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## II.B. LIBRARY AND LEARNING SUPPORT SERVICES

*\*In order to avoid redundancy and be as concise as possible, the College created a Glossary located in the Appendix explaining the processes and structures of the institution, such as Program Review. These processes and structures referenced in the report are noted with asterisks which are explained in greater detail in the Glossary.*

### II.B.1

**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:**

- The Library provides:
  - Access to organized collections (II.B.1-1).
  - Databases, Question point 24/7 reference help, and other electronic resources (II.B.1-2). Learning Express was added in July 2015 to help students improve their skills in mathematics, reading, and writing (II.B.1-3).
  - All levels of print and online materials from basic skills to scholarly publications. (II.B.1-4a-c).
  - Means to develop and support skills in information competency (II.B.1-5 through II.B.1-10),(II.B.1-11a-b),(II.B.1-12),(II.B.1-13).
- The Learning Center offers:
  - Specialized tutoring in a wide range of disciplines and levels. In house services are supplemented by NetTutor, a comprehensive online tutoring service available to all LAMC students, on-campus and online (II.B.1-14),(II.B.1-15).
  - Learning disability software to DSP&S students (II.B.1-16).
  - Over 200 online workshops for students and online access to reading software (II.B.1-17a-b).
  - Access to the Microsoft Office Suite and computer-assisted instructional programs in reading and language arts, ESL, mathematics, Spanish, and nutrition (II.B.1-18).
- Walk-in tutoring in science and mathematics is also available on East campus (II.B.1-19a-c).
- Auxiliary learning support services are available to students enrolled in specific instructional programs (II.B.1-20).

#### **Analysis and Evaluation:**

The Library and LC are committed to assisting students by offering a variety of services and resources in support of the College's Mission and instructional programs.

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The Library collection consists of 228 reserve textbooks, 52,228 physical books, 660 DVDs, and an ESL and children's literature collections (II.B.1-4a-b). Print books are supplemented by 340,000 e-books, a 397-title e-book reference collection, and 35 research databases. Online databases are accessible to all campus and DE\* students, ADA-compliant, and often downloadable (II.B.1-2). The addition of the Learning Express database in 2015 augmented the campus resources in adult/lifelong learning, college preparation, career information, and college skills (II.B.2-7). LibGuides, a recently acquired content management system, is used by faculty to create research guides for class assignments (II.B.1-11a).

Computer stations provide students, faculty, staff, and visitors with access to the Internet, the Library catalog, research databases, and Office Suite. A laptop lending program affords students the possibility to reserve devices for three-hour periods. Print stations are equipped with laser printers, a scanner, and a copier, and available for nominal fees.

Instructional librarians routinely teach information competencies workshops and Library science on campus and select feeder high schools (II.B.1-9),(II.B.1-13). In 2014, the Library offered over 115 orientations and custom-made research guides to 4,193 students in support of 18 academic subjects (II.B.1-11b),(II.B.1-12). Librarians often tailor workshops to specific disciplines and the student population to improve learning outcomes. For example, workshops related to health sciences are successful with more than 90 percent of students scoring at least 70 percent or better on workshop exercises (II.B.1-10).

LC offers an array of programs and learning support services to help students reach their academic goals (II.B.1-14). Programs and services include workshops for mathematics classes, online supplemental instruction tutorials, writing and computer laboratories, and online and in-person tutoring. LC has hosted over 200 online workshops for students and provides online access to reading software (II.B.1-17a-b). LC's Computer Commons is equipped with 127 computers and a print/information station where students can print or copy materials for a fee or borrow DVDs, headsets, software, and supplies.

In August 2015, the College signed a contract with Link-Systems International to offer online tutoring in a variety of subjects. The Whiteboard technology used by NetTutor, the online tutoring package offered by Link-Systems International, integrates well with the existing tutoring support available on campus and will allow the College's tutors to utilize the online format to interact with DE\* students (II.B.1-15). This augmentation in the College's tutoring offerings benefits all students and promotes access beyond LRC's and other tutoring centers' regularly scheduled hours.

Additional learning support such as specialized tutoring, specific resource libraries, and computer laboratories is available to students enrolled in or associated with specific instructional and categorical programs (II.B.1-18). Specialized programs and services are facilitated by the Disabled Student Programs and Support Services (DSP&S) (II.B.1-20), Computer Applications and Office Technologies (CAOT), Computer Science Information Technology (CSIT),

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Multimedia Studies, the Child Development Student Resource Center, TRiO-Student Support Services (TRiO-SSS) and Extended Opportunity Program & Services (EOP&S).

In 2010, an evaluation of current and projected Library usage resulted in an expansion plan to augment the existing Library with a computer laboratory, various group study spaces, and expanded storage for special collections. The project was tabled in 2012 due to bond construction cost overruns.

Los Angeles Mission College meets this standard.

### LIST OF EVIDENCE

II.B.1-1	<a href="#">Library Website</a>
II.B.1-2	<a href="#">Library Databases Webpage</a>
II.B.1-3	<a href="#">Learning Express Website</a>
II.B.1-4a	<a href="#">Statistics from the LACCD ILS Administrator for Library Collections</a>
II.B.1-4b	<a href="#">Email from LACCD ILS Administrator with Library Physical Book Collection Age</a>
II.B.1-4c	<a href="#">Email from EBSCO with eBook Collection Age</a>
II.B.1-5	<a href="#">Information Competency Skills Definition</a>
II.B.1-6	<a href="#">Library Reference Desk Statistics</a>
II.B.1-7	<a href="#">Library Science 101 Syllabus</a>
II.B.1-8	<a href="#">Library Orientation Statistics for 2009 through 2014</a>
II.B.1-9	<a href="#">Library Research Workshop Schedule and Statistics</a>
II.B.1-10	<a href="#">Library Schedule of Workshops for Health Discipline Classes</a>
II.B.1-11a	<a href="#">Library Research Guides Webpage</a>
II.B.1.11b	<a href="#">Library Research Guides Statistics</a>
II.B.1-12	<a href="#">Library Orientation and Workshop Statistics</a>
II.B.1-13	<a href="#">Concurrent Enrollment Information on Library Sciences 101 for Fall 2015</a>
II.B.1-14	<a href="#">Learning Center Website</a>
II.B.1-15	<a href="#">NetTutor</a>
II.B.1-16	<a href="#">Screen Shot of Premier Assistive Software</a>
II.B.1-17a	<a href="#">Screen Shot of Reading Plus Software</a>
II.B.1-17b	<a href="#">Online Tutorials</a>
II.B.1-18	<a href="#">Learning Center Assistive Instructional Software Programs</a>
II.B.1.19a	<a href="#">LAMC's Science Success Center Website</a>
II.B.1.19b	<a href="#">LAMC's Math Center Website</a>
II.B.1-19c	<a href="#">LAMC's STEM Website</a>
II.B.1-20	<a href="#">LAMC Auxiliary Learning Support Services</a>

### II.B.2

**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.**

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**Evidence of Meeting the Standard:**

- Guided by the Library Collection Development Plan, materials are identified and selected to meet student learning needs (II.B.2-1).
- The Library keeps abreast of required materials for new and updated courses through active participation in the curriculum\* review process (II.B.2-2),(II.B.2-3).
- The Technology Master Plan provides a blueprint for integrating technology in instruction and support services (II.B.2-4).
- The Technology Replacement Plan guides scheduled replacements of computers and other equipment in the Library and LRC (II.B.2-5a). The installation of twenty additional data drops and desk top computers is scheduled (II.B.2-5b).
- The Library utilizes an online request form to seek recommendations for new materials (II.B.2-6a-b).
- In fall 2015, the Library added to its databases Learning Express, which provides resource information for adult learning, college prep, career information, and improving college skills for lifelong learning (II.B.2-7).

**Analysis and Evaluation:**

Guided by the Library Collection Development Plan, purchased materials span all levels from basic skills to scholarly publications and are selected upon careful review of professional journal reviews, specialized media, standardized bibliographies, user requests, course syllabi, and reserved book lists (II.B.2-1).

Faculty may recommend material for acquisition by completing an online request form (II.B.2-6a). In response to a 58-percent satisfaction survey of faculty/staff on Library resources, the Library enhanced its database collection Questionpoint, Learning Express, and additional e-books (II.B.3-6b).

The acquisition of additional library material is informed by the curriculum\* process whereby a Library Addendum Form is required for all new and revised course submissions to the Curriculum\* Committee (II.B.2-2),(II.B.2-3). The form aids the Library in assessing the appropriateness of its existing collection to support a course and informs future purchases.

The Technology Master Plan outlines technology solutions and the maintenance of educational equipment and materials in all campus units (II.B.2-4). The instructional media staff provides and maintains the audio/visual technology, peripherals, network infrastructure, and equipment in the Library and LC. The College's Technology Replacement Plan addresses maintenance and replacement of computer equipment (II.B.2-5a). Additional and special maintenance is carried out through agreements and warranties with respective vendors.

Los Angeles Mission College meets this standard.

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## LIST OF EVIDENCE

II.B.2-1	<a href="#">Library Collection Development Plan</a>
II.B.2-2	<a href="#">Curriculum Committee Website</a>
II.B.2-3	<a href="#">Library Addendum Form</a>
II.B.2-4	<a href="#">LAMC 2010-2015 Technology Master Plan</a>
II.B.2-5a	<a href="#">LAMC 2014-2019 Technology Replacement Plan</a>
II.B.2-5b	<a href="#">Email from IT Manager Regarding Additional Data Drops and Computers</a>
II.B.2-6a	<a href="#">Online Request Form for New Books</a>
II.B.2-6b	<a href="#">Student Request List for New Books</a>
II.B.2-7	<a href="#">Learning Express Database</a>

### II.B.3

**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:**

- The Library participates in the Program Review\* process (II.B.3-1).
- Librarians serve on the Learning Outcomes Assessment Committee\* (LOAC) and participate in the regular evaluation of the Information Competency Institutional Learning Outcome\* (ILO) (II.B.3-2a-b).
- Surveys of faculty, staff, and students, conducted every four years, guide the improvement plans in support services. (II.B.3-3a-c). Fall 2014 District-wide student survey (II.B.3-4). Fall 2014 Faculty/Staff Survey results (II.B.3-6a-d). Spring 2015 Library survey (II.B.3-7).
- Tutoring activities are coordinated in LRC. According to the results of the fall 2014 LAMC Supplemental Student Services Survey, 79% of respondents were “very satisfied” or “satisfied” with LRC (II.B.3-9).

#### **Analysis and Evaluation:**

The Library participates in the Program Review\* process and adheres to a regular cycle of review of its SLOs\* and SAOs. Library SLOs\* and SAOs assessments are based on survey data analyses, workshop exercises, and usage statistics. For example, the evaluation of the SAO “Faculty engage with librarians on course and assignment resources” enhances opportunities for collaboration between librarians and classroom faculty, identifies faculty requirements and student needs, and increases students’ ability and confidence in utilizing Library resources (II.B.3-7).

Librarians serve on LOAC\* and regularly participate in the evaluation of the Information Competency ILO\*. The ILO pilot assessment was conducted in spring 2014 and followed up with a second evaluation in spring 2015 (II.B.3-2a-b). Data reveals the longer students have attended LAMC, the better they are at Information Competency. The assessment

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also identified areas that need improvement, such as citation formats, thesis statements, and understanding what constitutes plagiarism. As a result, the Library will offer more workshops in MLA and APA.

Based on assessment data and District and Library student surveys, the Library has implemented changes to its hours of operation and workshop offerings. An analysis of workshop attendance data and exercise scores led to a revision of content and additional evening and Friday workshops.

Library surveys of faculty, staff, and students occur every four years and provide valuable data for the assessment of Library services. The fall 2013 student survey revealed that 63 percent of responding students use the Library multiple times per semester and 85 percent have used the Library at least once (II.B.3-5). Additionally, the fall 2014 faculty/staff survey results revealed 86 percent of respondents felt that the Library was “very effective” or “effective” (II.B.3-6a). Similarly, 74 percent agreed or strongly agreed that the Library provides students with adequate support for their research needs (II.B.3-6c). The faculty survey results are positive due to the creation of LibGuides, a content management system that creates research guides for class assignments. Finally, the fall 2014 District-wide student survey found that 83 percent of responding students were “very satisfied” or “somewhat satisfied” with the Library (II.B.3-4). Reviewing the surveys and suggestions, the Library continues to improve and expand learning support services, adequate for the College’s Mission and programs.

Tutoring services are primarily offered through LRC and evaluated at intervals for their efficacy (II.B.3-9). Satellite tutoring services are mostly discipline-specific and routinely assessed; for example, the Math and STEM Centers use student evaluations to assess tutors’ effectiveness and hours of service, which has led to improvements in student support and success.

Los Angeles Mission College meets this standard.

#### **LIST OF EVIDENCE**

II.B.3-1	<a href="#">Library Program Review</a>
II.B.3-2a	<a href="#">2014 Pilot ILO Information Competency Assessment</a>
II.B.3-2b	<a href="#">2015 ILO Information Competency Follow-Up Assessment</a>
II.B.3-3a	<a href="#">Fall 2013 LAMC Student Survey Results</a> , pages 49-50
II.B.3-3b	<a href="#">Fall 2014 LAMC Student Services Survey Results</a> , page 2
II.B.3-3c	<a href="#">Fall 2014 LAMC Faculty Survey Results</a> , page 29
II.B.3-4	<a href="#">Fall 2014 LACCD Student Survey Results</a> , page 10
II.B.3-5	<a href="#">Fall 2013 LAMC Student Survey Results</a> , page 32
II.B.3-6a	<a href="#">Fall 2014 LAMC Faculty/Staff Survey Results</a> , page 29
II.B.3-6b	<a href="#">Fall 2014 LAMC Faculty/Staff Survey Results</a> , page 31
II.B.3-6c	<a href="#">Fall 2014 LAMC Faculty/Staff Survey Results</a> , page 31
II.B.3-6d	<a href="#">Fall 2014 LAMC Faculty/Staff Survey Results</a> , page 32

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- II.B.3-7 [2015 Library Student Survey](#)  
II.B.3-8 [Fall 2014 LACCD Student Survey Results](#), page 11  
II.B.3-9 [Fall 2014 LAMC Supplemental Student Survey](#), page 14

#### **II.B.4**

**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:**

- The Library maintains a formal agreement with the Community College League of California for cooperative acquisitions of online information resources (II.B.4-1).
- LACCD libraries uphold an informal agreement for inter-college lending (II.B.4-2).
- Library security gates were modernized in October 2014 (II.B.4-3).
- The information technology staff is tasked with computer maintenance and cyber security throughout the College (II.B.4-4).
- The College uses an online work request system to respond to computer technology equipment repair notifications (II.B.4-5).
- The Los Angeles County Sheriff’s Department provides security services for the Library and other learning support services (II.B.4-6).

#### **Analysis and Evaluation:**

The Community College League of California consortium affords the College reduced pricing for electronic resources (II.B.4-1). While the server is maintained by District IT personnel, the database is overseen by the College librarians. An informal agreement among the various District libraries permits students to borrow books from other LACCD colleges (II.B.4-2).

Library materials are electronically sensitized and security gates were retrofitted in 2014.

The IT department’s network security measures protect the Library and support service computers against cyber threats.

The College’s 2015-2019 Technology Replacement Plan addresses the maintenance and scheduled replacement of computer equipment. Additional and special maintenance is carried out by IT staff or through agreements and warranties with District-approved vendors (Refer to III.C.2-1). IT staff are alerted to problems by way of the online work request system; responses to critical repair items that impact daily operations of services are immediately assessed and routed to the appropriate vendor or IT staff (II.B.4-5).

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The Los Angeles County Sheriff's Department is contracted by the District to provide regular patrols and overall campus security (II.B.4-6). Designated plant facilities personnel are responsible for all other general maintenance functions.

Los Angeles Mission College meets this standard.

**LIST OF EVIDENCE**

- II.B.4-1 [CCLC Website – Consortium Agreement](#)
- I.B.4-2 [LACCD Interlibrary Loan Policy](#)
- II.B.4-3 [Invoice from 3M for Installation of Library Security Gates](#)
- II.B.4-4 [LAMC 2010-2015 Technology Master Plan](#)
- II.B.4-5 [Screen Shot of Information Technology Work Request Form](#)
- II.B.4-6 [LACCD/L.A. County Sheriff's Department Contract](#)