

A photograph of the Victor Valley College Library building, a modern structure with a prominent red-tiled roof and large glass windows. The building is situated behind a body of water with reeds, under a clear blue sky.

Victor Valley College Library

Information Technology Plan

2010-2015

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Victor Valley College Library

Five-Year Information Technology Plan: 2010-2015

Introduction

Over the last two decades, libraries have been transformed from brick and mortar buildings housing books and microforms, to digital technology centers that now address the organization, retrieval, storage, and delivery of information resources in all formats. Libraries have become multi-modal in their mission to provide both print and electronic resources to meet the information needs of students and faculty from any place at any time.

1. Mission and Vision Statement

Technology Mission Statement

Victor Valley College Library is committed to being a learning-centered facility for a diverse community by providing physical and online access to quality print, electronic, and multi-media resources. The library faculty strives to promote academic excellence and student success regardless of physical location by emphasizing skills in library research and information competency. Through encouraging independent thinking and lifelong learning, the library helps facilitate the encompassing goals of Victor Valley College. With this purpose, the library is committed to the following mission:

- Adopt the latest in technological innovation to provide timely and reliable information resources to the VVC community;
- Promote the VVC Library as the focal point of quality information resources that students and faculty will view as their first choice for research both on and off-campus;
- Provide quality instructional services and programs in the use information resources in support of student learning outcomes and the college curriculum;
- Encourage and facilitate information competency, critical thinking, intellectual independence, and lifelong learning skills in all students, regardless of their education goals;
- Provide optimum services to distance learners and users with special needs;

- Promote a common shared vision and expectations among students, faculty, and administration relating to the use of educational technology;
- Administer fair and objective service policies that affirm the vision and mission of the Library and Victor Valley College as outlined in the Educational Master Plan and the Accreditation Self Study.

Technology Vision Statement

Victor Valley College Library will be faculty and students first resort for access, instruction, and assistance with research and online information resources to support curricular and educational goals.

2. Informational Resources

Integrated Library System (ILS)

The library's core technology is the integrated library system (ILS), SirsiDynix. The system has been in use since June 1997 (then known as Sirsi) when it was purchased through a RFP during the construction of the current library building. Since then SirsiDynix has grown significantly and currently ranks as one of the largest vendors of library automation. The company provides services to over 1,000 academic institutions worldwide, from Stanford University, California to Peking University, Beijing, China. SirsiDynix's upgrade policy includes technical support for the current and previous two system versions. The vendor introduces new versions every one to two years (with intermediate patches) and libraries that fail to upgrade must contract for consultant services to bring their systems up-to-date. Upgrade software is included in the annual maintenance contract but the actual upgrades are the responsibility of the institution – at VVC the upgrades are maintained by the systems librarian. The library completed its latest upgrade during summer 2009. The system is currently running Symphony version 3.2.1 (see Appendix A, "ILS Server and Software Upgrade Timeline"). The ILS runs on a dedicated HP 9000 rp3440 server and HP-UX 11i v1 operating system. The server is physically located in the Technology and Information Systems (TIS) Department (Building 21) and is connected to the campus network, firewall, and uninterrupted power supply. Data backups are scheduled to run daily and a member of the TIS staff assists with changing the backup tapes on the server. The systems librarian runs full-system backups on a routine basis and as necessary during upgrades and other procedures.

The ILS is the backbone of all daily operations throughout the library. The system is comprised of seven primary modules: Administration, Cataloging, Circulation, Instructor reserves, Reports, Serials, and Online Public Access Catalog. Upgrades to the ILS are generally designed to introduce system-wide enhancements executed through the modules. Incorporating new enhancements into library operations requires configuring the modules of each staff client for the specific needs of all departments (Circulation, Reserves, Serials, and

Technical Services). In-house staff training is coordinated allowing time for departments to become familiar with new features and testing them in daily operations.

Library Website and Electronic Resources

Whereas the ILS supports the daily functions for managing internal operations, the library's website is the information portal for external access to library resources. The library designed and implemented the website in 1997, prior to the introduction of VVC.edu. The website remained autonomous until fall 2005, when it was redesign and incorporated into the VVC.edu template by the library. The site provides access to the online catalog, 17 full-text subscription databases, research guides, links to Web resources, and general library information. Students can search the library catalog for books, instructor reserves, and media materials, as well as access full-text article databases and subject specific online sources. In addition to being an information portal, the sites' design and content supports the research strategies taught in the library's Information Competencies program.

The library purchases database subscriptions through the Community College Library Consortium (CCLC) to take advantage of consortium prices. Besides negotiating prices with vendors, CCLC also reviews databases for accessibility and usefulness to community college curriculum. In Fall 2010, the library subscribed to 17 online databases, all but 2 purchased through CCLC (see Appendix C, "Library Subscription Databases"). Databases are accessible campus-wide and the library provides off-campus access through a password authentication system managed by the staff. Usage statistics are maintained on all products.

Cooperation with Other VVC Departments and Third Party Vendors

The library relies on the services of other VVC departments and third party vendors to support its technology plan:

- **Technology and Information Services (TIS)**
The TIS department maintains library access to instructional and administrative networks on campus as well as network support and maintenance for all library technology (PCs, printers, etc.). The TIS department also assists the library with maintaining daily backup tapes on the ILS server. The college Webmaster provides access to the Web server and supports the library in maintaining its own Web pages.
- **Management Information Service (MIS)**
Throughout the academic year, the MIS department provides the library with student record files extracted from Datatel. The files are loaded into the ILS and used by the library for student record management.
- **Online Computer Library Center (OCLC)**
The library is a member of the Online Computer Library Center (OCLC) which is a nonprofit organization providing resource sharing for locating, acquiring, cataloging, lending, and preserving library materials. The library primarily utilizes the service for

shared bibliographic records when cataloging new materials, and when requesting inter-library loans for students and faculty.

- **Community College Library Consortium (CCLC)**
As noted above, the library participates in the CCLC electronic database program to take advantage of multi-institutional pricing for annual database subscriptions.
- **Midwest and Baker & Taylor Book Vendors**
By utilizing book vendors, the library takes advantage of consolidating orders with one or two vendors as opposed to ordering from individual publishers. Besides convenience, the library also benefits from special discounts, delivery costs, and other incentives.

3. Instructional Resources

Information Competency (IC)

In 1996, the Academic Senate for California Community Colleges passed Resolution 16.2.0 recognizing the importance of Information Competency skills to lifelong learning. The core competencies identified by the Chancellor's Office include:

- States a research question, problem, or issue.
- Determine information requirements in various disciplines for the research questions, problems, or issues.
- Use information technology tools to locate and retrieve relevant information.
- Communicate using a variety of information technologies.
- Understand the ethical and legal issues surrounding information and information technologies.
- Apply the skill gained in information competency to enable lifelong learning.

In Fall 2005, the VVC library adopted the Chancellor's recommended Information Competencies as the core of its IC program. In Spring 2006, Information Competency was formally made a graduation requirement for all students receiving a degree from VVC. During the same year, the Chancellor's Office revised the Community College General Education Requirements making college level English (English 101) mandatory for all Associate Degrees.

The Information Competency program at VVC is a collaborative effort between the library and the English Department. All students enrolled in English 101 are required to complete a library instructional component consisting of a class orientation (conducted in a classroom equipped with a workstation and data projector) and a 40-question workbook. The IC Standards are accomplished through the combination of the library orientation, workbook (designed to teach and strengthen Web based and traditional research skills), and the English 101 curriculum. IC Standards are included on a secondary level through course specific

library instruction sessions across the curriculum and instructional pages on the library's website. During the 2008-2009 academic year, 1,332 students completed the IC requirement.

4. Infrastructure and Support Services

In addition to the ILS, other library technology includes 9 staff and 5 public service workstations, 34 student-use research workstations, 1 DSPS workstation, and 4 network laser printers (see Appendix B, "Library Hardware Inventory"). All workstations run Microsoft Windows XP Professional. The TIS Department maintains all hardware and access to instructional and administrative campus networks. (Refer to TIS Department's technology plan for campus-wide network protocols, specifications, and configurations.)

Configuration of the staff workstations supports the processes of each department. Software includes specialized library programs (ILS client interface and OCLC client) and the standard programs used college-wide (Microsoft Office 2003, Groupwise, Sophos, Datatel, Financial 2000, etc.). The library conforms to relevant data standards used in academic institutions for bibliographic control – AACR2 for MARC records, LCSH for authority subject headings, Z39.50 linking standards, HTML standards, and TCP/IP standards. Workstation peripherals include barcode readers, 2 receipt printers, and 3 network laser printers.

The 34 student-use research workstations run Firefox Web browser, Adobe Acrobat Reader, and Bardon Data Systems WinU security software to control access to the desktop and files. The workstations are designated for library research (word processing and other related activities are available in the ATC Building). Students with personal laptop computers can access library Web resources via the campus wireless LAN. The DSPS workstation's adaptive technology software includes ZoomText Xtra screen enlarger, Kurzweil 3000 reader station, and Jaws for Windows screen reader. One network laser printer is available for all student-use workstations. Student printing remains free at this time.

5. Library Technology Goals and Strategies

5.a Goal for Information Resources

Develop and implement through continuous evaluation and adaptation, a program of electronic resources and support that effectively meets the information needs of the Victor Valley College community regardless of time or location.

Strategies:

- Continue to maintain ongoing upgrades to the library's ILS (SirsiDynix) and to incorporate new enhancements into daily library operations.
- Migrate to SirsiDynix's newest public Web search interface, E-Library.
- Continue to develop and enhance the library website to support access, instruction, and services.

- Continue to collaborate with the California Community College League to expand current online database offerings.
- Ensure issues of confidentiality, security, and equal access to electronic resources.

Action Plan:

- Work within the VVC budgetary process to secure funding for the continuation and expansion of online database subscriptions.
- Complete E-Library configuration and customization training in preparation for migrating to the new ILS search interface.

Comments:

- Funding from the Telecommunication and Technology Infrastructure Program (TTIP) has been available to support library technology in California Community Colleges for over 15 years. During the latter half of this period, the program designated approximately \$36,000 per college annually for the purchase of electronic database subscriptions. VVC library has depended solely on TTIP funding but due to the State budget crisis, support ended in 2009-2010. At this point, it is unclear when and if similar funding will ever become available.
- The president of the college (Dr. Silverman) signed an amendment to the SirsiDynix annual maintenance agreement that commits the college to the vendor for the next five years (effective 2010-2011). The amendment places a cap on annual increases, and provides free migration and training for the new ILS Web interface, E-Library.

5.b Goal for Instructional Resources

Provide students with assistance and instruction, enabling them to integrate objective information competencies into their educational goals. Collaborate with faculty to enhance training and assistance for the integration of information competencies into the curricular goals.

Strategies:

- Continue to expand and improve how the library provides instruction and assistance with teaching information competencies to a diverse student population.
- Continue to expand and improve how the library collaborates with faculty to provide assistance with the integration of information competency standards across the curriculum.
- Continue to enhance the library's website to support students and faculty in distance education programs.

Action Plan:

- Develop an electronic module for the English 101 information competency workbook to support online and off-campus class sections.
- Provide faculty with training and assistance for integrating information competency across the curriculum.
- Develop Web-based tutorials and research guides that address all levels of curriculum including special needs and basic skills.

5.c Goal for Infrastructure and Support Services

Provide an appropriate infrastructure to support library operations and electronic access to library resources for students, faculty, and staff.

Strategies

- Collaborate with the TIS department to ensure that staff and student workstations, printers, etc., remain upgraded or replaced in a timely manner.
- Implement an automated verification process for student remote access to subscription databases.
- Implement the use of student email accounts for sending library notices and communications.
- Investigate options for replacing an “end-of-life” ILS server.
- Continue to collaborate with the TIS department to maintain a stable and updated infrastructure in the Library including wireless connectivity.
- Continue to investigate pay-for-print systems for student workstations.
- Ensure that third-party vendor software is maintained and upgraded.

Action Plan

- Collaborate with college administration and TIS to secure funding to replace the ILS server in the next 3 to 5 years.
- Collaborate with TIS to include subscription database authentication into the new campus Enterprise Portal.
- Collaborate with TIS and MIS to provide uniform emails for student record files used in the ILS.
- Continue to collaborate with the TIS department to include the library in a campus-wide solution for “pay-for-print” on student workstations.

Comments

- The library purchased the ILS server in 2005 and it will need replacing in the next 3 to 5 years. The system currently runs HP-UX requiring the purchase of another HP server. SirsiDynix now supports Linux/Oracle that will run on most any server but requires the cost of data migration between the two

operating systems. Another option is SirsiDynix's hosting service, SAAS (Software as a Service). This would eliminate the need for a server but would increase the annual costs of operating the system.

5.d Goal for Human Resources

Expand the role of the librarian in the instruction process to achieve the goals of Information Competency standards. Develop human resources in the library to ensure effective functioning and services in an evolving information technology environment.

Strategies

- Collaborate with faculty to incorporate information competency standards across the curriculum.
- Ensure library staff receives training on ILS upgrade enhancements and incorporating new features into daily operations.
- Ensure library staff is current with third-party vendor programs, national bibliographic standards, and campus-wide program applications.
- Support conference attendance and training seminars in emerging technologies for librarians.

Action Plan

- Develop strategies to expand information competency standards across the curriculum, realizing that information retrieval and evaluation skills apply to faculty as well as students.
- Ensure that staff members receive ongoing training to utilize and incorporate developing library technologies into daily operations.
- Ensure that library staff is responsive to diverse cultural and learning styles within the VVC community.

Appendix A

Library ILS Server and Software Upgrade Timeline

- 1/1997: Purchased HP Netserver Pro server running SCO-UNIX OS for the new ILS.
- 1/1997-6/1997: License agreement signed with Sirsi based on RFP. Process for implementation completed, including system configuration, data conversion, library policies and configuration, client software installation, public workstations installation, and training in all modules.
- 8/1997: Library's new Sirsi ILS fully implemented running Unicorn 97 client software.
- **6/1999: Upgrade from Unicorn 97 to Unicorn 99 completed.**
- 6/10/1999: In-house training completed and staff begins using new client features.
- **5/27/2003: Upgrade from Unicorn 99 to Unicorn 2002 Completed**
- 6/6/2003: In-house training completed and staff begins using new client features.
- 5/25/2005: HP 9000 server purchased from STA.
- 2/10/2006: Migration from SCO Unix to HP-UX completed and new HP 9000 rp3440 server brought online.
- **2/2/2007: Upgrade from Unicorn 2002.0.18 to Unicorn 2003.1.4.5, including upgrade to a new client interface, Workflows (WF), completed.**
- 2/8/2007: In-house training completed and staff begins using new client interface and features.
- 3/09/2007: Sirsi DST Patch installed.
- 3/13/2007: HP-Server DST Patch PHCO_36097 installed.
- 4/27/2007: 2nd DST Patch installed (U2003.5.1009).
- 1/11/2008: Sirsi ISBN Patch for new 12 digit barcodes installed.
- **2/01/2008: Upgraded from 2003.1.4.5 to GL3.1.2.5 (Patch Cluster 5D), including upgrade to new client, WFJ (Workflows Java) 3.2.1.2.39.**
- 7/10/2008: In-house staff training completed for new WFJ client and full implementation.
- 3/21/2008: UGL3.1.3.544 DST patch installed.
- 6/19/2008: GL3.1 Patch Cluster 5E Install.
- 7/02/2009: Server kernel configuration changed for Symphony 3.2.1 upgrade specifications.
- **7/31/2009: Upgraded from GL3.1.2.5 to Symphony 3.2.1.05 through Patch 5), including upgrade to new client, WFJ 3.2.1.2.39.**
- 8/3/2009: In-house training completed and staff begins using new WFJ enhancements and changes.
- 12/21/2009: Halt/Intil/Run wrapper script setup and installed on the server to run nightly via Cron.
- 7/3/2010: Training, migration, and implementation for new web search interface (Symphony 3.2 "e-Library") completed.

Appendix B

Library Hardware Inventory

Integrated Library System (Sirsi)

- Server: HP 9000 rp3440 (2 mirrored 36 GB drives) (Purchased 5/2005)
- OS: HP-UX 11.i
- Client Program: Sirsi Unicorn, version GL3.2 (Upgraded 7/2009)
- Client Interface: Java Workflows GL3.2.1 (Implemented 7/2009)

Staff PCs

- 12 Dell Optiplex GX 260 (RAM upgraded to 1GB to support new ILS client)
- PCs are currently running Windows XP

Student-Use Workstations

- 12 Dell Optiplex 5x260
- 22 Dell Optiplex 745
- All workstations are running Windows XP

DSPS Workstation

- 1 Dell Optiplex running Windows XP
- 1 HP Scanjet 6300 scanner

Network Printers

- 2 Dell 5200 network printers
- 4 Dell 5210 network printer

Receipt Printers

- 2 Star SP 500 dot matrix

Barcode Scanners

- 4 Welch-Allyn Scan-Team 3400
- 6 Welch-Allyn Image-Team 3800

Photocopy Machines

- 4 Savin 7025 coin/card operated - public use (leased from APS, Inc. for the library.)
- 2 Xerox WC-M20i – staff use (leased through College agreement.)

Hubs: 10 D-Link 10/100 hubs

Appendix C

Library Subscription Databases (Spring 2010)

When available, the library purchases database subscriptions through the Community College Library Consortium (CCLC) to take advantage of consortium prices.

Expanded Academic ASAP: Magazine and journal articles - Multidisciplinary

NewsBank Newsfile: U.S. and International newspaper articles - Multidisciplinary

LexisNexis Academic:* Law sources (cases, laws, codes) and news sources – Law/Business

Opposing Viewpoints Resource Center: Articles on controversial topics - Multidisciplinary

CQ Researcher: Online version of weekly publication (Current Issues) – Multidisciplinary

CQ Weekly: Online version of weekly publication (D.C. legislation) – Political Science/Law

Biology Journals: Scientific journal articles – Biology/Biochemistry/Biophysics/Botany

History Resource Center: U.S.: Documents, Web links, and articles – U.S. History

Health Reference Center: Nursing and allied health articles and documents – Nursing/AH

Health & Wellness Resource Center: Consumer health articles and documents- Nursing/AH

Access U.N.: United Nations documents and publications – Political Science/ Law

Grove Music: Online version of *the Dictionary of Music and Musicians* and *New Grove Dictionary of the Opera*. Also includes articles and Web links. – Music

Grove Art: Online version of the *Grove Dictionary of Art*, articles and images. – Art

Routledge Encyclopedia of Philosophy*: Online version of source + Web links – Phil/Relg

Routledge Religion Resource:* Online version of source + Web links. – Relg/Phil

Country Watch: Current data and reports for 191 countries. – Geography/Political Sci./Hist.

Books in Print: Book and media publication information and book reviews - Multidisciplinary

* LexisNexis is accessible on-campus only.

* Routledge databases are purchased directly from the publisher.