



Program Review  
New Position Request Presentation  
TEMPLATE

**Position: .48 Library Support Specialist**

**Requested by: ASLT/Library**

# Duties

## What will this position do?

- Maintains and updates Library collection of technology devices (Google Chromebooks, PC laptops, and WiFi hotspots)
- Sets up and maintains detailed statistical, financial, and other records to monitor and track library technology device loans; collects and documents the payment of fines and other transactions
- Teaches and assists students in how to use library loaned technology
- Provides basic technology troubleshooting
- Uses a variety of computer software to compose and prepare correspondence, memoranda, special and regular reports, bulletins, surveys, text, and formatting of website information and other written materials
- Trains and monitors the work of clerical and other staff, library interns, and student assistants as assigned
- Staffs a major section of the College library, in conjunction with librarians

# Federal or State Mandates

## Title 5

According to Title 5, for a college with an FTES between 1,001 and 3,000 we should have 4.5 Support Staff. We currently have 2.9 support staff.

College Size (FTES)	Type of Staff	
	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

Fall 2022 Plenary: Resolved, That the Academic Senate for California Community Colleges work with the California Community Colleges Chancellor's Office to advocate for an action plan to reach district compliance with the library staffing minimum standards set forward in California Code of Regulations, title 5, §58724

# SMCCCD Board Goals or Strategic Initiatives

## Goals and Initiatives

- Free Community College: Assembly Bill 893, which makes tuition free for SMCCCD, was signed by the state governor, which can lead to an influx of students; further expanding the demand for student technology loans. Current staffing is not adequate to support more student demand.
- OER-ZTC: In order to support an increase in use of OERs and other free (for students) online resources students will need adequate technology and reliable wi-fi access.
- Supports Students Basic Needs: Technology and textbooks (allows LSS to maintain reserve collection)

# EMP

**Student Access, Success and Completion:** The requested LSS position further aligns with providing equitable access to vital in-person resources provided by the library by ensuring that staffing is present into later evening hours to provide student support and steady access to learning and technology materials. Evening student service hours are vital to the college's marginalized students and closes the equity gap for students 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 traditionally marginalized groups, students at various levels of digital literacy, and students with various learning and physical disabilities.

**Accessible Infrastructure and Innovation:** This position will ensure uninterrupted and equitable evening access to the Library's resources and services, especially library technology. An additional .48 Library Support Specialist will ensure that the Library's technology loan program remains sustainable and accessible to all students.

# Workload

## Stats

- Total of 515 laptops, Chromebooks, and hotspots to keep in working order, keep track of, and check-out to students.
- 200 end-of-life Chromebooks to be surplus.
- 463 times Chromebooks and laptops were checked out 2021/2022 Academic year.
- 10 minutes for each transaction. Often longer.
  - Need to check student's registration status
  - Make sure the technology is in working order
  - No missing peripherals (power cord, charger, etc.)
  - Explain the technology policies to the student
- Preparing equipment, keeping equipment maintained, and troubleshooting issues takes at least two months of dedicated work. Contacting students about returns takes many hours away from the LSS's normal duties.
- 1,201 students are enrolled in a hybrid course, 3,076 are enrolled in an online course, and 1,350 are enrolled in a synchronous course (Fall 2022 as of mid-October).

# Workload

## Cont.

- Due to the high demand for technology and digital literacy instruction, other vital library services and resources have had to take a back seat:
  - Adding material to the collection
  - Collection maintenance
  - Reinitiating resource sharing with the public library
  - Student assistant training
  - Updating reserves
  - Improving access to online resources and services
  - Outreach to the campus and wider community

## How does this resource request support closing the equity gap?

Providing Technology to Support online and multi-model classes

Providing technology to students reduces the equity gap by giving students access to these items who otherwise would not have access due to socio-economic or other circumstances. This is also an accessibility issue.

According to the Pew Research Center, [Americans with disabilities are less likely to have access to a desktop or laptop computer](#). Loaning Chromebooks and Laptops helps close this digital divide.



## Critical Question: How does this resource request support Latinx and AANAPISI students?

This position will provide direct service to Latinx and AANAPISI students who do not have access to the technology they need to complete their courses.

According to Cañada College's 2021 Student Survey Results from the National Assessment of Collegiate Campus Climates (NACCC), 20% of Students of Color expressed being extremely stressed and 17.8% expressed being quite stressed about taking online classes (e.g., having stable access to the internet and/or access to computers, ability to adapt to online learning). In comparison, only 11.1% and 12.2% of Caucasian or white students expressed being extremely or quite stressed about taking online classes.

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

- The current library staff will have to operate at an overload
- Continue to prioritize certain services such as technology deployment to the detriment of other LSS duties
- Reserves cataloging, collection development, outreach, participation in campus committees, etc. will be second priority
- Lack of additional staffing will mean that library services will only be able to operate when sufficient staffing is present
  - When there is a staffing shortage due to illness/absence, the library will have to close early

Please be sure to submit your presentation before your presentation time so it can be posted to the PBC position request website:

Please email it to:

Karen Engel ([engelk@smccd.edu](mailto:engelk@smccd.edu)) or Linda Bertellotti ([bertellottil@smccd.edu](mailto:bertellottil@smccd.edu))

Thank you!