

**2.9** The institution, through ownership or formal arrangements or agreements, provides and supports student and faculty access and user privileges to adequate library collections and services and to other learning/information resources consistent with the degrees offered. Collections, resources, and services are sufficient to support all its educational, research, and public service programs.  
**(Learning Resources and Services)**

Compliance       Partial Compliance       Non-Compliance

**Narrative:**

### **Through ownership or formal arrangements or agreements**

#### **Through ownership**

Chattahoochee Valley Community College (CVCC) provides access and user privileges to library resources and services that are adequate to support the educational programs of the College. The Learning Resource Center (LRC) is the main provider of these resources and services. The LRC [Policy and Procedure Manual](#) clearly defines the mission for the library which is aligned with the College's mission:

The Learning Resource Center at Chattahoochee Valley Community College offers students, staff, faculty, and community users the facilities, environment, and guidance for pursuing individual interests and educational goals through a variety of resources and services.

The LRC is located in Owen Hall of the Phenix City, AL campus of CVCC. It houses more than 38,000 volumes of printed books, over 1,000 audio-visual items, approximately 40 periodical titles, provides access to more than 20,000 e-books through EBSCO host and to numerous online databases through the Alabama Virtual Library.

The services offered by the LRC include circulation, reference, interlibrary loan, library instruction, and other customized services to meet special needs.

#### **Through Agreement**

The LRC has a [collaboration agreement](#) with Columbus Technical College (CTC) library, which offers borrowing privileges to faculty, staff, and students of the respective institutions, shares resources with and provides services to respective institutions, explores opportunities for staff professional development, and cooperates on other matters of mutual interest.

### **Provides and supports student and faculty access and user privileges**

All CVCC faculty, staff, and students may check out books with a current CVCC ID card. Faculty and staff have privileges to check out all materials with no restrictions. Students can check out circulating books. All faculty, staff, and students have access to e-books from [EBSCOHost](#) and online databases from [Alabama Virtual Library](#) 24/7. User IDs and passwords are not required to access e-books and online databases on campus. A user ID and password are required to access e-books remotely. Non-Alabama residents need to have a user ID and password to access online databases off campus. User IDs and passwords for both e-books and online databases can be obtained at the Information Center in the LRC.

### Library Hours and Facilities

| Hours of Operation  | Square Footage | Seats | Computer Stations |
|---|----------------|-------|-------------------|
| Fall and Spring Semester<br><br>Monday: Thursday: 7:30am – 9:00pm<br>Friday: 7:30am – 2:00pm<br>Saturday: 1:00pm – 5:00pm<br>Sunday: Closed | 11,185         | 190   | 46                |
| Summer Semester<br><br>Monday – Thursday: 7:30am – 9:00pm<br>Friday: Closed<br>Weekend: Closed  |                |       |                   |

#### Distance Education Access

The library staff ensure distance education students have access to adequate learning resources and services. Substantial amounts of library resources and services can be accessed through the LRC website, the library blogs, and the library Facebook page. As of Spring 2013, the LRC website is also linked in [Blackboard](#) for all distance education and hybrid classes.

#### Access through Agreement

Chattahoochee Valley Community College and CTC faculty, staff, and students, who desire to use the library facilities, resources, and services at the other institution, must apply for a CTC/CVCC or CVCC/CTC library card at their own library. A CTC/CVCC library card may be obtained at the Information Center in the CVCC library. The applicant is required to complete and sign the [CTC/CVCC Library Card Application Form and User Policy](#). The CTC/CVCC library card is valid for one semester and can be renewed as long as the applicant remains employed or enrolled at CVCC. With this card, CVCC users can check out books, use periodicals, and access e-books and online databases at the CTC library. The CTC library staff also provide instruction and assistance on the use of the CTC library. CVCC faculty, staff, and students must visit the CTC library in order to use its resources and services. No remote access is available.

The LRC staff promote the use of CTC library and to increase the awareness of our users on these resources and services.

#### Information Availability on the CTC Library

| Information Availability | Information type  |
|--------------------------|---|
| <b>In House</b>          | The library information <a href="#">brochure</a> , <a href="#">application form</a> , reference referrals                   |
| <b>Online</b>            | The <a href="#">LRC Resources Blog</a> , the <a href="#">LRC Instruction Blog</a> , the <a href="#">LRC's Facebook Page</a> |
| <b>In Classroom</b>      | Included in ORI101, ORI105, and other course specific library instruction classes, new employee orientations.               |

**Adequate library collections...and other learning /information resources..... consistent with the degrees offered**

The LRC collections include printed books and periodicals, audio-visual items, electronic books, and online databases. All CVCC faculty, staff, and students may check out books with a current CVCC ID card.

**The LRC Collection by Educational Programs\***

| <b>Educational Programs</b>         | <b>Books</b> | <b>Periodicals</b> | <b>Audio-Visual</b> | <b>E-books</b> | <b>Online Databases**</b> |
|-------------------------------------|--------------|--------------------|---------------------|----------------|---------------------------|
| <b>Liberal Arts/General Studies</b> | 38,437       | 41                 | 1,163               | 20,123         | 29                        |
| <b>Applied Technology</b>           | 156          | 2                  | 7                   | 414            | 7                         |
| <b>Business</b>                     | 1,235        | 6                  | 48                  | 2,234          | 15                        |
| <b>Computer Information Systems</b> | 103          | 3                  | 3                   | 615            | 12                        |
| <b>Public Safety</b>                | 2,672        | 3                  | 120                 | 636            | 8                         |
| <b>Nursing/Medical Assisting</b>    | 1,489        | 15                 | 38                  | 1,164          | 21                        |
| <b>Visual Communication</b>         | 507          | 1                  | 18                  | 1,079          | 6                         |

\*The data reported in this table was run by broad subject headings.

\*\*Accessible through the [Alabama Virtual Library](#)

The library online [catalog](#) is accessible on the LRC's [website](#) and the LRC's [Resources Blog](#). By using the library online catalog, faculty, staff, and students can search for books, periodical titles, audio-visual items, and e-books the LRC owns.

The LRC [Policy and Procedure Manual](#) clearly defines the collection development policy and procedures. According to the Manual, ultimate responsibility for the development and maintenance of the LRC collection rests with the Library Director. The process of selecting materials for the library is a collaborative one involving the LRC staff and other faculty, staff, and students. Faculty members are asked to recommend materials that support the courses taught and that supplement the general library collections appropriate to their respective disciplines. The [Library Material Request Form](#) is available from the [library blog](#).

Chattahoochee Valley Community College faculty are involved in every aspect of the library's collection development. In 2012, 89% of books and 100% of audio-visual materials purchased were recommended by faculty. Faculty also play important roles in collection weeding. Each year, faculty representatives from all divisions evaluate the collection of their discipline(s) and make recommendations on weeding. With faculty's assistance, the library weeded more than 4,000 books last year.

Many faculty also donate personal books to the library to strengthen our collection. The LRC received 68 donated books from faculty in 2012 alone. These are a valuable asset to our collection.

The [Library Advisory Committee](#), which is composed of all library staff and other faculty and staff members, is also involved in the collection development by reviewing the [Collection Development Policy and Procedures](#) and suggesting optimal ways to build the appropriate and comprehensive library collection.

## Through Agreement

Columbus Technical College's (CTC) Collection mirrors in subject matter that of CVCC.

### CTC Library Collection by Educational Programs\*

| Educational Programs         | Books  | Periodicals | Audio-Visual | E-books | Online Databases** |
|------------------------------|--------|-------------|--------------|---------|--------------------|
| Liberal Arts/General Studies | 23,155 | 255         | 1,823        | 58,000  | 310                |
| Applied Technology           | 6,099  | 25          | 350          | 2,100   | 9                  |
| Business                     | 4,899  | 36          | 63           | 11,126  | 20                 |
| Computer Information Systems | 1,307  | 12          | 106          | 4,336   | 7                  |
| Public Safety                | 1,280  | 15          | 20           | 2,200   | 7                  |
| Nursing/Medical Assisting    | 2,910  | 70          | 824          | 5,166   | 12                 |
| Visual Communication         | 1,207  | 3           | 94           | 3,200   | 9                  |

\*The data reported in this table was run by broad subject headings.

\*\*Accessible through Galileo

### Adequate...Services ...consistent with degrees offered

#### 1. Circulation and Reference

The LRC provides comprehensive reference services, which include on-site reference, phone reference, email reference, and virtual reference. The LRC blogs and Facebook page provide additional platforms for reference service.

#### 2. Interlibrary Loan Services

The LRC maintains a membership of Lyrasis, the nation's largest regional membership organization serving libraries. Through Lyrasis, the College is able to provide interlibrary loan service to CVCC faculty, staff, and students. Any materials not owned by the LRC may be obtained through interlibrary loan.

#### 3. Library Instruction

The librarians provide a variety of library instruction sessions. These sessions include library orientations, bibliographic instruction, faculty professional development sessions, and new employee library instruction sessions. The content of and the delivery mechanism for the library instruction are based on the needs of the instructor and the diverse users.

#### **Library instruction for college orientation classes**

The librarians offer library instruction to two college orientation classes, Orientation to College (ORI101) and Orientation and Student Success (ORI105). ORI101 is designed to aid new students in their transition to the institution and ORI105 is to orient students to the college experience by providing them with tools needed for academic and personal success. The library orientation for both classes provides an overview of library policies, library services, and library resources. All students are required to complete a Library Orientation Project ([ORI101](#), [ORI105](#)) as one of the graded assignments for both ORI101 and ORI105 classes. The Library Instruction Survey is administered after each class, and comments are used to improve instruction sessions. An average of [97%](#) of surveyed students expressed their satisfaction with the library instruction for last four semesters.

### Library instruction for specific disciplines and courses

Specialized instruction sessions are available to all college disciplines and courses. Instructors are encouraged to incorporate the library orientation in their [syllabus](#) and schedule the instruction sessions with librarians at the beginning of each semester. The librarians will design the content of the orientation based on the requirements from the instructor. The focus of each session is on effective methods to find reliable information in the subject area. The librarian demonstrates how to use the library catalog, e-books, online databases, and other resources.

### Library instruction for other individuals and groups

Librarians also provide library instruction to faculty, staff, students, and community members individually or in groups. User(s) can schedule a library instruction session by phone, by email, or online through the library blog. The content of each session will be tailored to the needs of the requesters.

### Library Instruction for college new employees

Starting in 2011, the library instruction was incorporated into the College's [New Employee Orientation](#) program. The Library Director provides a general library [information](#) session to the new employees during the College New Employee Orientation day.

### Library Instruction Blog—Library at a Distance

The purpose of the Library Instruction blog is to provide students with a centralized platform to access library instruction materials with the same general content as the on-site library instruction. Students who are absent from the on-site library orientation sessions or desire to see the content after the class may access the materials through the [Library Instruction Blog](#). Instructors can link the Library Instruction blog in their syllabus or in their distance learning courses. The LRC website is also linked in Blackboard for easy access. Additionally, the library staff offers telephone, email, and virtual ([online chat](#)) library instruction support to all distance education students.

**The LRC Resources and Online Access Availability**

| <b>Resources</b>       | <b>Access Method</b>   |
|------------------------|--|
| Printed Books          | The library online <a href="#">catalog</a> , accessible through the <a href="#">LRC website</a> , the <a href="#">LRC Resources blog</a> , and the <a href="#">LRC on Blackboard</a> |
| Periodicals            | The library online <a href="#">catalog</a> , accessible through the <a href="#">LRC website</a> , the <a href="#">LRC Resources blog</a> , and the <a href="#">LRC on Blackboard</a> |
| Audio-Visual           | The library online <a href="#">catalog</a> , accessible through the <a href="#">LRC website</a> , the <a href="#">LRC Resources blog</a> , and the <a href="#">LRC on Blackboard</a> |
| E-books                | EBSCOHost, accessible through the <a href="#">LRC website</a> , the <a href="#">LRC Resources blog</a> , and the <a href="#">LRC on Blackboard</a>                                   |
| Online Databases       | Alabama Virtual Library, accessible through the <a href="#">LRC website</a> , the <a href="#">LRC Resources blog</a> , and the <a href="#">LRC on Blackboard</a>                     |
| Online Tutorials       | Accessible through the <a href="#">LRC website</a> , the <a href="#">LRC Resources blog</a> , and the <a href="#">LRC on Blackboard</a>  |
| <b>Online Services</b> | <b>Access Method</b>   |
| Email Reference        | Email to <a href="mailto:librarian@cv.edu">librarian@cv.edu</a>  |

|                     |   |
|---------------------|---|
| Virtual Reference   | the <a href="#">LRC Blog</a> , the <a href="#">LRC Instruction Blog</a> , the <a href="#">LRC Interlibrary Loan Blog</a> , the <a href="#">LRC Resources Blog</a> , the <a href="#">LRC New Acquisitions Blog</a> , the <a href="#">LRC's Facebook Page</a> |
| Library Instruction | the <a href="#">LRC Library Instruction Blog</a>  |
| Interlibrary Loan   | the <a href="#">LRC Interlibrary Loan Blog</a>  |

Chattahoochee Valley Community College employs a sufficient number of highly-qualified library staff to provide faculty, staff, students, and general public users with reference support, library instruction, and general assistance. The library staff consists of a Library Director, two full-time Clerks, two part-time Associate Librarians, and one part-time Library Assistant.

#### Library Staff Information

| Position            | Name                             | Status    | Degree(s)   | Work Schedule   |
|---------------------|----------------------------------|-----------|---|---|
| Library Director    | <a href="#">Xueying Chen</a>     | Full-Time | B.S. in Law from Jilin University, China. 1985<br>M.A. in Sociology from University of Arkansas. 1996<br>M.L.I.S. from Louisiana State University. 1997 | Monday-Thursday<br>9:00AM-5:30PM<br>Friday:<br>9:00AM-12:00Noon |
| Library Clerk       | <a href="#">Angela Harris</a>    | Full-Time | A.A. in General Education from CVCC. 1985   | Monday-Thursday<br>7:30AM-5:00PM<br>Friday:<br>7:30AM-2:00PM    |
| Library Clerk       | <a href="#">Cory Williams</a>    | Full-Time | A.A.S. in Computer Science from CVCC. 2002  | Monday-Thursday<br>7:30AM-5:00PM<br>Friday:<br>7:30AM-2:00PM    |
| Associate Librarian | <a href="#">Samantha Dansby</a>  | Part-Time | B.A. in Classics and English from University of Alabama. 2008<br>M.L.I.S. from University of Alabama. 2010  | Monday-Thursday<br>5:15PM-9:00PM                                |
| Associate Librarian | <a href="#">Velma Jackson</a>    | Part-Time | B.S. in Art with minor of Library Science from Alabama State University. 1965   | Hours vary. Rotate evenings with other part-time staff          |
| Library Assistant   | <a href="#">Helen Thibodeaux</a> | Part-Time | A.A. in General Education from CVCC. 2006   | Hours vary. Rotate evenings with other part-time staff          |

In 2009, the library staff developed a five-year professional development plan to enrich knowledge of staff and to improve quality of library services by participating in at least one professional development workshop each month. In the past three years, the library staff have attended on average eighteen training sessions each year ([Xueying Chen](#), [Angela Harris](#), [Cory Williams](#)).

**Collections, resources, and services are sufficient to support all its educational, research, and public service programs.**

**Adequacy by Comparison of Library Circulation and Interlibrary Loan with Other State Community College Systems Fiscal Year 2010\***

|   | Chattahoochee Valley Community College | Dyersburg State Community College (Tennessee) | Coahoma Community College (Mississippi) | East Central Technical College (Georgia) |
|---|--|---|---|--|
| <b>FTE Student Enrollment</b>               | 1,542                                  | 1,811   | 1,468                                   | 1,231                                    |
| <b>Circulation</b>                          | 2,266                                  | 1,400   | 2,046                                   | 1,185                                    |
| <b>Loaned</b>                               | 100                                    | 39  | 0                                       | 33                                       |
| <b>Borrowed</b>                             | 35                                     | 38  | 0                                       | 33                                       |
| <b>Total Circulation Transactions</b>       | 2,401                                  | 1,477   | 2,046                                   | 1,251                                    |
| <b>Circulation Transactions/FTE Student</b> | <b>1.56**</b>                          | <b>0.82</b>                                   | <b>1.39</b>                             | <b>1.02</b>                              |

\*National Center for Education Statistics

\*\* The LRC underwent major repairs in 2010. The facilities and collections were not available between July 2009 and March 2010.

**Adequacy by Survey**

**Library Survey for Students and Library Survey for College Employees 2011-12**

|                                  | Library Survey for Students |       |             | Library Survey for College Employees |       |             |
|----------------------------------|-----------------------------|-------|-------------|--------------------------------------|-------|-------------|
|                                  | <u>2010</u>                 | 2011* | <u>2012</u> | <u>2010</u>                          | 2011* | <u>2012</u> |
| <b>Surveyed Questions</b>        | <b>Satisfied</b>            |       |             | <b>Satisfied</b>                     |       |             |
| <b>Adequacy of Collection</b>    | 89%                         | N/A   | 96%         | 97%                                  | N/A   | 93%         |
| <b>Adequacy of Staff</b>         | 95%                         | N/A   | 98%         | 100%                                 | N/A   | 100%        |
| <b>Adequacy of Library Hours</b> | 90%                         | N/A   | 92%         | 100%                                 | N/A   | 95%         |
| <b>Adequacy of Easy Access</b>   | 96%                         | N/A   | 97%         | 100%                                 | N/A   | 97%         |

\* Note, the Library Survey was not completed in 2011-12.

Additionally, the Library Instruction Evaluation is administered for every library instruction class taught by librarians. The survey results show a 97.2% average satisfaction rate for the past four semesters.

**The Library Instruction Evaluation Results Fall 2011-Fall 2012**

| <b>Semester</b>                    | <b>Satisfaction Rate</b> |
|------------------------------------|--------------------------|
| <a href="#"><u>Fall 2012</u></a>   | 96.8%                    |
| <a href="#"><u>Summer 2012</u></a> | 98.4%                    |
| <a href="#"><u>Spring 2012</u></a> | 97.9%                    |
| <a href="#"><u>Fall 2011</u></a>   | 95.5%                    |

**SUPPORT DOCUMENTATION**

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|--|
| <a href="#"><u>LRC Policy and Procedure Manual Section 1.2, Mission Statement</u></a>  |
| <a href="#"><u>Agreement for Library Collaboration between Columbus Technical College and Chattahoochee Valley Community College</u></a> |
| <a href="#"><u>EBSCOHost</u></a>   |
| <a href="#"><u>Alabama Virtual Library</u></a>   |
| <a href="#"><u>LRC on Blackboard</u></a>   |
| <a href="#"><u>Columbus Technical College/Chattahoochee Valley Community College Library Card Application Form and User Policy</u></a>   |
| <a href="#"><u>LRC Information Brochure</u></a>  |
| <a href="#"><u>LRC Resources Blog</u></a>  |
| <a href="#"><u>LRC Instruction Blog</u></a>  |
| <a href="#"><u>LRC's Facebook Page</u></a>   |
| <a href="#"><u>Library Online Catalog</u></a>  |
| <a href="#"><u>LRC Website – Library Catalog</u></a>   |
| <a href="#"><u>LRC Resources Blog – Library Catalog</u></a>  |
| <a href="#"><u>LRC Policy and Procedure Manual Section 6.1.4; Collection Development</u></a>   |
| <a href="#"><u>Library Material Request Form</u></a>   |
| <a href="#"><u>LRC Blog</u></a>  |
| <a href="#"><u>Library Advisory Committee</u></a>  |
| <a href="#"><u>Orientation 101 Project</u></a>   |
| <a href="#"><u>Orientation 105 Project</u></a>   |
| <a href="#"><u>Orientation 105 Syllabus</u></a>  |
| <a href="#"><u>New Employee Orientation Agenda</u></a>   |
| <a href="#"><u>New Employee Orientation</u></a>  |
| <a href="#"><u>Virtual Chat – Library Instruction Blog</u></a>   |
| <a href="#"><u>LRC Interlibrary Loan Blog</u></a>  |
| <a href="#"><u>LRC New Acquisitions Blog</u></a>   |



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| <a href="#"><u>Resume – Xueying Chen</u></a>   |
| <a href="#"><u>Resume – Angela Harris</u></a>  |
| <a href="#"><u>Resume – Cory Williams</u></a>  |
| <a href="#"><u>Resume – Samantha Dansby</u></a>  |
| <a href="#"><u>Resume – Velma Jackson</u></a>  |
| <a href="#"><u>Resume – Helen Thibodeaux</u></a>                                       |
| <a href="#"><u>2009-2011 Professional Development Activities for Xueying Chen</u></a>  |
| <a href="#"><u>2009-2011 Professional Development Activities for Angela Harris</u></a> |
| <a href="#"><u>2009-2011 Professional Development Activities for Cory Williams</u></a> |
| <a href="#"><u>Library Survey for Students – 2010</u></a>                              |
| <a href="#"><u>Library Survey for Students – 2012</u></a>                              |
| <a href="#"><u>Library Survey for Employees – 2010</u></a>                             |
| <a href="#"><u>Library Survey for Employees – 2012</u></a>                             |
| <a href="#"><u>Library Instruction Evaluation for Fall 2012</u></a>                    |
| <a href="#"><u>Library Instruction Evaluation for Summer 2012</u></a>                  |
| <a href="#"><u>Library Instruction Evaluation for Spring 2012</u></a>                  |
| <a href="#"><u>Library Instruction Evaluation for Fall 2011</u></a>                    |