

B. Library and Learning Support Services

B1. The institution supports student learning and achievement by providing library and other learning support services to students and to personnel responsible for student learning and support. These services are sufficient in quantity, currency, depth, and variety to support educational programs, regardless of location or means of delivery, including distance education and correspondence education. Learning support services include, but are not limited to, library collections, tutoring, learning centers, computer laboratories, learning technology, and ongoing instruction for users of library and other learning support services. (ER 17)

**Evidence of Meeting the Standard**

PCC supports student learning and achievement through library and other learning support services with designated qualified personnel responsible for working with students. Learning is emphasized and supported with resources at Pasadena City College

([IIB1\\_1\\_PCC\\_Catalogue.pdf](#)). Students have a wide variety of academic resources available across the campus ([IIB1\\_2\\_Academic\\_Support\\_Centers.pdf](#), [IIB1\\_3\\_ASC\\_Maps.pdf](#)). The Shatford Library, 13 academic success centers and empowerment programs, as well as online tutoring services are all well-advertised and accessible to the student body ([IIB1\\_4\\_ASC\\_Web\\_Pages.pdf](#), [IIB1\\_5\\_Tutoring\\_Schedule.pdf](#)).

PCC's early alert system, called PCC Connect, allows faculty and students to facilitate communication and access to academic support, directly linking students to counselors and academic support services and centers ([IIB1\\_6\\_PCC\\_Connect\\_Guide.pdf](#)).

Tutoring, library research assistance, and workshops are advertised on PCC's main campus and other sites and information is accessible online. Tutoring and workshops are also promoted through social media, including Instagram, Twitter, and Facebook ([IIB1\\_7\\_ASC\\_Social\\_Media.pdf](#)).

[PCC's Library and academic success centers](#) provide access to materials and programming to support student learning in online as well as face-to-face environments. Learning resources support online student learning in partnership with the online tutoring resource, Smarthinking ([IIB1\\_8\\_Smarthinking\\_Usage.pdf](#), [IIB1\\_9\\_Smarthinking\\_Screenshot.pdf](#)).

The Library also provides electronic resources that are available remotely. These resources include 24/7 Reference services, as well as discipline-specific research guides, databases containing electronic books and journals, and information literacy lesson modules. Students have direct access to Library resources via a default link in the Canvas LMS. Many library databases can also be integrated directly in Canvas. Librarians maintain and update library collections, as well as the online research guides and information literacy modules, providing direct support of instruction, for on-campus and remote students. A librarian is on duty to provide in-person

research assistance during operating hours; additionally, a 24/7 online research assistance chat, staffed by librarians, is available to students through the library's "Ask a Librarian" service ([IIB1\\_10\\_Chat Co-Op.pdf](#), [IIB1\\_11\\_Ask a Librarian.pdf](#)). The Library is guided by the Academic Senate for California Community Colleges which defines the role of the Library and identifies specific activities of Library faculty that significantly contribute to student success ([IIB1\\_12\\_The Role of the Library Faculty.pdf](#)).

PCC's Library and academic success centers support instruction and student learning through access to calculators, computers, scanners, textbooks and other materials. In addition, specialized computer labs exist for student use ([IIB1\\_13\\_Computer Labs.pdf](#)). These labs are equipped with appropriate and course specific software meeting the instructional needs of students with regular support and updates of both software and hardware ([IIB1\\_14\\_PCC Computer Lab Policy.pdf](#)). Academic success centers also offer regular programming throughout the year, including study sessions and academic skills workshops ([IIB1\\_15\\_PCC\\_ASC Workshops.pdf](#)).

Information Technology Services has made software available to students through [AppStream 2.0 to support instruction](#). AppStream is a virtual environment that lets students access the applications they need on any computer, whether they're in the classroom, the library, or at home. A variety of software programs needed to support instruction like QuickBooks, AutoCAD and others have been added to our catalog and are available for use (no download is required).

The Dean of Academic Affairs oversees tutoring and academic success centers at PCC. Academic success centers are adequately staffed with full-time personnel, as well as peer tutors and student workers. Full time staff and faculty working in academic success centers receive regular professional development training throughout the year via PCC's Flex Day professional development in addition to other training opportunities and conference attendance ([IIB1\\_17\\_FLEX Day Faculty Training Fall 2019.pdf](#), [IIB1\\_18\\_PCC Connect Faculty Training.pdf](#)). Peer tutors and student workers receive regularly scheduled training through tutor training and student worker training programs ([IIB1\\_19\\_Tutor Training Schedule.pdf](#), [IIB1\\_21\\_Student Worker Training Schedule.pdf](#), [IIB1\\_22\\_MSC Training.pdf](#)).

## **Analysis and Evaluation**

The college meets the standard. The institution supports the work of students, staff, and faculty in the Library and in its learning support centers with sufficient resources to promote student learning and achievement. Learning support services are varied in type and function, including computer labs, diverse library collections, tutoring centers, and instructional activities. Finally, PCC distributes these resources through centers across all campus locations and on our website.

B2. Relying on appropriate expertise of faculty, including librarians, and other learning support services professionals, the institution selects and maintains educational equipment and materials to support student learning and enhance the achievement of the mission.

## **Evidence of Meeting the Standard**

The PCC Library and learning support services employ the expertise of credentialed professionals in the oversight and selection of equipment and materials that support student learning and achievement. Staff and faculty work together in each of these areas to evaluate, maintain, and direct the purchase and implementation of equipment, textbooks, and computers, as well as other support services and learning materials.

In consultation with librarians, the college purchased textbooks for student use in academic support centers ([IIB2\\_Textbook\\_Purchase\\_Lists\\_2019.pdf](#)).

In addition to textbooks, Librarians cultivate the library's collection of 125,000 physical books and materials that directly support the college curriculum, as well as a growing number of ebooks and OER materials. Librarians maintain resources, including the Library catalogue, research guides, and databases, making all items searchable, accessible, and relevant ([IIB2\\_13\\_Database\\_Renewals\\_Jan\\_2020\\_Stat\\_Sheet.pdf](#)). The Shatford Library Collection Document ([IIB2\\_X](#)) guides the process and prioritization of these resources.

Open access computer labs are available for student use in PCC's library as well as in many of the academic support centers ([IIB2\\_14\\_Library\\_Computer\\_Lab\\_Inventory.pdf](#), [IIB2\\_15\\_Computer\\_List\\_LAC\\_CLC.pdf](#)). Additional equipment including printing, laptop checkout and scanners are also provided in these labs ([IIB2\\_16\\_ASC\\_Technology\\_Purchase\\_List\\_2019.pdf](#)). The labs are staffed, and student technology needs are supported with appropriate software ([IIB2\\_17\\_Library\\_Computer\\_Image.pdf](#)). Computers and software are continuously updated under an established replacement schedule ([IIB2\\_18\\_PCC\\_BOT\\_Computer\\_Replacement\\_Policy.pdf](#)).

In collaboration with DSP&S, the library and other locations on campus provide access to specialized equipment and software to make library computer labs, resources, and textbooks available for students. The library also ensures that all database subscriptions and online resources are 508 compliant ([IIB2\\_19\\_Disability\\_Services.pdf](#)).

Finally, services and software to support student learning are purchased under the guidance of faculty, including librarians. Examples of this include Smarthinking, the online tutoring service chosen by the Campus Distance Education Committee to provide online academic support to distance education and other students at PCC ([IIB2\\_20\\_Smarthinking\\_Software.pdf](#)).

## **Analysis and Evaluation**

The College meets the standard. The College purchases and maintains appropriate and effective materials and equipment in support of student learning. Oversight of those activities is provided by faculty librarians, discipline faculty, and academic support center staff in alignment with the mission of the college.

B3. The institution evaluates library and other learning support services to assure their adequacy in meeting identified student needs. Evaluation of these services includes evidence that they contribute to the attainment of student learning outcomes. The institution uses the results of these evaluations as the basis for improvement.

### **Evidence of Meeting the Standard**

PCC regularly evaluates library and learning support services through the Annual Update process and Comprehensive Program Review. Annual Update resource requests are integrated into the college's resource allocation process.

Data is collected on student usage of library and learning support services ([IIB3 4 PCC ASC Website Data.pdf](#)). The college uses this data to inform improvements and request additional resources to support library and academic support services. Additionally, the 2017 fall student survey indicated that 84 percent of students were satisfied with library services. Library usage numbers and assessment results show continued high demand and strong satisfaction with library services and resources ([IIB3 5 2017 Fall Student Satisfaction Survey.pdf](#)).

Student learning outcomes are tracked by librarians who record each interaction with students and categorize by competency related to PCC's GEO #3, Information Competency ([IIB3 6 SLO Assessment.pdf](#), [IIB3 7 Ref Desk Question Type GEO 3.pdf](#)).

Student learning outcomes are tracked in PCC's academic support centers through tutoring records produced in PCC Connect, the college's early alert system. Those records are collected and used to conduct SLO assessment for tutoring services ([IIB3 8 PCC ASC Student Attendance Records.pdf](#), [IIB3 9 LAC Assessment and Speednotes.pdf](#)).

Working in close collaboration with discipline instructors, faculty librarians tailor each session to the specific needs of students, and apply the [ACRL Information Literacy Framework](#). **All students in the growing** First Year Experience (FYE) Program complete online information literacy tutorials and attend a research workshop as part of their College 1 class ([College 1 Research Guide](#)). Sessions are also offered at the Foothill Campus and the Rosemead site. Of the 5,983 students who completed a post-session survey in 18/19, 86.2% Agreed (35.23%) or Strongly Agreed (50.96%) that they would be more successful in their classes as a result of the instruction they received at one of these information literacy sessions ([IIB3 11 Research Session Survey Comments.pdf](#)). Librarians also attend the FYE Pathways Annual Student Research Poster Conference and assess the information competency outcome ([IIB3 X Rubric](#)).

### **Analysis and Evaluation**

The college meets the standard. The institution evaluates library and academic support services. Regular Comprehensive Unit reviews and Annual Updates constitute the primary tools that the institution uses to assess and review these programs. Annual Update resource requests in each area are produced and integrated into the college's resource allocation process every year. Measures of sufficient resource allocation are defined by identified student needs in those reports. The link between Annual Update reporting and resource allocation processes allows the institution to take into consideration the results of assessment processes on a yearly basis in order to expedite improvement in library and academic support service programs.

B4. When the institution relies on or collaborates with other institutions or other sources for library and other learning support services for its instructional programs, it documents that formal agreements exist and that such resources and services are adequate for the institution's intended purposes, are easily accessible and utilized. The institution takes responsibility for and assures the security, maintenance, and reliability of services provided either directly or through contractual arrangement. The institution regularly evaluates these services to ensure their effectiveness. (ER 17)

#### **Evidence of Meeting the Standard-**

PCC has a number of policies and procedures that address security, maintenance, and reliability of services ([BP 6340 Bids and Contracts.pdf](#), [BP 3720 Computer and Network Use.pdf](#), [AP 3720 Computer and Network Use.pdf](#), [AP 3721 Electronic Communications.pdf](#), [AP 6365 Accessibility of Information Technology.pdf](#)).

Pasadena City College utilizes partnerships with external institutions in order to provide critical services to students through the Library as well as in other learning support services. PCC has successfully partnered with Smarthinking in order to ensure access to online tutoring support for distance education and other students ([IIB4 1 PCC Smarthinking SOW.pdf](#)). Data is regularly collected and evaluated for the purpose of ensuring adequate access to this service ([IIB4 2 Smarthinking Usage.pdf](#)).

PCC also engages in a partnership with Hobsons, deploying the institution's Starfish software product as a platform for PCC's early alert system ([IIB4 3 Starfish Contract.pdf](#)), known as PCC Connect. Kiosks installed in several of PCC's learning support centers collect data on students receiving academic support. That data collected is shared with participating academic support centers for the purpose of evaluating and improving services ([IIB4 4 PCC ASC Attendance.pdf](#)).

PCC's Shatford Library has partnered with QuestionPoint chat service, providing students with access to the 24/7 Reference Cooperative. The reference cooperative is a system of more than 500 libraries whose staff have agreed to answer questions for students in real time, using the QuestionPoint software as the platform for that service. PCC students have 24/7 online access to

qualified reference librarians as a result of this partnership ([IIB4 5 QuestionPoint Chat Service Terms.pdf](#)).

### **Analysis and Evaluation**

The college meets the standard. The institution has successfully partnered with external entities to support instructional programming and student learning. Formal agreements ensure that library and learning support services that are dependent upon these partnerships are accessible, appropriate, and adequate to deliver intended outcomes.

### **Conclusions on Standard II.B. Library and Learning Support Services**

Pasadena City College is an open access institution, offering library services, instructional programs, and academic support services that support instructional activities, enriching the educational experience of students. These services are central to the mission of the college and the success and equity mindset goals central to that mission. Library and academic support services are critical to meeting the needs of PCC students and make important contributions to student success, persistence, and achievement. This is evidenced by the large numbers of students who benefit from these services and the success rates of PCC's student body. These programs are well-funded, responsive to the needs of students, and integrated with classroom instruction. Oversight for these programs is managed by trained staff who regularly collect and evaluate data for purpose of improving access, quality of service, and student success outcomes.

### **Improvement Plan(s)**

None.