours during the week: 8 am to 9 pm Mondays through Thursdays and 8 am to 12 noon Fridays. The learning centers at the other sites (KRV, ESCC Bishop, and ESCC Mammoth Lakes) are open approximately 16 hours per week (4 hours per day Monday through Thursday).

Laptops with wireless internet access are available for student, staff, faculty, and community use in the IWV library. In 2011 the College expanded wireless capabilities to all college sites. Students have access to library resources even during non-operational hours. As explained more thoroughly above in Standard II.C, the library website has been designed to help students easily find library materials in specific formats which can be accessed at any college site as well as remotely [doc. 228]. The library subscribes to several electronic databases that can be accessed from the library's website. The site features citation guides, information on the research process, tips for evaluating information sources, and links to library policies and procedures. Faculty can use the library web site to request instructional equipment and audiovisual resources remotely [doc. 229].

The library uses a web-based catalog called Horizon, a product of the SIRSI corporation. With Horizon, services include online "holds" and the ability to look up patron account information. Horizon contains records for all holdings of the library collection: books—circulating, reference, reserves, electronic books—audiovisual titles, and "for loan" laptops. The main library collection is expanded through the "distance delivery" and interlibrary loan services. Students at the distant sites or taking classes online can request any Cerro Coso book to be delivered to their local campus, free of charge. Document delivery generally takes a couple of days. All students, regardless of location, can click on the "Other Libraries" link or the "FirstSearch" link located on the library website to look for items in other libraries. They can then request those items, using an online form, and the library will process an interlibrary loan. Policies on document delivery and interlibrary loan are located on the library website [doc. 174].

Many of the library's database subscriptions have built-in accessibility components that meet the needs of students with diverse learning styles and needs. Audio, font options, and visual components are included features in most databases.

Learning Resources

The LAC hours at Ridgecrest IWV campus hours are 8 am to 9 pm Mondays through Thursdays and 8 to 12 noon Fridays. Exact hours of operation at our other campuses can shift from semester to semester depending on course scheduling and staff availability, but approximate 20 hours per week. Tutoring and proctoring are available at any of the campuses when the LAC/LRC space is open.

Learning Disability testing is provided by appointment with the learning skills specialist, who travels to all campuses as needed.

As mentioned above, a number of LAC services are made available to online students through the LAC homepage. Tutoring online uses Adobe Connect Professional for synchronous tutoring.

Self-Evaluation:

The College meets this Standard. Librarians and library staff ensure needed information sources are readily available to both students and faculty at all campus sites and online. Electronic access to library instructional materials is available to students 24 hours a day. With the implementation of InsideCC, library staff resources are easily accessible from off campus.

Recent library usage statistics show a steady increase in the preference of electronic books over print books, even though the print collection has grown at all campus locations. The library department attributes this increase—particularly the dramatic jump between 2010 and 2011—to the expanded library research instruction at all sites, which includes how to access and use eBooks:

	2006	2007	2008	2009	2010	2011
eBooks	592	561	979	890	705	1444
Print Books	2317	1796	1747	1548	1269	996

Usage statistics also show an increase of approximately 50% in use of the online reference since first implemented in 2010.

	2010	2011
In-person Reference (IWV)	146	486
Online Reference	219	404

For the LAC’s the hiring of staff has allowed for expanding tutoring and proctoring services into the evening up to the time the LRC closes. Accessibility to test proctoring has greatly improved with the expanded hours. Tutoring is available during the day as part of the class INST C004, Supervised Tutoring, with faculty supervision. Evening hour tutors and lab aide tutors ensure each session is documented and they are evaluated on the same standard as all tutors. Online

tutoring may occur any time the space is open. Online tutors document their sessions which are archived. The center does not offer 24/7 online tutoring with peer tutors due to supervision concerns.

Usage statistics for the LAC show a fairly steady increase of tutoring demand. Though Fall 2011 shows a dip, at the time of the writing of this document, Spring 2012 was on track to be consistent with Spring 2011:

	Spring 2010	Fall 2010	Spring 2011	Fall 2011
Tutees Enrolled	150	200	192	134
Tutoring Hours	1,290	4,620	2,477	1,351

One consideration at each site is securing a testing area for students whose accommodations permit a distraction free environment. At the IWV campus requests for noise-free or distraction-free testing are currently being provided by noise-canceling headsets, moving tutoring to the open lab, allowing the student to use the Special Services area for test proctoring, or—in unusual cases—reserving the LAC as a distraction free area. At KRV a glass-walled conference room serves double duty as a quiet testing room. Other campuses have expressed no need for an additional quiet area.

Actionable Improvement Plan:

None

II.C.1.d

The institution provides effective maintenance and security for its library and other learning support services.

Descriptive Summary:

Library

The IWV library provides adequate maintenance of its materials. All the library's books, periodicals, and laptops have security strips, which are sensitized and trigger the security gates unless the strip is de-sensitized. The back door, which provides exit and entry for the staff work area, is alarmed as are the two side doors. All permanent staff members have magnetic keys that open the front and back doors. A log records all alarm activity. The maintenance department oversees the library's door alarms.

The ESCC Bishop learning center is locked when not staffed. A security gate separates the library collection from the adjoining computer lab, so that the lab can operate when the library is closed. The ESCC Mammoth Lakes Library, a joint-use facility, is maintained and secured by the Mono