2012 Evaluation Visit

March 19-22, 2012

Interviewee: Christine Matson

Interviewer(s): Victoria Rosario and Martha Tillman

Venue: LRC, Rm# 4130

Other Participants:

1. Where are the library instructional materials on your web site? “I couldn’t find them on the web site,” said both interviewers.  Also, “It’s too hard to navigate on the site.”

* I sent Ms. Tillman directions on how to find the materials, since she had to leave.  Bob showed Ms. Rosario the web site, including the library instruction materials.
* I could tell that Ms. Rosario expected to see more library instructional materials on the computer and as paper copies.
* Bob has since made changes to the web page that make it easier to find the materials they were looking for.

1. Is there a place in curriculum documents where the library has to sign off?

* I told them there was no place for the library to sign off, but that I would check to make sure there hadn’t been a very recent change.

* I told Ms. Rosario that that had been a problem.  New programs had been designed and the library was not told about it until a few months before the program was started.  There was no money set aside to fund the extensive library materials that can be required for a new program, or for new courses.  At least once the library’s budget could not be used to benefit the entire school, because it had to be used for the new program or courses.
* I spoke with Clare Camacho, she told me there is no place for the library to sign off.
* I did not expect this question.
* I did not tell this to the accreditation team --I raised the issue about notification and funding for new programs and courses many times over the years: at AAC, with my Dean (Dr. Santos and probably Jaimie, too), and in discussions with other faculty.
* I went and spoke to CCA last week, because they were having a meeting to decide whether to put a sign off for the library on the form.  I don’t know what decision the committee made.

1. Is a photo ID required in order to register?  I told them I thought we did, but it wasn’t my area.  I told Ms. Tillman I would find the information and get it to her.  Patrick Clymer gave me the information that we do required ID.  This question greatly surprised me because I am not involved in registration.
2. Show me your library instruction handouts (for library instruction).  This was similar to the request about the web page.
3. Show me that workstations for persons with disabilities and persons who use a wheelchair.
   * We didn’t have the stations marked, so they could easily be found.  Since then we have put signs on the designation stations: 2 in each lab, and 1 in the quad. computer stations.
   * I checked with Greg Manglona to make sure the stations met the ADA requirements.  He came up and measured.  I sent an e-mail to Ava that she forwarded to Ms. Rosario, confirmed that it complied with the ADA.
   * I did not expect her to ask so much about the ADA.  I would have had all the information ready if I thought we’d be asked about it.
   * By the way, she didn’t appear to notice that the doors to the labs don’t comply with the ADA, because they’re not automatic, although the handle is accessible.  Greg pointed out to me that the doors are an issue.  I wasn’t asked about it, so I didn’t need to say anything.
4. What software do you have to enlarge the print on the computer?
   * I wasn’t sure what the name of the software was.  I was able to tell her we had Dragon Speaking Naturally, a software that will key in what the speaker dictates.
5. Where are your Braille books, large print books and a screen that can enlarge the print on books?  Show me.
   * When I answered that we didn’t have those items, I explained that we hadn’t had a request.  I told them I would work with Kasinda in accommodative services, if there were any requests.
   * My thoughts:  I didn’t expect to be asked about this.  We have had no requests for these items.  I’m checking with Kasinda to see whether we need to provide any items without a request.
6. Give me your weeding policy. Give me your collection development policy. (She did ask it a little nicer than that)
   * I didn’t expect to be asked this.  We don’t have written policies that we refer to.  I explained that it’s Bob and I.  We meet and come to agreements about collection development and weeding.
   * If I’d thought they were going to ask about those policies, I would have made sure that we had them long before the visit.  I understand why a system with 5 campuses has to have policies.  I’ll be looking at the library creating some policies in those areas.
7. Ms. Rosario looked at the budget for the library for the past few years.  She could see that we had one year where we only bought one book.  She also noticed that the amounts varied a great deal.  She asked if the amounts  were sufficient.  I said no.  She mentioned the current budget of about $16,500.  I feel that much has been such a very small amount to her, when compared with her campuses.
   * I explained that the school and administration is doing everything they can, but GovGuam isn’t bringing in money, so we don’t receive the money we requested.  With the economic crisis in the states, we can’t be the only ones with that issue.
8. When we were talking about the library, I mentioned that Steve Cheipot speaks Chuukese and that Juanita has a lot of knowledge about the local culture and language that is very helpful to the library.  She was interested in how many people were born in Guam.  She also asked about that in the large meeting with faculty and others.
9. Ms. Rosario asked, “If there is one thing that you could change, what would it be?”
   * I told her that we needed another library staff member.  The library is very busy because it has so much that the students need.  However, that left us short staffed.  We don’t have the staff to go upstairs and check on other parts of the library.
   * She asked what library staff level they would need to be at.  I told her library tech. one, which she understood was the position that Joselyn and Mark hold.  I explained that the government’s financial condition was stopping us from hiring at this time.
10. She asked questions about security.  She was concerned that they were not enough security officers coming by.  She was surprised that we didn’t have cameras.  She was surprised that we don’t need to be more security conscience.  I let her know that crime and personal safety on our campus was not much of a problem.
    * My thoughts on that are that she is in California, where campus assaults and crimes are a big problem.   I didn’t mention the computer thefts because that wasn’t the kind of crime she was asking about.  She should be able to check out statistics for our campus, because colleges have to keep statistics on campus crimes.  Maybe we should have that available for the next visit.
    * I didn’t expect those questions.
    * I was surprised that I wasn’t asked about our information literacy UUSO and our research methodology in assessment.  I expected that she might ask about student artifacts.
    * I feel that we are going to need to have online tutorials for library instruction before the next accreditation team begins to look at our website, in addition to our policies and other items they asked about.

Jayne met with Bob and I today about the library web site.  I let her know we’re going to need to online tutorials in the future.  I told Jayne that the students won’t be able to find the library web pages if there isn’t a link on the home page.  I mention this now, because we should have a library link on the home page for the accreditation team, because we want it to be easy for them to find the library web site.

The team asked me about distance education and the library.  They wanted to know how we would serve distance education students who never came to campus.  I was able to tell them that I could help a distance student over the phone or by e-mail, if there we had distance students that never came to campus.  I also said I could mail a book to a student, on loan, if we had distance students that never came on campus.

I feel our distance education policy and the library’s role in it will need to be looked at more closely so that we can be ready for the next visit.   The good news is that we can offer more than the EBSCO periodical databases and physical books by mail.   The Library already has a small number of e-books and streaming video that can be accessed by students off campus.