CITRUS COLLEGE
LIBRARY TECHNOLOGY PROGRAM REVIEW, 2004-2005

FACULTY & CLASSES TAUGHT
John Thompson, Dean of Library & Information Services, Citrus College
LIBT 195: Audiovisual Services
Barbara Rugeley, Public Services Librarian, Citrus College
LIBT 102: Information Sources and Research Methods
LIBT 101: Introduction to Public Services
Kate Halcrow, Systems & Technical Services Librarian, Citrus College
LIBT 201: Introduction to Cataloging
Shirley Porch, Library Media Technical Assistant II, Citrus College
LIBT 203: Introduction to Acquisitions
Labs for Cataloging (LIBT 201) and Audiovisual (LIBT 195)
Karen Praeger, Reference Technician and Adjunct Librarian, Citrus College
LIBT 101: Introduction to Public Services
Mary T. Anderson, Regional Administrator, South Region,
County of Los Angeles Public Library
LIBT 290: Children's Library Services

PROGRAM DESCRIPTION

The library technology program trains students for paraprofessional work in school, academic, research, public, and special libraries.

BACKGROUND

Students can earn a certificate in Library Technology and an Associate of Science degree. The program consists of seven courses offered in a three semester sequence. The courses are offered only in the evenings or on weekends. No faculty are assigned fulltime to this program. All faculty in this program have fulltime library jobs, either at Citrus College, or with the County of Los Angeles Public Library, in addition to teaching these courses.

The Library Technology vocational program at Citrus College is the oldest such program among colleges in the region. For 55 years Citrus has offered a two year degree program, first in Library Assisting, and later in Library Technology. The Library Technology certificate program dates to 1980.

The Library Technology Program Advisory Committee, established in the 1970s, is comprised of area librarians from public, academic, school and special libraries. The Advisory Committee reviews the program every four or five years, and suggests revisions as needed to fit current job requirements.

Students are prepared to perform the following jobs, described at "Labor Market Info" from the California Education Development Department, at: http://www.labormarketinfo.edd.ca.gov/ .

A Library Technician:
Assists patrons in operating equipment, obtaining library materials and services, and explains use of reference tools.
Compiles and maintains records relating to circulation, materials, and equipment.
Composes explanatory summaries of contents of books or other reference materials.
Designs posters and special displays to promote use of library facilities or specific reading program at library.
Directs activities of library clerks and aides.

A Clerical Library Assistant:
Answers routine inquiries and refers patrons who need professional assistance to librarian.
Classifies and catalogs items according to contents and purpose.
Delivers and retrieves items to and from departments by hand or push cart.
Drives bookmobile to specified locations following library services schedule and to garage for preventive maintenance and repairs.
Inspects returned books for damage, verifies due-date, and computes and receives overdue fines.

MISSION

The mission of this program is to prepare students to work as paraprofessional employees in all types of libraries: public, academic, school, and special. Students will be trained in the technical and conceptual skills necessary to provide support services in all types of libraries.

COMMENDATION:

This program conforms to the District mission to provide career education and associate degree courses in the area of library technology.

RECOMMENDATIONS:

- The faculty should regularly review other Library Technology programs in the area as to mission, size, scope and distance education programs, in an attempt to keep our program current and competitive. See APPENDIX A.

NEED

The Los Angeles County area includes many libraries of various types, such as public libraries within city and county systems, school libraries, college and university libraries, and special libraries such as hospital, law, museum, historical society and other libraries.

The County of Los Angeles Public Library system employs 1,724 staff. Source: *Public Libraries in the United States 2002-2003* (page 27*) http://www.library.ca.gov/assets/acrobat/StatsPub04.pdf* .

The state of California has more than 5.2 million students in schools with approximately 1500 library media specialists. A library media specialist is defined as "a school professional staff member who is state-certified in the field of library media." This is not the program that Citrus offers. Only about 24% of California schools have such professional library media specialists. Source: *The Status of Public and Private School Library Media Centers in the United States: 1999-2000*, Table 2a. *<http://nces.ed.gov/pubs2004/2004313.pdf>*.

One infers that the rest of the schools in California, 76%, rely solely on library technicians, assistants, clerks, and volunteers. The California State Library reports that there was approximately 17,600 FTE staff in libraries throughout the state in 2003. Source: *California Library Statistics http://www.library.ca.gov/assets/acrobat/StatsPub04.pdf*.

The U. S. Dept. of Labor's *Occupational Outlook Handbook 2004-2005,* online at *<http://www.bls.gov/oco/ocos113.htm>*, has current information about employment trends, such as the following:

> *"Employment of library technicians is expected to grow about as fast as the average [i.e., increase 10 to 20 percent] for all occupations through 2012. In addition to jobs opening up through employment growth, some job openings will result from the need to replace library technicians who transfer to other fields or leave the labor force."*

The California Employment Development Department's Labor Market Information site, dated 2002, http://www.labormarketinfo.edd.ca.gov/cgi/databrowsing/, projects employment for:

Library Technicians to rise 22.6% from 2002 to 2012 (see Appendix C) and for
Library Assistants, to rise 26.9% (see Appendix D).
From these numbers and the large population centers that include the Citrus College District, it can be inferred that there is a significant need for trained library technology staff in school and public libraries, as well as in other libraries in the area.

On average, from 1991 through 2004, Citrus has awarded 2 Associate of Science degrees in library technology and 12 certificates in library technology per year. (Appendix E & F)

COMMENDATION:

The program currently provides courses that meet the needs of students preparing to be library technicians and for library employees who are seeking training for positions of greater responsibility. Faculty estimates that 75% of current students are already employed by libraries. The Library hires some of the students in the program as student workers to provide needed on-the-job experience.

RECOMMENDATIONS:

- The faculty should survey current and past students each semester, so that they can more accurately determine job placement and promotion during and following completion of the program. SEE APPENDIX B.

- The department is encouraged to work with the recruitment office in such activities as Career Day to bolster enrollment in the program.

- The department should investigate participation in the new Citrus Service-Learning program to place students in short term internships with libraries to acquire on-the-job experience.

FEASIBILITY

The Library Technology Program uses the resources of the College Library. These resources include the Library Orientation Room, the public computers, computer lab, and areas in the Technical Services and Audiovisual Departments, as well as the Library's collections of print and non print materials, databases, and the library automation system. Without a fully functioning library, the Library Technology Program cannot exist. The Citrus Library, like all modern libraries, is almost totally dependent upon its automated systems and Internet access to function effectively.

COMMENDATION:

The faculty members in this program have successfully integrated the use of high technology into the curriculum with the completion of the new library facility. The building includes a classroom and a lab equipped with student computers. The faculty members have increased the use of Blackboard (distance education technology) to provide students 24/7 access to course materials from anywhere. Students are trained in the use of the Library's new integrated automated circulation system, online databases, and various online software programs and tutorials. The District supplements the purchase of electronic databases, not relying solely on the funds designated by the State.

RECOMMENDATIONS:

Because of the importance of computer technology in the teaching of the Library Technology programs:
- the library should acquire more electronic resources
- the campus should hire more staff trained to load, operate, and trouble-shoot that technology
- library staff who could handle the lower level problems should be trained and authorized to support the library's technology
- MIS should have an adequate number of technicians to handle all of the college's technology support needs.

QUALITY

The classes in the Library Technology program are taught by the college's librarians, staff and area experts.

COMMENDATION:

The instructors in this program represent a wide range of professional expertise in the field, with more than 100 years of combined experience in the library profession in all types of libraries, including public, academic, and special libraries.
The Library Technology Program Advisory Committee provides valuable recommendations for updating the curriculum.

RECOMMENDATIONS:

- Faculty should continue to maintain currency in the field through such staff development activities as conference attendance, continuing education classes, individual study, flex day programs, and retreats.

- New faculty should represent the diversity of the communities that libraries serve.

- The faculty should evaluate course materials for sensitivity to diversity.

- All adjunct faculty should be included in staff development and planning activities.

- The Faculty should regularly maintain and update the web pages for the Library Technology Program.

- All instructors should continue to take advantage of any course technology programs (e.g. Blackboard) made available by the District.

- The Faculty should keep the curriculum relevant to the needs of local employers by considering the suggestions of the Library Technology Program Advisory Committee

COMPLIANCE

This program is not regulated or licensed by any outside agency. The designated Faculty Service Areas (FSAs) are appropriate to faculty as are the disciplines which have been assigned to the various courses. None of the library technology courses have student learning outcomes included in their course outlines. Any course not taught for 3 years should be dropped.

RECOMMENDATIONS:

- LIBT 103, Library Support Services, should be dropped from the college catalog.
- Library faculty need to review all courses and restructure them to address the need for specific student learning outcomes which meet core competencies. A proposed timetable for meeting the Student Learning Outcome requirement is:

Fall 2005	LIBT 290	Children's Library Services
	LIBT 295	Audiovisual Services
Spring 2006	LIBT 102	Information Sources and Research Methods
	LIBT 203	Introduction to Acquisitions
Fall 2006	LIBT 101	Introduction to Public Services
	LIBT 201	Introduction to Cataloging

<center>**APPENDIX A**</center>

SOUTHERN CALIFORNIA LIBRARY TECHNOLOGY PROGRAMS

SCHOOL: CITRUS COLLEGE http://info.citruscollege.com/Library/librarytech/index.htm
PROGRAM: Library Technology
CONTACT: John R. Thompson
ADDRESS: 1000 W. Foothill
CITY, STATE: Glendora, CA 91741-1899
TELEPHONE: 626-914-8643
FAX: 626-963-2531
E-MAIL: jthompson@citrus.cc.ca.us
DEGREE/CERT: AA & Certificate in Library Technology

SCHOOL: COLLEGE OF THE CANYONS
PROGRAM: Library-Media Technology http://www.coc.cc.ca.us/departments/LMT/
CONTACT: Leslie Bretall, Coordinator
ADDRESS: 26455 Rockwell Cyn. Rd.
CITY, STATE: Santa Clarita, California, 91355
TELEPHONE: 661-362-6662
FAX: 661-291-1256
E-MAIL: bretall_l@mail.coc.cc.ca.us
DEGREE/CERT: A.A. and Certificate in Library/Media Technology

SCHOOL: CUESTA COLLEGE
PROGRAM: Library/Information Technology Program
http://library.cuesta.cc.ca.us/libinf/index.htm
CONTACT: Dr. David Dowell
ADDRESS: Route 1
CITY, STATE: San Luis Obispo, CA 93403-8106
TELEPHONE: (805) 546-3159
FAX: 805-546-3109
E-MAIL: ddowell@cuesta.edu
DEGREE/CERT: AS & Certificate in Library/Information Technology
NOTE: Offers distance education option

SCHOOL: PALOMAR COLLEGE
PROGRAM: Library Technology Program http://www.palomar.edu/library/libtech/
CONTACT: Judy J. Cater, Library Department Chair
ADDRESS: 1140 West Mission Road
CITY, STATE: San Marcos, CA 92069-1487
TELEPHONE: (760) 744-1150 x2666 or 2618
FAX: 760-761-3500
E-MAIL: jcaters@palomar.edu
DEGREE/CERT: Certificate, AA, Library Technology

SCHOOL: PASADENA CITY COLLEGE
PROGRAM: Library Technician Program http://www.paccd.cc.ca.us/library/ltprogram.html
CONTACT: Joanne Kim, Program Coordinator; Mary Ann Laun, Library Director
ADDRESS: Pasadena City College, 1570 E. Colorado Blvd.
CITY, STATE: Pasadena, CA 91106
TELEPHONE: (626) 585-7837 (Joanne Kim) (626) 585-7833 (Mary Ann Laun)
DEGREE/CERT: Certificate Program in Library Technology

SCHOOL: SANTA ANA COLLEGE
PROGRAM: Library Technology Program http://www.sac.edu/students/library/nealley/lib_tech/
CONTACT: Yolanda Garcia, Library Technology Program Chair
ADDRESS: Nealley Library, 1530 W. 17th St.
CITY, STATE: Santa Ana, CA 92706-3398

TELEPHONE: 714-564-6717
FAX: 714-564-6729
E-MAIL: garcia_yolanda@sac.edu
DEGREE/CERT: AA and Certificate in Library Technology

SCHOOL: SAN BERNARDINO VALLEY COLLEGE
PROGRAM: Library Technology   http://lr.valley.sbccd.cc.ca.us/libtech.htm
CONTACT: Robin Calote, Dean, Academic Advancement & Learning Resources
ADDRESS: 701 S. Mount Vernon Ave.
CITY, STATE: San Bernardino, CA 92410-2478
TELEPHONE: 909-888-6511, ext. 1628
FAX: 909-381-4604
DEGREE/CERT: Associate of Arts, Library Science; Certificate, Library Technology

Source: COLT, http://colt.ucr.edu/ltprograms.html

California Library Media Teacher Credentialing Programs.

California State University Long Beach Lesley Farmer, Coordinator
(562) 985-4509   lfarmer@csulb.edu

Azusa Pacific University LMT Program Maria Pacino, Director. MPacino@apu.edu

Source: *California School Library Association website: http://lime.forest.net/schoollibrary/FMPro?-db=csla.fp5&-lay=newslayout&-format=cslalist.htm&placement=Credentialing&-max=900&-find*

Date: _____

CITRUS COLLEGE LIBRARY TECHNOLOGY PROGRAM
SURVEY OF LIBRARY TECHNOLOGY STUDENTS: CURRENT AND PAST

1.   Did you have experience working in a library prior to enrolling in the Library Certificate Program at Citrus?   Yes / No

2.   Are you currently working or volunteering in a library? Yes / No

3.   Was, or is, your library a:
               a) school library
               b) public library
               c) college/university library
               d) special library?
               e) not applicable

4.   What was, or is, your job title(s)? _____
        or Not Applicable

5.   Please rate the classes in the library technology certificate program in preparing you for working in a library on a scale of 1-10, where 1=not useful and 10=very useful. NA=Not Applicable (for courses you have not taken).

        a.   Acquisitions   1…..2….3….4….5….6….7….8….9….10….NA
        b.   Audiovisual   1…..2….3….4….5….6….7….8….9….10….NA
        c.   Cataloging   1…..2….3….4….5….6….7….8….9….10….NA
        d.   Children's   1…..2….3….4….5….6….7….8….9….10….NA
        e.   Library Research   1…..2….3….4….5….6….7….8….9….10….NA
        f.   Public Service   1…..2….3….4….5….6….7….8….9….10….NA

6.   Are there other classes you wish were available? Yes / No

7.   Which ones? Please explain.

8.   To help us build a better program, please offer any comments about the program or classes.

APPENDIX C

Source: http://www.labormarketinfo.edd.ca.gov/cgi/databrowsing/

Library Technicians
in California

Assist librarians by helping readers in the use of library catalogs, databases, and indexes to locate books and other materials; and by answering questions that require only brief consultation of standard reference. Compile records; sort and shelve books; remove or repair damaged books; register patrons; check materials in and out of the circulation process. Replace materials in shelving area (stacks) or files. Include bookmobile drivers who operate bookmobiles or light trucks that pull trailers to specific locations on a predetermined schedule and assist with providing services in mobile libraries.

View a Career Video for this occupation from America's Career InfoNet

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Occupational Wages   [Top]

Area	Year	Period	Hourly Mean	Hourly Entry Level	Hourly Experience Level
California	2004	Annual	$15.53	$10.26	$18.16

Get More Info (Data Library)

Occupational Projections of Employment (also called "Outlook" or "Demand")   [Top]

Area	Estimated Year-Projected Year	Employment Estimated	Employment Projected	Employment Change Number	Employment Change Percent	Annual Avg Openings
California	2002 - 2012	12,400	15,200	2,800	22.6	740

Get More Info (Data Library)

Search for Job Openings   [Top]

AJB job openings

Enter a Zip Code [   ]   Find a Zip code in California

Within [25 ▼] miles of Zip Code.

Data for California not available for Possible Licenses Required and Issuing Authority.

Training Programs (click on Title for more information)   [Top]

Program Title

Administrative Assistant and Secretarial Science, General
General Office Occupations and Clerical Services
Library Assistant/Technician

ONET Skills and Tasks   [Top]

Skill	Importance	Competence Level
Information Gathering	76	51
Information Organization	84	57
Reading Comprehension	84	54
Service Orientation	76	49

Tasks

Assists patrons in operating equipment, obtaining library materials and services, and explains use of reference tools.

Compiles and maintains records relating to circulation, materials, and equipment.

Composes explanatory summaries of contents of books or other reference materials.

Designs posters and special displays to promote use of library facilities or specific reading program at library.

Directs activities of library clerks and aides.

Related Links

View Employers

Local Area Profile

Compare Occupations

View Similar Occupations

APPENDIX D
Source: http://www.labormarketinfo.edd.ca.gov/cgi/databrowsing/

Library Assistants, Clerical
in California

Compile records, sort and shelve books, and issue and receive library materials such as pictures, cards, slides and microfilm. Locate library materials for loan and replace material in shelving area, stacks, or files according to identification number and title. Register patrons to permit them to borrow books, periodicals, and other library materials.

View a Career Video for this occupation from America's Career InfoNet

Occupational Wages [Top]

Area	Year	Period	Hourly Mean	Hourly Entry Level	Hourly Experience Level
California	2004	Annual	$13.55	$9.48	$15.59

Get More Info (Data Library)

Occupational Projections of Employment (also called "Outlook" or "Demand") [Top]

Area	Estimated Year-Projected Year	Employment Estimated	Employment Projected	Employment Change Number	Change Percent	Annual Avg Openings
California	2002 - 2012	11,900	15,100	3,200	26.9	800

Get More Info (Data Library)

Search for Job Openings [Top]
AJB job openings

Enter a Zip Code   Find a Zip code in California

Within 25 miles of Zip Code.

Data for California not available for Possible Licenses Required and Issuing Authority.

Training Programs (click on Title for more information) [Top]
Program Title
Administration of Special Education
Administrative Assistant and Secretarial Science, General
Bilingual and Multilingual Education
Criminal Justice/Law Enforcement Administration
Curriculum and Instruction

ONET Skills and Tasks [Top]

Skill	Importance	Competence Level
Information Organization	84	57
Reading Comprehension	76	51

Tasks

Answers routine inquiries and refers patrons who need professional assistance to librarian.

Classifies and catalogs items according to contents and purpose.

Delivers and retrieves items to and from departments by hand or push cart.

Drives bookmobile to specified locations following library services schedule and to garage for preventive maintenance and repairs.

Inspects returned books for damage, verifies due-date, and computes and receives overdue fines.

Related Links
View Employers
Local Area Profile
Compare Occupations
View Similar Occupations

APPENDIX E

Citrus College
Library Technology Graduates

Source: Citrus College Management Information Systems

Associate of Science in Library Technology Degrees Awarded:

AWRD-DTE	MAJOR	TAB
06/01/92	LIBRARY ASST	2
08/13/93	LIBRARY ASST	1
06/10/94	LIBRARY ASST	2
05/26/95	LIBRARY ASST	2
09/08/95	LIBRARY SCIENCE	3
09/11/95	LIBRARY SCIENCE	1
02/27/96	LIBRARY SCIENCE	3
03/27/96	LIBRARY SCIENCE	1
05/31/96	LIBRARY SCIENCE	2
06/21/96	LIBRARY SCIENCE	2
08/04/00	LIBRARY ASST	1
12/18/00	LIBRARY ASST	2
08/09/02	LIBRARY ASST	1
12/18/04	LIBRARY ASST	4

27 RECORDS TABULATED

Appendix F

Library Technology Certificates Awarded

AWRD-DTE TAB	AWRD-DTE TAB
07/11/91 2	07/21/97 1
08/06/91 1	07/28/97 1
08/14/91 1	09/05/97 1
09/11/91 2	02/12/98 4
10/03/91 1	04/13/98 1
05/15/92 1	05/07/98 1
06/01/92 5	06/30/98 1
07/22/92 2	09/21/98 1
08/28/92 7	02/03/99 1
01/28/93 14	03/02/99 1
04/23/93 5	06/03/99 1
04/28/93 1	06/14/99 2
06/18/93 37	07/19/99 1
03/30/94 2	08/09/99 1
05/06/94 1	09/21/99 1
06/30/94 5	12/09/99 1
07/29/94 1	01/13/00 1
08/24/94 1	01/20/00 3
10/27/94 1	03/06/00 1
04/12/95 3	08/23/00 1
04/27/95 1	01/26/01 5
05/26/95 2	02/22/01 1
06/30/95 1	05/30/01 3
09/08/95 3	06/07/01 1
09/11/95 1	06/27/01 2
02/27/96 3	12/05/01 1
03/27/96 1	01/17/02 1
06/21/96 2	01/18/02 2
09/05/96 1	06/06/02 8
01/29/97 1	12/16/02 3
06/23/97 2	12/19/03 1
06/25/97 1	05/21/04 3
06/30/97 1	
	170 RECORDS TABULATED