Cañada College

Program Review
New Position Request Presentation
TEMPLATE

Position: .48 Library Support Specialist

Requested by: ASLT/Library

Expected Duties

- Maintain and update technology devices (Google Chromebooks, PC laptops, calculators, Wi-Fi hotspots, and more)

- Set up and maintain detailed statistical, financial, and other records for technology device loans

- Collect and document the payment of fees

- Teach and assist students in using library loaned technology

- Provide individualized troubleshooting for technology problems, including printing and technology loan items

- Communicate with students about technology loan guidelines

- Prepare reports and statistics

- Recruit, hire, train, and supervise student assistants

- Supervise Library Circulation desk

- Maintain and support a safe space for students in the Library

- Marketing and outreach to the campus community

Title V Mandates

Colleges with FTES between 1,001 and 3,000 should have 4.5 Support Staff.

We have 2.9 support staff.

College Size		Type of Staff
(FTES)	Faculty Librarian	Support
< 1,000	2.0	3.0
1,001-3,000	3.0	4.5
3,001-5,000	4.0	6.5
5,001-7,000	5.0	9.0
Each Additional 1K	0.5	1.0

SMCCCD Board Goals or Strategic Initiatives

- Free Community College: Assembly Bill 893, was signed by the state governor, further expanding the demand for student technology loans.

- OER/ZTC:
    - Provide library loan technology
    - Provide reliable wi-fi access through portable hotspots
    - Preparing, cataloging, and maintaining physical textbooks as part of the Reserves Collection

Student Access, Success and Completion:

- Provides equitable access by ensuring that staffing is present during Cañada de Noche and on Saturdays. This is vital to our underserved students and closes the equity gap for those who are unable to attend classes and access campus services during the daytime hours.

Equity-Minded and Antiracist College Culture:

- Increases our ability to provide technology and one-on-one assistance to students, particularly:
  - Students from Black, Latinx, and AANAPISI groups
  - Students with various levels of digital literacy
  - Students with various learning and physical disabilities.

Accessible Infrastructure and Innovation:

- Ensure uninterrupted and equitable access to the Library's resources and services, especially library technology.
- An additional .48 Library Support Specialist ensures that the Library's technology loan program remains sustainable and accessible to all students.
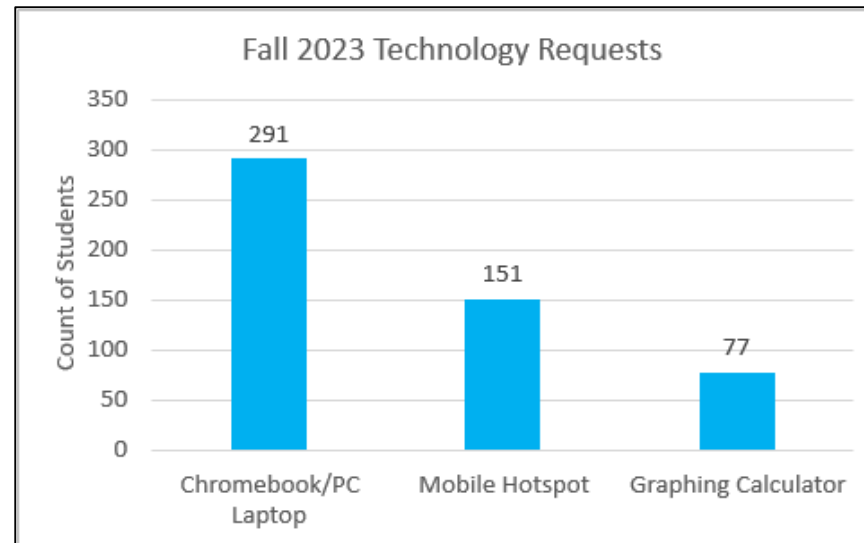
Current Workload of LSS

- Often more than 10 minutes for each transaction
  - Check student's registration status
  - Check status of technology
  - Look for missing peripherals (power cord, charger, etc.)
  - Explain the technology policies
- Preparing equipment, keeping equipment maintained, and troubleshooting issues takes a minimum of two months work
- Preparing reports on damaged/missing equipment takes time due to recovery process for Overdue/Lost status equipment
- Contacting students about returns takes many hours away from the LSS's normal duties

Technology Workload By the Numbers

Technology Added by Library Support Specialists

Year	Technology Added
Aug 2020 - Jul 2021	333
Aug 2021 - Jul 2022	273
Aug 2022 - Jul 2023	430

Circulation for Technology

Year	Chromebooks/Dells	Wi-Fi Hot Spots
Aug 2020 - Jul 2021	507	761
Aug 2021 - Jul 2022	549	1010
Aug 2022 - Jul 2023	1073	1805

Fall 2023 Technology Requests

|	Count of Students
Chromebook/PC Laptop	291
Mobile Hotspot	151
Graphing Calculator	77

Workload Continued

- Due to the high demand for technology and digital literacy instruction, other vital library services and resources have been neglected. Including:
  - Preparing new materials for circulation
  - Collection maintenance and development
  - Reinitiating resource sharing with the public libraries
  - Student assistant hiring and training
  - Updating and growing reserves for faculty
  - Outreach to the campus and wider community
  - Contribution to College Participatory Governance.

Circulation of Books and Reserves		
Year	Books	Reserves
Aug 2020 - Jul 2021	326	102
Aug 2021 - Jul 2022	4173	465
Aug 2022 - Jul 2023	5689	919

Equity and Technology Loans

Fall 2023 Technology Requests by Primary Language

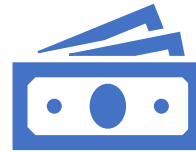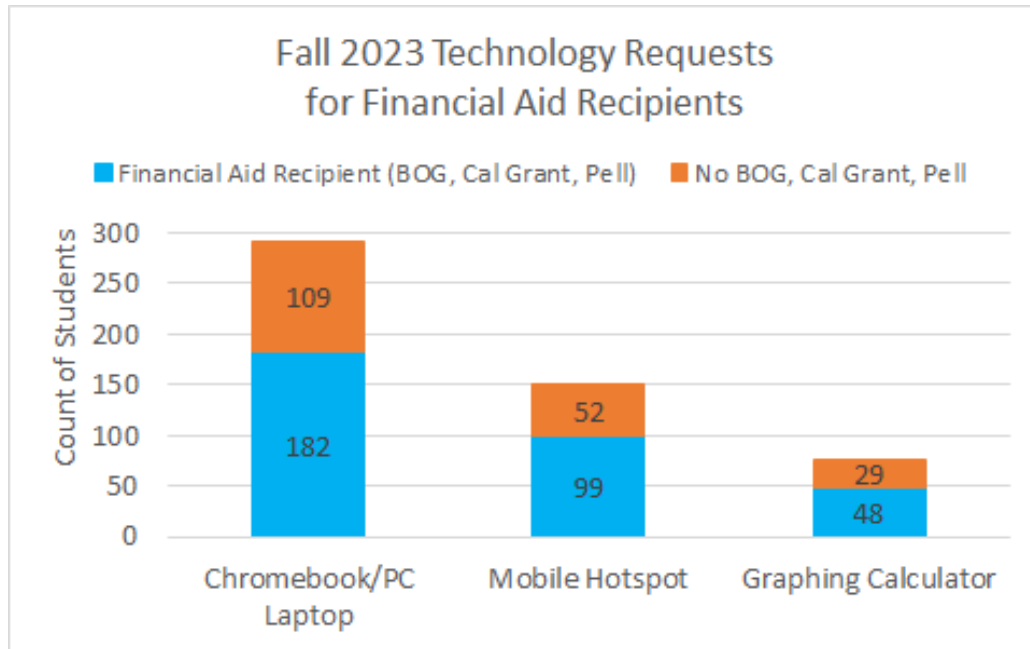Fall 2023 Technology Requests by First Generation Status
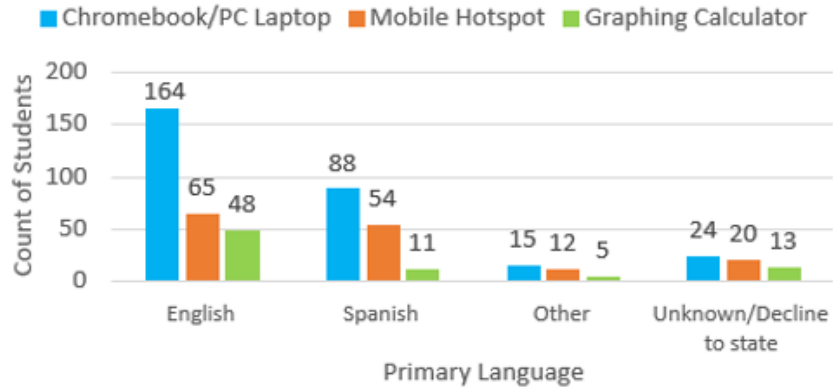
Most of our students who request technology include students whose primary language is something other than English, as well as First Generation students. (PRIE, Fall 2023)
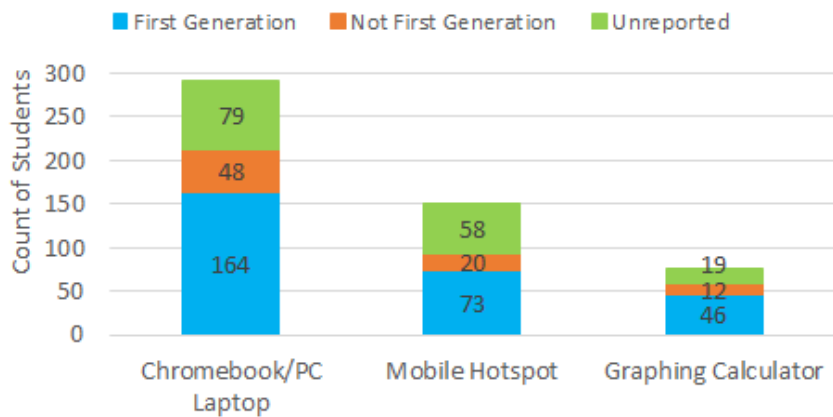
Having technology available to these students allows them to enroll in at least one course the same year they apply. (Cañada's Educational Master Plan)

Fall 2023 Technology Requests for Financial Aid Recipients

- Financial Aid Recipient (BOG, Cal Grant, Pell)
- No BOG, Cal Grant, Pell

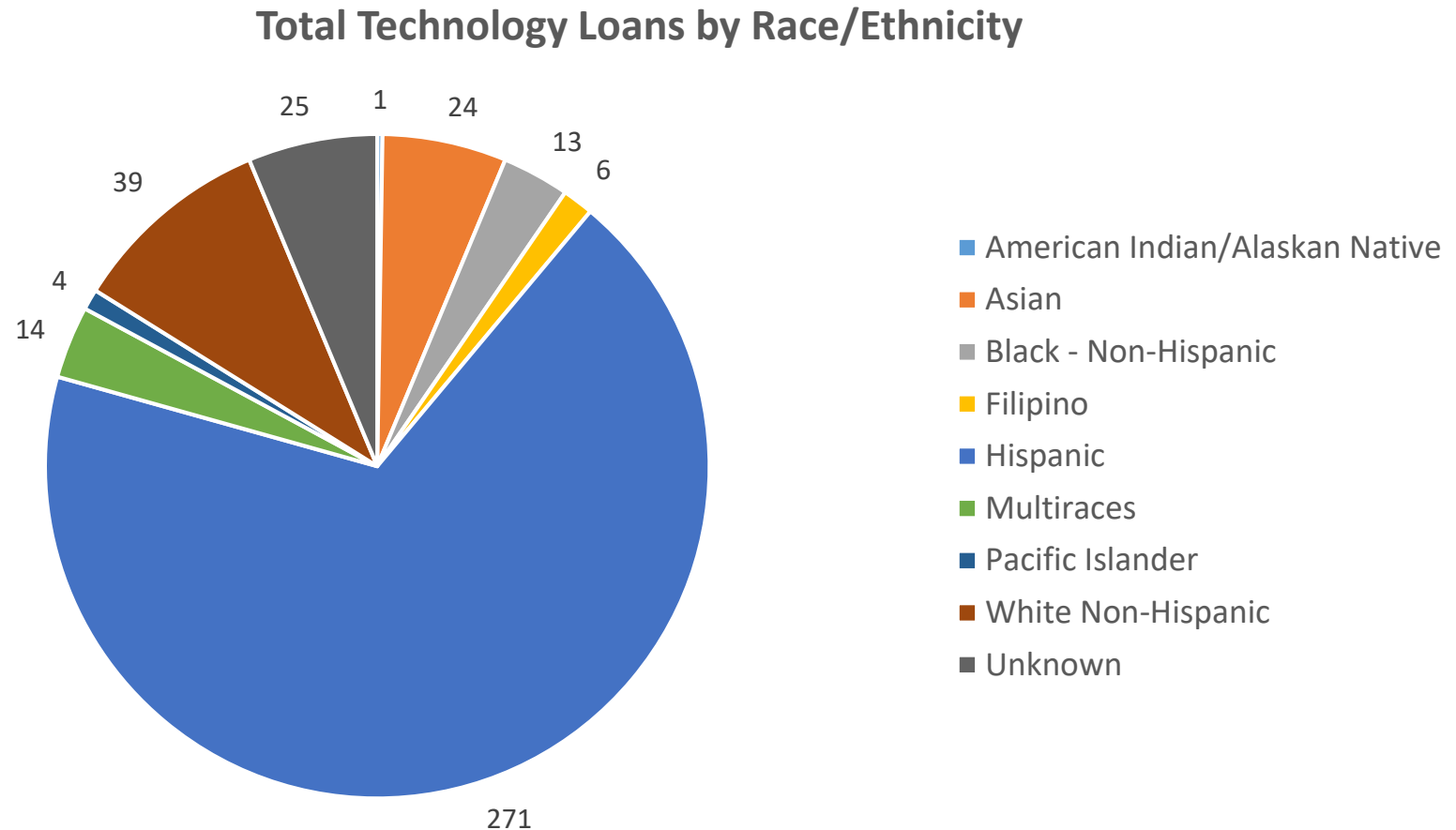| Item	Financial Aid Recipient	No BOG, Cal Grant, Pell
Chromebook/PC Laptop	182	109
Mobile Hotspot	99	52
Graphing Calculator	48	29

The vast majority of students who borrow technology are financial aid recipients.

This request reduces the equity gap by giving students' access to these items who otherwise would not have them due to low socio-economic status or other circumstances. (PRIE, Fall 2023)

How does this resource request support Latinx and AANAPISI students?

- 70% of library technology loans borrowed by Latinx students
- 20% borrowed by other students of color
- With more demand for technology, LSS need to be available to prepare, deploy and retrieve equipment that is vital to Latinx and AANAPISI students' academic success.

Total Technology Loans by Race/Ethnicity

- American Indian/Alaskan Native
- Asian
- Black - Non-Hispanic
- Filipino
- Hispanic
- Multiraces
- Pacific Islander
- White Non-Hispanic
- Unknown

Explain How this Work will be Accomplished if the Position is not Filled

- Library services will continue to be negatively impacted by lack of staffing

- Reserves cataloging, collection development, outreach, participation in campus committees, etc. will be second priority

- When there is a staffing shortage due to illness/absence, the library will have to close

- Students will not have access to vital library services (research support, technology, reserve textbooks, etc.) that support their academic success

- Departmental representation will still be lacking