

Instructions: This review provides you with the opportunity to assess strengths and challenges and to make recommendations as needed. For each section, please respond to the corresponding questions by placing a check mark in the “yes,” “no,” or “not applicable” (N/A) box. Your recommendations or comments for every item are encouraged, and please use additional pages. **If you marked “no” for items, your recommendations or comments are needed to determine what actions should be taken.**

Campus: All Campuses **Date:** 9/29/03

Librarian Respondents:

Brandon (B): Wendy Foley, Librarian and Program Manager, Jeremy Bullian, Librarian

Dale Mabry (D): Jacquelyn Cress, Librarian; Victor Harke, Librarian; William McInville, Assistant to the Dean, Library Supervisor

Plant City (P): Tammy Schofield, Librarian

Ybor City (Y): Jeneice Sorrentino, Librarian and Program Manager; Alicia Ellison, Librarian

Staff Respondents:

Brandon: Jackie DeVal, Learning Resources Automation Assistant, Chris Gunn

Dale Mabry: Ora Chester, Learning Resources Technician; Luu Crosby, Learning Resources Technician; Rosa Romero, Learning Resources Technician; Georgina Diaz, Learning Resources Technician.

District Library Technical Services: Mary Banks, Learning Resources Technician; Essie Jones, Learning Resources Technician; Beatrice Overton, Learning Resources Technician; Mario Ramos, Learning Resources Technician; Viveca Yoshikawa, Learning Resources Automation Technician; Pat Manack, Learning Resources Coordinator

Plant City: Sherrie Colgain, Audio-Visual Technician; Michelle Lambert-Monteleon, Learning Resources Technician

Ybor City: Carolyn Young, Learning Resources Technician; Joseph Castellana, Learning Resources Technician; Alveta Dow, Learning Resources Technician

Section I: Mission and Goals

Question	Yes	No	N/A
1.1 Does the library incorporate the College’s mission in its activities?	B,D P,Y		
<p>LIBRARIAN Recommendations/Comments</p> <ul style="list-style-type: none"> P: The library works to fulfill the College’s mission by providing a variety of electronic resources, offering a variety of library instruction tailored to specific classes and assignments, and organizing free electronic (Web) Resources. Y: YBLIB provides customized, relevant library instruction and walk-in reference service to serve our diverse college community; monitors effectiveness of automated resources, including disability access. 			
<p>Resources Needed N/A</p>			
<p>Administrative Response The College’s mission states that “Hillsborough Community College, a public, comprehensive institution of higher education, empowers students to excel through its dedication to superior teaching and service in an innovative learning environment.” The library is part of the innovative learning environment and also one of the College’s purposes: “Learning Resources that continuously develop excellent library services and other activities that support learning.” At present, none of the College’s values directly speaks to the library – it is recommended to develop a value that reinforces the worth of the library and of learning resources in general.</p>			
1.1 Does the library incorporate the College’s mission in its activities?	B,D T,Y	P	
<p>STAFF Recommendations/Comments</p> <ul style="list-style-type: none"> B: Need more space/renovation especially for orientation room. P: More staff needed. 			
<p>Resources Needed</p> <ul style="list-style-type: none"> B: Newer computers, more access ports P: 1 technician, 1 librarian 			
<p>Administrative Response New computers have been purchased for staff. Plant City is implementing a new staffing plan. Brandon requested eight but received six. The student PC requests were denied because of funding issues; it remains a priority.</p> <p>The College’s mission states that “Hillsborough Community College, a public, comprehensive institution of higher education, empowers students to excel through its dedication to superior teaching and service in an innovative learning environment.” The library is part of the innovative learning environment and also one of the College’s purposes: “Learning Resources that continuously develop excellent library services and other activities that support learning.” At present, none of the College’s values directly speaks to the library – it is recommended to develop a value that reinforces the worth of the library and of learning resources in general.</p>			

Question	Yes	No	N/A
1.2 Has the library prepared goals that are related to the College's goals?	B,D Y	P	
<p>LIBRARIAN Recommendations/Comments</p> <ul style="list-style-type: none"> D: Yes, but may need revision P: The library has not prepared written goals. Y: YBLIB provides instruction, individualized attention, and resources to support student learning; sponsors library and college events which promote diversity awareness as well as library services; encourages staff to pursue internal and external training opportunities. 			
<p>Resources Needed</p> <ul style="list-style-type: none"> D: Need to have time to revise goals P: Collaboration of library management, faculty, and support personnel to formulate the written goals. 			
<p>Administrative Response The library cluster has appointed a subcommittee to revise its mission and goals.</p>			
1.2 Has the library prepared goals that are related to the College's goals?	B,T Y	D,P	
<p>STAFF Recommendations/Comments</p> <ul style="list-style-type: none"> B: Collection development has improved. D: Unaware of existing goals. 			
<p>Resources Needed N/A</p>			
<p>Administrative Response The library cluster will be developing goals; district staff have worked on goals, and campuses may wish to do so as well.</p>			

Section II: Organizational Structure and Human Resources

Question	Yes	No	N/A
<p>2.1 Is the present organizational structure of this unit the most conducive to effective library services?</p>	Y	B,D P	
<p>LIBRARIAN Recommendations/Comments</p> <ul style="list-style-type: none"> B: The Library would be better served by an organizational structure incorporating a Dean of Libraries whose focus would lie solely on the needs and issues pertinent to the HCC Libraries, both individually and as a cluster, and the their role within the institution. D: Need central Library leadership. P: A Learning Resources Technician with supervisory duties or a Program Manager would enhance the current organizational structure. A full-time Learning Resources Technician will also be needed. A part-time Librarian is needed in either case. Y: This is a qualified “yes” – the present structure works for HCC’s decentralized governance .The college-wide library function might be more effective and efficient as a unified body. However, a centralized library unit cannot operate in a vacuum—such a unit would be rendered ineffective, inefficient and redundant if inserted into the current campus-based management structure. In addition, such “dual governance” of the campus libraries would result in mixed signals and muddled chain-of-command. 			
<p>Resources Needed</p> <ul style="list-style-type: none"> B: Dean’s salary and benefits D: A Director with successful Library Administration background and skills P: Funding for salary upgrade for Supervisory Learning Resources Technician: Est. \$10,000 Program Manager: Est. \$5,100; Learning Resources Tech: Est. \$24,000; Part-time Librarian: Est. \$25,000 			
<p>Administrative Response The central library function has been incorporated into the position description of the Director of Associate in Arts Programs, who works with the deans to coordinate library services and functions. There are no plans at present to add an administrative library position; library faculty members are encouraged to continue to notify the deans or the director of library needs. For Plant City, plans are underway to modify the organizational structure to include a supervisory position in the library.</p>			
<p>2.1 Is the present organizational structure of this unit the most conducive to effective library services?</p>	B Y	D,PT	
<p>STAFF Recommendations/Comments</p> <ul style="list-style-type: none"> D: Need a rotating schedule at the circulation desk. 3 and ½ positions have been eliminated from the rotation. P: Not enough staff to cover the hours of operation. T: We feel that we need a Dean of Learning Resources or Director of the Libraries, who will work with us and the libraries 100% of his/her time. 			
<p>Resources Needed</p> <ul style="list-style-type: none"> D: More people to rotate on the circulation desk. P: 1 technician, 1 librarian 			
<p>Administrative Response The central library function has been incorporated into the position description of the Director of Associate in Arts Programs, who works with the deans to coordinate library services and functions. There are no plans at present to add an administrative library position; library staff members are encouraged to continue to notify the deans or the director of library needs. For Plant City, plans are underway to modify the organizational structure to include a supervisory position in the library.</p>			

Question	Yes	No	N/A
2.2 Has an organization chart been developed for this unit with recommended changes?	B,D P,Y		
LIBRARIAN Recommendations/Comments			
<ul style="list-style-type: none"> D: Library Cluster submitted proposed organizational chart during 2000/2002 to HCC V.P. of Education P: A proposed organizational chart was submitted to the Director of Parallel Programs in 2001. Y: A proposed organizational chart was submitted to the Director of Parallel Programs in Jan. '01. The proposal was for a centralized library unit under a Dean of Library Services for the entire college. 			
Resources Needed D: Administrative approval and implementation of proposal			
Administrative Response The proposed plan was reviewed and the current structure was adopted. No plans for additional centralization are anticipated for the present.			
2.2 Has an organization chart been developed for this unit with recommended changes?	B T	D P	Y
STAFF Recommendations/Comments P. Not recently.			
Resources Needed N/A			
Administrative Response The proposed plan was reviewed and the current structure was adopted. Revisions to the Plant City Campus organization chart is underway.			

Question	Yes	No	N/A
2.3 Has a staffing plan been prepared identifying needed staff additions, reductions, or other changes?	D,P Y	B D	
LIBRARIAN Recommendations/Comments			
<ul style="list-style-type: none"> D: Yes for technical staff; No for faculty P: The Library Cluster organizational plan included staffing needs for the Plant City Library. Campus administration has been informed of library staffing needs, though no formal plan has been submitted. Y: At YB campus, the library program manager has submitted recommended changes to the staffing of YBLIB. Recommendations include upgrading one LRT, when vacant, to a supervisory position. 			
Resources Needed			
<ul style="list-style-type: none"> D: Need time to develop a plan for Library faculty Y: Funding for salary increase supporting the upgrade of one LRT to a supervisory position. Est. cost: \$10,000 			
Administrative Response The Plant City Campus is implementing a staffing plan to include a supervisory staff member in the libraries. If staffing needs remain at the other campuses, the library faculty should notify/work with their deans.			
2.3 Has a staffing plan been prepared identifying needed staff additions, reductions, or other changes?	B,P T	D	Y
STAFF Recommendations/Comments			
<ul style="list-style-type: none"> B: Need more money for student assistants. P: No action taken T: Because the college president believes in decentralization, our plan has been rejected. Campus libraries report to deans on their campuses. 			
Resources Needed N/A			
Administrative Response The Plant City Campus is implementing a staffing plan to include a supervisory staff member in the libraries. If staffing needs remain at the other campuses, the library staff should notify/work with their deans or the director.			

Question	Yes	No	N/A
2.4 Are position descriptions accurate for each individual in this unit?	D,P Y		
LIBRARIAN Recommendations/Comments <ul style="list-style-type: none"> • P: Position descriptions are accurate though not very detailed. • Y: It is recommended that during the next two years, staff position descriptions at YBLIB be reviewed for relevancy to evolving needs. 			
Resources Needed Y: Assistance from appropriate units in the college, i.e. Human Resources Office.			
Administrative Response Faculty and staff are encouraged to work with their supervisors to develop and recommend staffing plans.			
2.4 Are position descriptions accurate for each individual in this unit?	B Y	D,P T	
STAFF Recommendations/Comments <ul style="list-style-type: none"> • D: One generic job description for all. • P: Job description is not complete, too general. • T: There are two very generic job descriptions. 			
Resources Needed N/A			
Administrative Response Deans can work with library staff to make changes to position descriptions to more accurately reflect workplace needs.			

Question	Yes	No	N/A
2.5 Have changes to position descriptions been recommended?	D	P,Y	
LIBRARIAN Recommendations/Comments <ul style="list-style-type: none"> • P: No formal changes have been recommended. • Y: See answer to 2.4 			
Resources Needed Y: See answer to 2.4			
Administrative Response See 2.4.			
2.5 Have changes to position descriptions been recommended?	P	D,T Y	B
STAFF Recommendations/Comments <ul style="list-style-type: none"> • P: No action taken • T: Recommendations will be forthcoming. 			
Resources Needed N/A			
Administrative Response See 2.4.			

LIBRARIAN RESPONSES

Question	Yes	No	N/A
2.6 Have the qualifications for each individual in this unit been identified and confirmed during this assessment? (Confirmation should be conducted by the unit administrator.)	B D	P Y	
<p>LIBRARIAN Recommendations/Comments</p> <ul style="list-style-type: none"> • B: Documentation is on file with the offices of the Dean and in Human Resources. The Program Manager has reviewed the documentation. • D: Need clarification about this question • P: Credentials have not been confirmed by the unit administrator during this assessment. Credentials are generally reviewed at time of hire. • Y: To our knowledge, confirmation of qualifications has not been conducted by the unit administrator during this assessment. Qualifications have changed in recent years—a number of staff members were already in place at YBLIB when these changes took effect. 			
Resources Needed NA			
Administrative Response All library faculty members are qualified. The basis for this question is past SACS recommendations on faculty; all faculty credentials will be verified prior to the next SACS visit.			
2.6 Have the qualifications for each individual in this unit been identified and confirmed during this assessment? (Confirmation should be conducted by the unit administrator.)	B,Y	D,P	T
<p>STAFF Recommendations/Comments None given.</p>			
Resources Needed NA			
Administrative Response All district library staff are qualified. The deans at Dale Mabry and Plant City should confirm the qualifications of the staff.			

Question	Yes	No	N/A
2.7 Are individuals in this unit evaluated annually?	B,D P	Y	
<p>LIBRARIAN Recommendations/Comments Y: Although evaluations have been done for all employees, they have not always been on an annual schedule. Evaluation instruments have not been consistently forwarded to YBLIB on employees' evaluation dates.</p>			
Resources Needed Y: Improved monitoring, by appropriate college administrative units, of employee dates--and timely distribution of forms.			
Administrative Response As one of its functions, HR provides notification of evaluation dates. If notification is not provided, anniversary dates may be accessed online. All evaluation forms are available electronically.			
2.7 Are individuals in this unit evaluated annually?	B,D T	P,Y	
<p>STAFF Recommendations/Comments</p> <ul style="list-style-type: none"> • D: Each technician fills out his/her own evaluation. • Y: Formal evaluations are not requested by HR. 			
Resources Needed N/A			
Administrative Response One of the intents of the evaluation process is to help in assuring quality practices and workplace behaviors. Annual evaluations are to be performed as part of College policy. As one of its functions, HR provides notification of evaluation dates. If notification is not provided, anniversary dates may be accessed online. All evaluation forms are available electronically.			

Question	Yes	No	N/A
2.8 Have the evaluations been used to make beneficial changes (i.e., for the individual's benefit or for the unit's benefit). If yes, please explain how in the comments section.	P Y	B D	
LIBRARIAN Recommendations/Comments <ul style="list-style-type: none"> B: We recommend that the Librarian evaluation be changed to better represent position responsibilities. The evaluation as it stands now, only evaluates the librarian's teaching ability. D: Need clarification about how to answer this question P: The evaluations have given the librarian opportunities to discuss position duties in detail with the evaluating dean. This has benefited both the librarian and the unit. Y: At YBLIB, concrete suggestions are made for aligning individual performance with library goals and objectives. 			
Resources Needed B: Approval of revised evaluation form.			
Administrative Response Consideration may be given to tailoring the librarian evaluation during the next contract negotiation. At present, library faculty may work with their deans to develop goals, including performance and professional development goals.			
2.8 Have the evaluations been used to make beneficial changes (i.e., for the individual's benefit or for the unit's benefit). If yes, please explain how in the comments section.	B	D,P T,Y	
STAFF Recommendations/Comments None given.			
Resources Needed N/A.			
Administrative Response The respondents should indicate whether beneficial changes were needed, whether no changes were recommended, or whether the evaluation was conducted at all.			

Question	Yes	No	N/A
2.9 Do a majority of unit members participate in internal staff development activities? Please describe.	B,D P,Y		
LIBRARIAN Recommendations/Comments <ul style="list-style-type: none"> B: Members participate in All College Day, faculty development workshops and more. D: Library faculty and staff attend HCC workshops. P: Library staff members participate in College workshops and All College Day. Y: YBLIB staff members participate in HCC-sponsored workshops such as training on computer applications. All YBLIB faculty and staff participate in All College Day. 			
Resources Needed N/A			
Administrative Response Library faculty participate in and offer development opportunities.			
2.9 Do a majority of unit members participate in internal staff development activities? Please describe.	B,T Y	D P	
STAFF Recommendations/Comments <ul style="list-style-type: none"> B: Attend workshops when held. Need none for HCC faculty in general, lots for faculty but not staff. D: Impossible to participate due to lack of personnel to pick up the slack. Coverage problems. P: Not enough staff to cover for those at training. T: When new procedures are implemented or when additional training is necessary. Y: Cross training, web searching, familiarizing employees with new items. 			
Resources Needed D: More staff to cover the public service areas.			
Administrative Response All library staff should be able to participate in internal staff development activities.			

Question	Yes	No	N/A
2.10 Do a majority of unit members participate in interinstitutional staff development activities? Please describe.	B,D P,Y		
<p>LIBRARIAN Recommendations/Comments</p> <ul style="list-style-type: none"> B: Faculty and staff participate in workshops with Tampa Bay Library Consortium (TBLC), College Center for Library Automation and Florida Association of Community Colleges. D: Library faculty and staff participate in TBLC and CCLA workshops. P: Library staff members are pursuing advanced degrees at other institutions. The librarian attended leadership training conducted by a university/community college consortium. Y: Most YBLIB staff members have attended the "Very Important Paraprofessional" daylong institute sponsored yearly by SPC. 			
<p>Resources Needed N/A</p>			
<p>Administrative Response Library faculty are active in maintaining their professional development, both through internal and external opportunities.</p>			
2.10 Do a majority of unit members participate in interinstitutional staff development activities? Please describe.	B,T Y	D P	
<p>STAFF Recommendations/Comments</p> <ul style="list-style-type: none"> B: When available. See above. D: Coverage problems. P: Creates a hardship on remaining staff. T: All College Day, Library Inservice, Campus Appreciation Luncheon, HCC International Day, Diversity Training. Y: Outlook e-mail training, Word, web-page design, HCC International Day. 			
<p>Resources Needed D: More staff to cover the public service areas.</p>			
<p>Administrative Response All library staff should be able to participate in interinstitutional staff development activities, particularly with regard to training needs, such as the ALEPH implementation training. It appears that most staff are able to participate in this training.</p>			

Question	Yes	No	N/A
2.11 Do a majority of unit members participate in state, regional, or national staff development activities? Please describe.	B,D P,Y		
<p>LIBRARIAN Recommendations/Comments</p> <ul style="list-style-type: none"> • B: Librarians participate in national conferences such as the Annual Conference of the American Library Association. Librarians participate in regional associations through TBLC. • D: Library faculty attend ALA, ACRL, BCALA, FLA development activities. • Staff attend FACC, TBLC,CCLA development activities. • P: Librarians and staff members participate in training provided by TBLC, CCLA, and ACRL. • Y: Librarians and staff at YBLIB participate in training provided by TBLC, CCLA, FLA and FACC Learning Resources Commission. 			
<p>Resources Needed N/A</p>			
<p>Administrative Response Library faculty are active in maintaining their professional development, both through internal and external opportunities.</p>			
2.11 Do a majority of unit members participate in state, regional, or national staff development activities? Please describe.	B,T Y	D P	
<p>STAFF Recommendations/Comments</p> <ul style="list-style-type: none"> • B: Again, see above. Need funding also. • D: Coverage problems. • P: Same as above in 2.9 and 2.10. • T: When the travel budget allows it: FACC, CCLA, COLT, ALA, FLA, VIP. TBLC (local) • Y: VIP workshop, TBLC classes, FACC conferences, SEIU conference. 			
<p>Resources Needed D: More staff to cover the public service areas. More money in the travel budget.</p>			
<p>Administrative Response See 2.9 and 2.10.</p>			

Question	Yes	No	N/A
2.12 Do a majority of unit members participate in community events? Please provide examples.	B,P Y		D
<p>LIBRARIAN Recommendations/Comments</p> <ul style="list-style-type: none"> • B: Librarians volunteer in Special Olympics, the Heart Walk, the Diabetes fund-raising Challenge Ride, Cycling club and HCC Brandon Headstart program. • D: Data unavailable • P: The librarian participates in community events such as the Strawberry Festival and the Hands-On-Tampa Bay volunteer activities. Other staff participates in United Way and Friends of the Library activities. • Y: YBLIB librarians are highly involved in community and professional activities. Staff and librarians participate in Tampa Hispanic Heritage activities in the library. One staff member has participated in programs at other community libraries. 			
<p>Resources Needed D: Need to conduct appropriate survey.</p>			
<p>Administrative Response Librarians at Dale Mabry need only answer for their activities in community events. In addition, this information is included on end-of-term reports.</p>			
2.12 Do a majority of unit members participate in community events? Please provide examples.	B,P T	D Y	
<p>STAFF Recommendations/Comments</p> <ul style="list-style-type: none"> • B: Volunteer on and off campus in tutoring and fundraisers. • P: United Way, Civil War re-enactment, Strawberry Festival. • T: United Way, Tampa-Hillsborough Public Library Events. • Y: United Way, Tampa-Hillsborough Public Library, Story-telling. 			
<p>Resources Needed N/A</p>			
<p>Administrative Response Ybor Campus's response appears to indicate that the response in the box should be "yes."</p>			

Question	Yes	No	N/A
2.13 Does the College adequately support professional development for unit members?	B,D P,Y		
LIBRARIAN Recommendations/Comments <ul style="list-style-type: none"> • D: FSPD funds are available to faculty and staff who would like to participate in conferences • Y: Increased opportunities to participate in library and community college conferences--on state and national levels—are desired. 			
Resources Needed Y: Increased funding for travel and/or FSPD. Est. cost: \$3,000			
Administrative Response Unfortunately, scarce resources have significantly affected the FSPD budget. In times of scarce resources, consideration needs to be given to strategies such as having one participant attend conferences (on a rotating basis) and sharing information, or developing more internal opportunities. Limited FSPD resources do remain available.			
2.13 Does the College adequately support professional development for unit members?	Y	B,D P,T	
STAFF Recommendations/Comments <ul style="list-style-type: none"> • B: For faculty yes, not much pertaining staff. • P: Inadequate funding for library; no staff for coverage. • T: Not enough money for some vendor workshops. There is no internal training provided by Collegis anymore. We need Datatel training. 			
Resources Needed B: Staff access to development workshops such as USF Enhancement Programs			
Administrative Response Scarce resources have significantly affected the FSPD budget, and consideration needs to be given to strategies such as having one participant attend conferences (on a rotating basis) and sharing information, or developing more internal opportunities. FSPD resources do remain available. Datatel training can be provided upon request to the Office of Management Information Systems.			

Question	Yes	No	N/A
2.14 Does the College provide adequate yearly training to staff to keep them current with legislative, academic, and other changes to programs and to the catalog?		B,D P,Y	
LIBRARIAN Recommendations/Comments <ul style="list-style-type: none"> B: However, a great deal of this information is disseminated through e-mail updates. D: Formal yearly training may not be necessary if changes are communicated through other channels. P: The library staff is not aware of any such training although some changes are communicated through e-mail. Y: If such training exists, it may be for isolated sectors of the college, and information about it is not widely disseminated. 			
Resources Needed <ul style="list-style-type: none"> P: Administrative support for training. Y: Administrative support for planning and delivering such training. 			
Administrative Response Inservice training is available, and a great deal of reliance is upon the college email system. Academic forums are being offered this term, which can include discussions on program and catalog changes.			
2.14 Does the College provide adequate yearly training to staff to keep them current with legislative, academic, and other changes to programs and to the catalog?	B	D,P T	Y
STAFF Recommendations/Comments B: Only to those they feel are affected when others may be as well.			
Resources Needed N/A			
Administrative Response A great deal of reliance is placed upon the college email system to keep staff current. The campus and institutional advisory councils are intended to function in part to improve communication, and academic forums are being offered this term, which can include discussions on program and catalog changes.			

Question	Yes	No	N/A
2.15 Does the College provide a sufficient number of institutional memberships to professional organizations?	B,D P,Y		
LIBRARIAN Recommendations/Comments <ul style="list-style-type: none"> P: The memberships to SOLINET/OCLC, American Library Association, the Association of College and Research Libraries, and the Tampa Bay Library Consortium are particularly helpful. Y: TBLC, ALA, ACRL 			
Resources Needed N/A			
Administrative Response Institutional memberships are sufficient at present.			
2.15 Does the College provide a sufficient number of institutional memberships to professional organizations?	B	D,P T,Y	
STAFF Recommendations/Comments <ul style="list-style-type: none"> P: Most limit the number of participants. T: Institutional memberships do not provide discounts for individuals going to conferences. Y: Institutional memberships do not provide anything for individuals. 			
Resources Needed T: Individual memberships might be better.			
Administrative Response Staff should indicate what additional institutional memberships are needed. In times of scarce resources, fewer people can be funded by the College for memberships.			

Question	Yes	No	N/A
2.16 Do unit members agree that staying current with technological changes is part of their responsibilities?	B,D P,Y		
LIBRARIAN Recommendations/Comments N/A			
Resources Needed N/A			
Administrative Response Agree with faculty response.			
2.16 Do unit members agree that staying current with technological changes is part of their responsibilities?	B,D P,T Y		
STAFF Recommendations/Comments			
<ul style="list-style-type: none"> • P: But difficult to achieve without college support. • Y: Need more computer training or information about changes. 			
Resources Needed Y: Staff to cover for employees to take training.			
Administrative Response More computer training can be provided; deans should work with staff to cover the library when training is needed.			

Question	Yes	No	N/A
2.17 Do unit members seek and take advantage of grant opportunities?	B D	P Y	
LIBRARIAN Recommendations/Comments			
<ul style="list-style-type: none"> • B: Have received numerous Florida Humanities Council grants, Student Government Assn. Applied for grant application from NASA. Grants and have attended a grantmanship workshop. • D: Few unit members take advantage of grant opportunities. • P: The unit has not written a grant recently. The library should pursue training in grant writing. • Y: One YBLIB faculty member recently obtained grantsmanship training and will be exploring potential grant opportunities. 			
Resources Needed			
<ul style="list-style-type: none"> • D: Need access to full time person who has grant writing experience. • P: Training is needed to pursue grants. 			
Administrative Response Grant writing training can be made available, and full-time employees with grants writing experience can be a resource pool for putting on grants-writing workshops at the College.			
2.17 Do unit members seek and take advantage of grant opportunities?	B	D,P T,Y	
STAFF Recommendations/Comments			
<ul style="list-style-type: none"> • B: Just started (Librarian) • T: We are seldom made aware of grants that are available. We do not feel that it is part of our jobs to write grants. 			
Resources Needed N/A			
Administrative Response Grant writing training can be made available, and full-time employees with grants writing experience can be a resource pool for putting on grants-writing workshops at the College.			

Question	Yes	No	N/A
2.18 Is internal communication satisfactory?	B,D P,Y		
LIBRARIAN Recommendations/Comments Y: DLTS communicates effectively with campus library staff on technical issues. Library Cluster members cooperatively share information with each other. YBLIB unit members communicate at a satisfactory level among themselves. Increased opportunities for library paraprofessionals on all campuses to communicate and share technical information would be desirable.			
Resources Needed Y: Coordination of regularly scheduled library in-service meetings by DLTS; support from campus administration.			
Administrative Response The library cluster is active. It meets monthly and conducts discussion via email on a regular basis.			
2.18 Is internal communication satisfactory?	B,T Y	D,P	
STAFF Recommendations/Comments			
<ul style="list-style-type: none"> • D: No staff meetings. No communication. • P: Supervisor not physically part of the unit. • T: Departmental communication is okay; college communication is not. 			
Resources Needed D: Staff meetings on a regular basis.			
Administrative Response The director and deans can continue to work with staff on improving communication. Also, more detail is needed on why college communication is not satisfactory. There have been efforts made to improve communication, including the establishment of the advisory councils.			

Question	Yes	No	N/A
2.19 Do unit members advise their supervisors of issues that need addressing?	B,D P,Y		
LIBRARIAN Recommendations/Comments N/A			
Resources Needed N/A			
Administrative Response Agree with faculty response.			
2.19 Do unit members advise their supervisors of issues that need addressing?	B,P T,Y	D	
STAFF Recommendations/Comments			
<ul style="list-style-type: none"> • D: Used to, but no action was ever taken to address the issues. • P: When supervisor is available (not often) • Y: Supervisor is receptive to all. 			
Resources Needed N/A			
Administrative Response District library staff advise the director of issues that need addressing.			

Section III: Resources

Question	Yes	No	N/A
3.1 Does the budget support the unit's current operation and potential for growth in response to College needs?	D,P Y	B	
<p>LIBRARIAN Recommendations/Comments B: As the Brandon campus has grown, a once adequate Library is feeling the need for expanded space, larger print and electronic collections, expanded hours and an additional part-time librarian. Although there is a large degree of satisfaction with the Library, its services and staff, these aforementioned needs have been documented by student and faculty surveys. The new faculty contract with reduced number of days, also contributes to the need for a part-time librarian. CCLA's declining contributions to our electronic database package have also contributed to a need for a higher funding level from the College.</p>			
<p>Resources Needed B: Salary – part-time librarian; Additional funds – collections</p>			
<p>Administrative Response Brandon faculty have advised the dean of resource needs. All campuses should continue to include library resource needs in annual budgeting plans.</p>			
3.1 Does the budget support the unit's current operation and potential for growth in response to College needs?	T	B,D P,Y	
<p>STAFF Recommendations/Comments T: Except for travel.</p>			
<p>Resources Needed</p> <ul style="list-style-type: none"> • B: Funding for tech and staff assistants. • P: Data projectors, laptops, overhead projectors, computers. • Y: Computers, computer stations, wiring, network server. 			
<p>Administrative Response District staff were able to travel with the assistance of District FSPD funds. Computer resources have been added to the libraries; the "resources needed" section may need to be updated.</p>			

Question	Yes	No	N/A
3.2 Does the budget support the unit sufficiently to satisfy student resource needs?	D	B,P Y	
<p>LIBRARIAN Recommendations/Comments</p> <ul style="list-style-type: none"> B: See 3.1 P: The book and periodicals budgets have not increased to keep pace with inflation. Much of the book collection is more than ten years old. Y: The YBLIB book collection, particularly the circulating portion, is in need of replacement. Many items are dated, and were damaged while in storage during a renovation of the library building. An “opening day collection” project would be ideal. 			
<p>Resources Needed</p> <ul style="list-style-type: none"> P: Funding for an improved circulating collection—10,000 volumes. Est. \$250,000 Y: Funding for a new circulating collection of 20,000 volumes. Est. cost: \$500,000. 			
<p>Administrative Response A collections assessment process has been developed for the College. This process will help in developing the book budget, which also covers databases. The collections assessment process or supplemental statistical circulation data should also help to indicate which resources are needed and/or used the most and in creating priorities for purchases.</p>			
3.2 Does the budget support the unit sufficiently to satisfy student resource needs?	B,D P,Y	T	
<p>STAFF Recommendations/Comments</p> <ul style="list-style-type: none"> B: Tech money for upgrades needed. D: Students use computers for personal business. 			
<p>Resources Needed</p> <ul style="list-style-type: none"> D: More computers; more updated books. P: Updated books and videos, computers. Y: Current books, more databases, more computers. 			
<p>Administrative Response District staff should provide an explanation for the “no” response. The collections assessment process or supplemental statistical circulation data should help to indicate which resources are needed and/or used the most and in creating priorities for purchases.</p>			

Question	Yes	No	N/A
3.3 Are the numbers of librarians and staff sufficient to support the unit's current operation and potential for growth?	D	B,P Y	
<p>LIBRARIAN Recommendations/Comments</p> <ul style="list-style-type: none"> • B: See 3.1 • D: May need to restore full-time Librarian position to support future growth. • P: There is only one librarian working 37.5 hours per week while the library is open 56.5 hours. The library has only one Learning Resources Technician. The library lost a full-time Assistant to the Dean position in 1999. The library has had to close at least two times during the Fall 2002 semester due to the illness of a staff member. See answer to 2.3. • Y: YBLIB needs a staff supervisor to keep abreast of developments in the administrative modules of CCLA's library management system. Program managers, as faculty, are on a 158-day contract--staff should be supervised year-round. Since 1998, YBLIB has lost two staff positions: assistant to the dean, and staff assistant. See answer to 2.3. 			
<p>Resources Needed</p> <ul style="list-style-type: none"> • D: Funding is needed for full-time Librarian position. • P: Funding for salary upgrade for Supervisory Learning Resources Technician: Est. \$10,000; Program Manager: Est. \$5,100; Learning Resources Technician: Est. \$24,000; Part-time Librarian: Est. \$25,000 • Y: Funding for salary increase supporting the upgrade of one LRT to a supervisory position: Est. cost: \$10,000. See answer to 2.3. 			
<p>Administrative Response Campus deans can work with faculty and staff to develop recommendations with regards to additional positions. Plant City is adjusting positions to accommodate staffing needs.</p>			
3.3 Are the numbers of librarians and staff sufficient to support the unit's current operation and potential for growth?	T	B,D P,Y	
<p>STAFF Recommendations/Comments</p> <ul style="list-style-type: none"> • B: Maybe part-time librarian could help. • T: Yes, the numbers are okay, but the supervisor position should be upgraded from Manager to Library Faculty. Also, see #5.5 			
<p>Resources Needed</p> <ul style="list-style-type: none"> • B: Student Assistants • P: 1 ½ librarians; 2 technicians • Y: Part-time librarian, part-time staff, student assistants. 			
<p>Administrative Response Campus deans can work with faculty and staff to develop recommendations with regards to additional positions. Plant City is adjusting positions to accommodate staffing needs. The district response regarding the manager needs clarification – the supervisor position is a coordinator.</p>			

Question	Yes	No	N/A
3.4 Is technology appropriately incorporated into the unit?	B,D P,Y		
LIBRARIAN Recommendations/Comments Y: Staff and faculty at YBLIB use the administrative modules of the library management system. We provide a wide array of electronic resources, and assistance in using them.			
Resources Needed N/A			
Administrative Response Library faculty and staff are preparing to accommodate the ALEPH transition and also provide assistance in using library technologies. In addition, they have developed web pages to help with disabled student needs and have a subcommittee on information literacy.			
3.4 Is technology appropriately incorporated into the unit?	B,T Y	D	
STAFF Recommendations/Comments <ul style="list-style-type: none"> • B: What we have we use to best of our abilities. • D: Software needs updating. 			
Resources Needed N/A			
Administrative Response Library faculty and staff are preparing to accommodate the ALEPH transition. Specifics are needed on which software needs updating.			

Question	Yes	No	N/A
3.5 Are other technological resources needed?	B,D P,Y		
<p>LIBRARIAN Recommendations/Comments</p> <ul style="list-style-type: none"> B: There is a continual need to upgrade and add computer hardware and software. As the number of computers increase, so does the demand on the Library printers—both for toner cartridges and paper. Network connections and the Internet speed need to be constantly increased at the College level. AV needs additional data projectors and laptops, particularly for adjunct professors. Photocopiers and ID machines are ANCIENT and often in need of repair. D: Need network capable microfilm reader printer to replace obsolete unreliable current unit. P: Many of the library computers are out of warranty and becoming obsolete. A replacement plan for computers is needed. Y: A replacement <u>plan</u> for staff and student computers is needed. A number of computers currently need replacement. A sustained effort toward future computer enhancements and/or replacements is essential for us to meet the college's technology goals. 			
<p>Resources Needed</p> <ul style="list-style-type: none"> B: Utilize part of the existing technology fees from students towards Library technology expenses. D: Need \$4,000 for new microfilm reader printer. P: 17 student computers @\$1,400 for a total of \$23,800; 6 staff computers @\$1,400 for a total of \$8,400 2LR Tech, 1 AV tech, 1 librarian, 2 Circulation desk; 2 Network printers @\$1,300 for a total of \$2,600; Grand total of \$34,800 Y: YBLIB student computer upgrades: \$45,780. 20 new computer workstations @\$1,400. for a total of \$28,000, and 16 computer tables [13 two-person and 3 one-person] quoted at \$17,780. YBLIB staff computer upgrades: \$9,800. 7 staff computers (4 LR Technicians, 2 Circulation desk and 1 Information desk) to support CCLA's new library management system. Total estimated cost for both student and staff computer replacements: \$55,580. Hence, a <u>replacement plan</u> is essential! 			
<p>Administrative Response New computers have been purchased for librarians and library staff; however, a replacement plan is recommended to accommodate future needs.</p>			
3.5 Are other technological resources needed?	B,D P,T,Y		
<p>STAFF Recommendations/Comments</p> <ul style="list-style-type: none"> T: Replacement computers and peripherals at regular intervals 			
<p>Resources Needed</p> <ul style="list-style-type: none"> B: Wireless, more access ports, PCs D: CD drives and DVD players. P: Color copier, cd burner, computers, flat-screen monitors. T: More money for replacements. Y: DVD players, CD players 			
<p>Administrative Response New computers have been purchased for librarians and library staff; however, a replacement plan is recommended to accommodate future needs.</p>			

Question	Yes	No	N/A
3.6 Does the facility adequately support unit needs?	D	B,P Y	
<p>LIBRARIAN Recommendations/Comments</p> <ul style="list-style-type: none"> B: We need a PC lab in the Library to teach library orientations. Students have requested a quiet study room. We need an “accessible” auditorium or other event space on the Brandon campus that can accommodate large programs. (We put on at least one a semester.) The Library facility needs to have continuous air conditioning to safeguard the print collection from mold. This is a particular hazard in Florida. Leaks need to be mopped up immediately and their cause determined and corrected. P: Roof leaks are damaging library furniture, equipment, and carpeting. Y: Reconfiguration of the existing YBLIB physical space is needed to improve traffic flow, staff utilization, and general operations. In particular, reference and circulation services that require staff intervention should be consolidated in one area, with a single public access to this area. Also, there is a desire to move the Special Collections area to a more visible and attractive location, possibly glass-enclosed. Special Collections houses historical artifacts, as well as non-circulating print materials about the history of the college and the community. 			
<p>Resources Needed</p> <ul style="list-style-type: none"> B: Additional room, wiring, software & hardware for PC lab. (30 students) Conference room could be turned into quiet room or a group study room. AC needs to be studied by a competent professional to determine best way to maintain constant temperature and humidity below 65 percent. P: Funding to repair roof leaks. Y: Est. Cost: \$60,000 			
<p>Administrative Response Campus-specific recommendations should be included in facility planning, including planning for re-design of existing spaces.</p>			
3.6 Does the facility adequately support unit needs?	D,T	B,P Y	
<p>STAFF Recommendations/Comments</p> <ul style="list-style-type: none"> B: Conference room too small to support orientations P: Leaky roof, water damage, mildew Y: No privacy or quiet area to work 			
<p>Resources Needed</p> <p>B: Furniture, access ports, offices</p> <ul style="list-style-type: none"> Y: Depts. are separated; staff cannot cover for each other; updated furniture and shelving. 			
<p>Administrative Response Campus-specific recommendations should be included in facility planning, including planning for re-design of existing spaces.</p>			

Section IV: Unit Operations

Question	Yes	No	N/A
4.1 Have rules and procedures relevant to this unit been reviewed?	B,D P,Y		
LIBRARIAN Recommendations/Comments <ul style="list-style-type: none"> D: Rules and procedures have not been reviewed. P: Rules and procedures have been reviewed as part of the College's overall review process. Y: Apparently, rules and procedures have been reviewed and streamlined by district administrative staff within recent years. 			
Resources Needed D: Need time to review and prepare.			
Administrative Response Rules and procedures specific to libraries have undergone review – not all have been updated, and librarians will need to provide input during the review process.			
4.1 Have rules and procedures relevant to this unit been reviewed?	B,T Y	D,P	
STAFF Recommendations/Comments P: Not recently.			
Resources Needed N/A.			
Administrative Response Rules and procedures specific to libraries have undergone review – not all have been updated, and librarians and library staff will need to provide input during the review process (projected to begin this term).			

Question	Yes	No	N/A
4.2 Have changes to rules and procedures been recommended and implemented?	D,P Y		
LIBRARIAN Recommendations/Comments <ul style="list-style-type: none"> D: Rules and procedures have not been reviewed. P: Library staff have commented on rules and procedures as part of the College's overall review process. Y: Certain changes have come about from enhancements to the library management computer system, i.e. the capacity for unmediated renewals and ILL requests. Other changes to the policy file have been made in response to specific campus requests which have been approved by the Cluster. 			
Resources Needed D: Need time to review and prepare.			
Administrative Response Changes to rules and procedures that are relevant to the libraries have been recommended and implemented; however, not all rules and procedures have been updated. Again, librarians will need to provide input once the rules and procedures are disseminated for review.			
4.2 Have changes to rules and procedures been recommended and implemented?	B,P T	D	Y
STAFF Recommendations/Comments P: Recommended but not implemented.			
Resources Needed N/A.			
Administrative Response Changes to rules and procedures that are relevant to the libraries have been recommended and implemented; however, not all rules and procedures have been updated. Plant City may wish to indicate what recommendations were not implemented.			

Question	Yes	No	N/A
4.3 Have unit operation manuals been prepared?	B,D P,Y		
<p>LIBRARIAN Recommendations/Comments</p> <ul style="list-style-type: none"> • B: Specific areas of service have instruction manuals/booklets. • D: Rules and procedures have not been prepared. • P: An operation manual exists, but has not been updated in recent years. • Y: This document has not been updated since the departure of the Associate VP for Learning Resources. 			
<p>Resources Needed D: Need time to review and prepare.</p>			
<p>Administrative Response If unit operation manuals have not been reviewed and updated, this is a need that the cluster and library staff should address over the 03/04 academic year.</p>			
4.3 Have unit operation manuals been prepared?	B,P T,Y	D	
<p>STAFF Recommendations/Comments D: Only for individual areas.</p>			
<p>Resources Needed N/A.</p>			
<p>Administrative Response Unit operation manuals should be kept current and should be shared. They can be posted in public folders.</p>			

Question	Yes	No	N/A
4.4 Have external mandates, including SACS <i>Principles</i>, been reviewed during this assessment to determine compliance? Identify which mandates have been reviewed in the comments section and how this unit is preparing to document its compliance.		B,D P,Y	
LIBRARIAN Recommendations/Comments <ul style="list-style-type: none"> B: We have attended the College workshop on the new SACS principles. We will review this and also the recommendations from the prior SACS visit. D: Need to review external mandates. P: No formal compliance review has been conducted during this assessment. Y: Although YBLIB librarians reviewed relevant sections of SACS <u>Principles of Accreditation</u> and YBLIB appears to meet the core requirements, no formal compliance review has been conducted. There is no process in place for such a review, nor have the librarians, as faculty, been given a charge to conduct it. 			
Resources Needed <ul style="list-style-type: none"> D: Need time to review external mandates. P: Administrator familiar with the SACS Principles to assist in this review. Y: Assistance from appropriate units in the college. Administrative ownership of this process. 			
Administrative Response Documentation of compliance with the SACS <i>Principles of Accreditation</i> is a process that will require collegewide feedback. The institutional effectiveness officer will be a key player in collecting responses and documentation of compliance, and it is anticipated that the library faculty and staff will be a valuable resource in preparing the SACS documentation.			
4.4 Have external mandates, including SACS <i>Principles</i>, been reviewed during this assessment to determine compliance? Identify which mandates have been reviewed in the comments section and how this unit is preparing to document its compliance.		D,P T,Y	B
STAFF Recommendations/Comments None given.			
Resources Needed N/A.			
Administrative Response Documentation of compliance with the SACS <i>Principles of Accreditation</i> is a process that will require collegewide feedback. The institutional effectiveness officer will be a key player in collecting responses and documentation of compliance, and it is anticipated that the library faculty and staff will be a valuable resource in preparing the SACS documentation.			

Section V: Unit Needs Assessment

Question	Yes	No	N/A
5.1 Does the assessment data associated with this unit indicate any needs?	B Y	D P	
<p>LIBRARIAN Recommendations/Comments</p> <ul style="list-style-type: none"> B: To date, the assessment data include faculty and student surveys completed in Spring 01 and 02. There is a large degree of satisfaction with Library staff, services and facility. The complaints focus on the adequacy of print and electronic collections, hours open and on temperature (many feel the Library is often too cold. However, any changes would require management to ensure against mold growth). P: Assessment data for this year has not been reviewed. The previous year's data does not indicate any needs. Y: Student and faculty surveys indicate needs for better and faster computers, and for updated print resources. <p>Resources Needed B: Salary for part-time librarian to make up for days librarians no longer have in their contract AND to extend hours. Increased collections budget.</p> <p>Administrative Response Assessment data should include also usage statistics on the collections – as part of the collections assessment process, usage statistics will be utilized. Also, since the time the faculty response was written, new computers have been purchased for library faculty and many staff members.</p>			
5.1 Does the assessment data associated with this unit indicate any needs?	B,P Y	T	D
<p>STAFF Recommendations/Comments None given.</p> <p>Resources Needed B: Space, technology, staff</p> <p>Administrative Response More information is needed from Plant City and Ybor City on the yes response.</p>			

Question	Yes	No	N/A
5.2 Have student focus groups been conducted regarding this unit?		B,D P,Y	
<p>LIBRARIAN Recommendations/Comments</p> <ul style="list-style-type: none"> B: This is planned. P: No. Student focus groups are planned to be conducted in Spring 2003. Y: No, but plans are in place to do this in Spring03. <p>Resources Needed P: Expertise and help from outside the Library Cluster to select and conduct student focus groups. Office supplies.</p> <p>Administrative Response Student focus groups can be scheduled for Fall 2003 if schedules permit. In the meantime, library satisfaction surveys should continue to be administered.</p>			
5.2 Have student focus groups been conducted regarding this unit?	B	D,P Y	T
<p>STAFF Recommendations/Comments B: Surveys</p> <p>Resources Needed N/A</p> <p>Administrative Response Student focus groups can be scheduled for Fall 2003 if schedules permit. In the meantime, library satisfaction surveys should continue to be administered.</p>			

Question	Yes	No	N/A
5.3 Are students satisfied with the quality of services in this unit (indicate the basis for your response)?	B,D P,Y		
LIBRARIAN Recommendations/Comments <ul style="list-style-type: none"> • B: See 5.1 • D: Yearly surveys and comment cards. • P: A large majority of students completing the Plant City Campus Student Survey for 2002 were “very satisfied” or “satisfied” with library services. • Y: Student surveys consistently indicate satisfaction with the quality of services at YBLIB. 			
Resources Needed P: Scantron sheets and other office supplies.			
Administrative Response Scantron sheets need to be made available for the conduct of these surveys.			
5.3 Are students satisfied with the quality of services in this unit (indicate the basis for your response)?	B,P	Y	D,T
STAFF Recommendations/Comments <ul style="list-style-type: none"> • B: According to surveys, yes. • D: Responses to surveys not shared with staff. • P: Satisfied with service when open; students want more hours. • Y: Students are satisfied with service but not materials. 			
Resources Needed Y: More computers and updated books.			
Administrative Response Scantron sheets need to be made available for the conduct of these surveys. Also, results should be shared with staff and with the deans for any actions that are needed or that need to be recommended as a budget item.			

Question	Yes	No	N/A
5.4 Are related units satisfied with the quality of services in this unit? (For example, are faculty satisfied with the library resources related to their discipline needs.)	B,D P,Y		
LIBRARIAN Recommendations/Comments <ul style="list-style-type: none"> • B: See 5.1 • D: According to yearly faculty surveys. • P: A large majority of faculty completing the Plant City Campus Student Survey for 2002 were “very satisfied” or “satisfied” with library services. Faculty participation in the survey is small. • Y: Faculty surveys, and anecdotal data, consistently indicate satisfaction with the quality of services. Unfortunately, faculty participation in the survey is much less than desirable. 			
Resources Needed P: Scantron sheets and other office supplies.			
Administrative Response Scantron sheets need to be made available for the conduct of these surveys.			
5.4 Are related units satisfied with the quality of services in this unit? (For example, are faculty satisfied with the library resources related to their discipline needs.)	B,P T,Y		D
STAFF Recommendations/Comments <ul style="list-style-type: none"> • B: But could use more in terms of technology and equipment and furniture. • D: Responses to surveys not shared with technical and clerical staff. 			
Resources Needed <ul style="list-style-type: none"> • P: Updated books and videos. • Y: Updated books and course videos. 			
Administrative Response Survey findings should be shared, and findings should be used in budget development.			

Question	Yes	No	N/A
5.5 Have any additional needs relevant to this unit been identified that are not covered in prior sections?	P	D Y	
LIBRARIAN Recommendations/Comments B: The reduced faculty hours in the latest contract will adversely affect our ability to maintain our current level of library services.			
Resources Needed B: Add part-time librarian or enter into a supplemental contract for existing librarians.			
Administrative Response The expectation from the latest contract was that deans would work with library and counseling faculty to ensure adequate summer coverage. This is an issue that can be raised during the upcoming contract negotiations.			
5.5 Have any additional needs relevant to this unit been identified that are not covered in prior sections?	D,P T,Y	B	
STAFF Recommendations/Comments <ul style="list-style-type: none"> • D: Poor signage; users are not aware of the proper use of all areas and floors and the library layout. • T: We feel that the Automation Coordinator should have overall responsibility for coordinating computer replacement for all campus libraries. 			
Resources Needed <ul style="list-style-type: none"> • D: Better signage. • P: Rooms for group study; Bathroom. • T: <u>SEE ATTACHED RECOMMENDATION</u>. The funds for replacement equipment should be in the DLTS budget. • Y: Rooms for group study. Work area around the copy machine. 			
Administrative Response Campus recommendations should be addressed by the deans. The Automation Coordinator has made recommendations on computer replacement needs, and these have been adopted for librarians and staff.			

Section VI: General Recommendations/Comments

Include discipline strengths and weaknesses and recommendations for improvement in this section. This section should include recommendations identified in Sections 1 – 5 for ease of reference to the reader.

Section VI: General Recommendations/Comments: Brandon

LIBRARIANS

The student/faculty surveys indicate a high level of satisfaction with current library faculty, staff and services. However, common complaints from both faculty and students include:

- *Adequacy of the print and electronic collections
- *Speed of computer network response
- *Desire for longer hours
- *Lack of computer availability
- *Temperature (often too cold – although sometimes way too hot and airless)

Other considerations:

- Consider a centralized library structure under a Library Dean. All libraries to report to this Dean. Libraries can be semi-forgotten under the existing organizational structure. This might alleviate some of the workload for current Deans.
- Computer lab for library lectures set to serve 30 students
- Quiet room or group study room
- Recommend that Library faculty evaluation forms be altered to reflect all job responsibilities rather than just focusing on teaching abilities.

Resources Needed

Additional funding for collections is essential.

- Increase attention to computer network speed throughout the College
- Addition of part-time librarian (and/or supplemental contract/s for existing librarians) to offset the reduction in faculty hours due to the last contract.
- Professional attention to HVAC environment to achieve a goal of maintaining an even temperature and humidity under 65 percent. (increase comfort and reduce risk of mold in print collections)
- Salary/Benefits for Dean

Administrative Response Campus specific recommendations should be addressed by the dean. Additional funding for the collections needs to be supported by usage data. At the present time, the decentralized model is in effect. For unmet library needs, please continue to inform the deans and the district director – the perception of being “semi-forgotten” may indicate a need for more regular communication both in terms of making library needs known and in letting the librarians know where their recommendations are prioritized in the budgeting process.

Section VI: General Recommendations/Comments: Brandon

STAFF

The library needs more money or funding for collection development, hiring of support staff, more computers and internal wiring for access ports as well as new and larger room for library orientations. While much is being spent to improve technology in classrooms (smart rooms) not much is being made available for the services mentioned above.

Staff development for library is limited to TBLC and occasional CCLA workshops. Faculty can go to USF for workshops but we have no equivalent for staff. Staff is not allowed to attend Center for Teaching Enhancements and some workshops apply to non-faculty. We need similar mechanism or center at HCC.

Resources Needed

1. Support staff
2. Student assistant funding
3. Wireless capability on campus
4. Internal wiring for access ports
5. More / newer computers
6. More funding for supplies and repairs
7. Staff development geared more towards specific department needs (as opposed to generic office products training)
8. Access ports in classrooms so library orientations can be done in classes since library has no space for large classes.
9. Library held workshops at least three times a year to train or retrain on systems we use.

Administrative Response Campus specific recommendations should be addressed by the dean. Consideration should be given to expanding training opportunities to staff.

Section VI: General Recommendations/Comments: Dale Mabry

LIBRARIANS

Strengths: *Reference service, Facility, Library Instruction, Collection.*

- 1.2 Library goals related to college goals may need some revision.
- 2.1 Need central Library leadership which would be most conducive to effective library services.
- 2.2 Library Cluster submitted proposed organizational chart to HCC V.P. of Education during 2000/2001.
- 2.3 Staffing plan has been prepared identifying needed staff additions, reductions, or changes for Library technical staff but not for Library faculty.
- 2.12 Data unavailable regarding whether majority of unit members participate in community events.
- 2.14 Formal yearly survey to keep staff current with legislative, academic and other changes may not be necessary if changes are communicated via other channels.
- 2.17 Few unit members take advantage of grant opportunities.
- 3.3 May need to restore full-time Librarian position to support future growth
- 3.5 Need network capable microfilm reader printer to replace obsolete, unreliable current unit.
- 4.1, 4.2, 4.3 Rules, procedures and operations have not been reviewed in years.
- 4.4 Need to review external mandates

Resources Needed

- 1.2 Need to have time to revise goals
- 2.1 Need a Library Director with successful Library Administration background/skills
- 2.2 Need Administrative approval of Proposal and implementation of same
- 2.3 Need time to develop a staffing plan for faculty.
- 2.4 Need to conduct appropriate survey
- 2.14 Better and consistent printed communication to address these changes.
- 2.17 Need access to full-time person who has grant-writing expertise.
- 3.3 Funding is needed for full-time Librarian position.
- 3.5 Need \$4,000 for new microfilm reader printer.
- 4.1, 4.2, 4.3 Need time to review and prepare.
- 4.4 Need time to review external mandates.

Administrative Response

- 1. The cluster will be developing a library mission and goals in Fall 2003.
- 2. Central library leadership is not under consideration in the present decentralized structure; however, faculty are encouraged to notify their campus deans and the district director of barriers to effective library services.
- 3. The campus dean should indicate staffing needs for the library.
- 4. The majority of librarians indicated that they participated in community events.
- 5. Legislative, academic, and other changes can be communicated via other channels, such as the electronic newsletter from the Office of Education and Student Development; the academic forums; and emails.
- 6. Grant opportunities are one avenue to provide additional resources for the College – the grants coordinator has grants-writing expertise.
- 7. The campus dean should indicate staffing needs and should identify budget priorities with regard to the printer.
- 8. Rules and procedures pertinent to the library will be reviewed in Fall 2003.

Section VI: General Recommendations/Comments: Dale Mabry

STAFF

More computers for students; DVD players; More staff. (return of the position which was taken by Student Services); Up-to-date software; Staff meetings.

Resources Needed See above.

Administrative Response The campus dean should provide a response.

Section VI: General Recommendations/Comments: Plant City

LIBRARIANS

Strengths:

- Instruction
- Service
- Professional development
- Professional involvement

Weaknesses:

- 1.2 Lack of written goals.
- 3.2 Inadequate, outdated book collection
- 3.3 Inadequate staff.
- 3.4 Inadequate, outdated computers for students and staff.
- 3.5 3.6 Facility roof leaks are damaging library furniture, equipment, and carpeting.
- 4.4 No process for review of SACS Principles.

Resources Needed

- 1.2 Collaboration of library management, faculty, and support personnel to formulate written goals.
- 3.2 Funding for 10,000-volume enhancement to the circulating collection. Est. \$250,000
- 3.3 A part-time librarian, an upgrade to a supervisory Learning Resources Technician, and a Learning Resources Technician are needed. Est. \$54,100 to \$59,000
- 3.5 Administrative support for computer replacement plan. Funding for new computers and printers: \$34,800
- 3.6 Funding to repair roof leaks.
- 4.4 Administrator familiar with the SACS Principles to assist in this review.

Administrative Response

1. The cluster will work on goals in Fall 2003.
2. Funding requests should be supported by usage statistics and the collections assessment.
3. The campus dean should indicate staffing needs.
4. Librarian and staff computers have been replaced since the librarian response was written; additional computer needs should be addressed by the dean.
5. The roof leaks are being repaired.
6. The district director and the institutional effectiveness officer will be among those assisting in the SACS review.

Section VI: General Recommendations/Comments: Plant City

STAFF

- More staff.
- More current books and videos.
- More technology and computer supplies.
- More training and travel opportunities.

- 1 full-time librarian; 1 part-time librarian; 1 manager; 1 technician.
- More money in the book budget.
- 2 data projectors
- 5 flat screen monitors
- CD burner
- Color copier
- Paper and printer cartridges
- More staff and money in the travel budget.

Administrative Response The campus dean should provide a response.

Section VI: General Recommendations/Comments: Ybor City

LIBRARIANS

Strengths

- Instruction
- Service
- Events
- Participation in internal and external professional development
- Community and professional involvement, librarians and staff
- Communication

Weaknesses

- Potentially-outdated position descriptions
- Inconsistent distribution of employee evaluation instruments, resulting in some evaluations not done annually
- Lack of training in legislative, academic and other changes to the program and catalog—or communication of such if it exists
- Inadequate, outdated and damaged circulating book collection.
- Inadequate, outdated computers for students and staff.
- Need for sustained computer replacement and enhancement planning.
- Present space configuration results in poor staff utilization, traffic flow, and daily operations. Also, Special Collections is located in a hidden and unattractive space.
- No process to review external mandates, i.e. SACS Principles, for compliance.

Resources Needed

- Assistance from appropriate units in the college, i.e. HR
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- Funding for an “opening day collection” of 20,000 volumes. Estimated cost: \$500,000.
- Funding for new computers and furniture. Estimated total cost: \$55,580
- Assistance from appropriate units in the college.
- Renovation/construction work. Estimated total cost (not including internal maintenance staff labor): \$60,000
- Assistance from appropriate units in the college. Administrative ownership of this process.

Administrative Response

1. Supervisors can work with HR to revise position descriptions.
2. All evaluation instruments are available online, and supervisors may contact HR for anniversary evaluation dates.
3. See prior response – communication regarding changes can be conveyed through electronic newsletters, academic forums, emails, etc.
4. The collections assessment process should help support enhancements to the book collections; however, given the scarcity of resources, priority may be given to collections that have the most usage.
5. New computers have been purchased. Faculty should continue to notify the campus dean of additional resource needs so that they can be included in the annual budgeting process.
6. The campus dean should address the space configuration issue.
7. The district director and the institutional effectiveness office will be among those assisting in the SACS review.

Section VI: General Recommendations/Comments: Ybor City

STAFF

More staff
More computers and computer stations.
More computer software.
More money for printing supplies.
Color copying.

Resources Needed

1 part-time librarian and 2 part-time technicians.
5 computers in Circulation; 7 computers in Reference.
Software for student resumes.
Printer cartridges, fax cartridges.
Color copier in the mailroom.

Administrative Response The campus dean should provide a response.

Section VII: Budget - LIBRARIAN RESPONSES

Provide a recommended budget needed to fulfill the program review recommendations:

Item	Cost
Personnel (specify full-time, part-time, overloads) D: Full-time Librarian position P: Upgrade to Supervisory Learning Resources Tech. P: Full-time Learning Resources Tech. P: Part-time Faculty Librarian Y: Upgrade one Learning Resources Technician position, when vacant, to a supervisory position.	D: \$40,000 plus benefits. P: Est. \$10,000 per year P: Est. \$24,000 per year P: Est. \$25,000 per year Y: Estimated cost: \$10,000 per year
Travel (specify conferences, meetings, etc.) Y: Increase funding for travel to enable library faculty to participate in library and community college conferences on state and national levels.	Y: Estimated cost: \$3,000 per year
Equipment (specify) D: Microfilm Reader Printer D: Five additional computers for student usage D: AV items for faculty/classroom support: Overhead projectors DVD players/large monitors or projectors Laptop computers/data projectors At least two 27" (or larger) televisions Carts and locking devices for equipment Y: 20 new student computer workstations Y: 16 computer tables (13 two-person, 3 one-person) Y: 7 new staff computer workstations P: 17 Student Computers P: 6 Staff Computers P: 2 Network Printers	D: \$4,000 D: Estimate forthcoming D: Estimate forthcoming for all items Y: Estimated total cost: \$55,580 Y: 20 student workstations @ \$1,400. = \$28,000 Y: 16 computer tables: \$17,780. Y: 7 staff workstations @ 1,400. = 9,800 P: 17 Student Computers @\$1,400=\$23,800 P: 6 Staff Computers @\$1,400=\$8,400 P: 2 Network Printers @\$1,300=\$2,600
Supplies (specify) P: Scantrons and other office supplies	P: \$200
Other (Specify) D: Database for Slide Collection D: Window tinting for Gallery D: Display cases for Gallery P: Enhancement of circulating collection –10,000 volumes Y: New circulating collection of 20,000 volumes Y: Reconfiguration of YBLIB physical space to include the creation of a visually appealing Special Collections room	D: Cost unknown (proposal in progress) D: Estimate forthcoming D: Estimate forthcoming P: Est. \$250,000 Y: Estimated cost for collection: \$500,000. Y: Estimated cost for reconfiguration: \$60,000
<p>Administrative Response: Many of the computer recommendations have been addressed; this budget page should be updated to address the current computer situation. For campus-specific recommendations, the deans need to provide responses.</p>	

Section VII: Budget - STAFF RESPONSES

Item	Cost
<p>Personnel (specify full-time, part-time, overloads)</p> <p style="text-align: center;">Brandon</p> <p>Part-time librarian Student Assistants</p> <p style="text-align: center;">Dale Mabry</p> <p>2 full-time technicians</p> <p>DLTS</p> <p>Part-time staff assistant. Re-instatement of lost money in our Budget.</p> <p style="text-align: center;">Plant City</p> <p>1 full-time librarian 1 part-time librarian 1 manager 1 technician</p> <p style="text-align: center;">Ybor City</p> <p>1 part-time librarian (20 hours per week) 2 part-time technicians (20 hours ea per week)</p>	<p style="text-align: center;">Brandon</p> <p>\$20,800 \$6,700</p> <p style="text-align: center;">Dale Mabry</p> <p>\$40,000</p> <p>DLTS</p> <p>\$5,000</p> <p style="text-align: center;">Plant City</p> <p>\$34,000 \$20,000 \$34,000 \$22,000</p> <p style="text-align: center;">Ybor City</p> <p>\$20,000 \$30,000</p>
<p>Administrative Response: With reference to the DLTS recommendation, all budgets were cut in 02/03. Additional justification is needed for the part-time staff assistant request.</p>	
<p>Travel (specify conferences, meetings, etc.)</p> <p style="text-align: center;">Brandon</p> <p>More money for conferences</p> <p style="text-align: center;">Dale Mabry</p> <p>VIP conference for technicians Florida Library Assoc. annual meeting</p> <p style="text-align: center;">DLTS</p> <p>Florida Library Association. Council On Library/ Media Technicians. Very Important Paraprofessional</p> <p style="text-align: center;">Plant City</p> <p>Florida Educational Technology conference TBLC classes FACC annual conference</p> <p style="text-align: center;">Ybor City</p> <p>American Library Association annual conference Florida Library Association annual conference COLT annual conference</p>	<p style="text-align: center;">Dale Mabry</p> <p>\$35 for each person. \$600 for each person.</p> <p style="text-align: center;">DLTS</p> <p>Amount varies based upon location.</p> <p style="text-align: center;">Plant City</p> <p>\$9,000 free depends upon location</p> <p style="text-align: center;">Ybor City</p> <p>Varies by location.</p>
<p>Administrative Response: If unit travel funds are insufficient, staff need to apply to FSPD accounts. There is a separate account for FACC travel, too.</p>	