Annual Report 2005-2006
Wilkens Library and Distance and Learning Technologies

Response to Strategic Priorities

1. Focus and Strengthen Core Mission

- The librarians, in consultation with faculty members, focused their selections of books, periodical and databases on the AA and AS programs offered at the College. Of special emphasis were accreditation areas such as Nursing, Certified Nurse Assistant/Home Health Aid, Medical Assisting and Dental Hygiene. The College’s Massage Therapy program will qualify for accreditation in 2007. Other program areas receiving particular attention this year were Business, Environmental Sciences, Fire Science, Hospitality & Culinary Science and Early Childhood Education.

- Information Literacy continued to be an important core service. Pat Fisher and Jeanmarie Fraser provided instruction for English, ESOL, Oral Communication, Business, Sociology, History, Psychology and other classes. Brenda Collins taught all information literacy classes in Health Sciences areas and created instructional CD’s for Nursing, Dental Hygiene and CNA students. The number of information literacy classes taught continues to increase. The number of classes increased by 15% over last year.

- Faculty workshops were held to introduce new electronic resources, and to demonstrate particular research techniques. Nursing and Dental Hygiene accreditation now requires that faculty and students be familiar with Evidence Based Practice. Techniques in identifying this emerging literature were taught to both students and faculty members.

- The reference librarians participated in a Connect initiative to define information literacy learning outcomes common to all Connect partners. A matrix was developed which guides the design of learning experiences and assessments for information literacy.
• Librarians continued to provide traditional reference services, answering about seven thousand requests for information and assistance. Evening Reference services are now augmented by an additional staff member covering the reference area whenever the evening librarian is scheduled to offer an information literacy class. Evening students and community patrons no longer have to wait 1-2 hours for the reference librarian to return to answer their questions or provide research guidance.

• The use and demand for electronic information sources such as online indexes with access to the full-text literature, and specialized databases continues to grow. This growth is seen in on-campus use as well as from students working from home and using the internet to access the College’s research information sources. To meet student and faculty interest, we have selected additional databases, particularly in the Health sciences, Business, Communications, Hospitality and Humanities areas.

• The Nickerson Room continues to serve the needs of students and community. Carol Bowers and Claudine Barnes have brought their U.S. History students over for orientations to the Nickerson room. The Academy for Lifelong Learning has had two groups using the room regularly.

• Total circulation of materials increased slightly from 14,462 in FY 2005 to 14,677 in FY 2006. In addition, in FY 2006 over 1,500 items were borrowed for students, faculty and staff through the Library’s interlibrary loan service, an increase of nearly 10%. The library loaned about 4300 items to other libraries.

• The use of the media collection for classroom and viewing room use was similar to last year. Additional staff time and funds were spent this year securing public performance rights for the Foreign Film series. Students in the Nursing, Dental Hygiene, Oral Communication and Film Appreciation classes were the primary users of the media PCs and listening rooms.

• This year Distance and Learning Technologies staff volunteered to offer test proctoring to any instructor on campus. There was significant growth in non distance learning test proctoring. High demand came from math, science and
accounting courses. Students taking distance learning exams were also heavy users of the viewing rooms and lower level PC lab. In the absence of a testing room, alternative spaces in the building have been used. Vacated office space on the lower level of the library will be utilized for Distance Learning testing in the Fall. In response to requests from Foreign Language instructors, new white boards were installed in the Multimedia room. Distance and Learning Technologies staff are refining techniques to handle adding sound to presentations with the document camera. We have also had discussions on how to show multiple images and sound via the document camera.

2. Fiscal and Enrollment Stability

- Mary Sicchio, Greg Masterson, with assistance from John Grant, continue to look for outside funding for the expansion of the Nickerson room.

- Student groups from the Sturgis Charter School and other high schools utilize library resources. This opportunity should encourage those students to consider enrolling in the College.

- Library resources continue to be used heavily by most students, faculty and staff. 2,283 CCCC patrons were registered as library users during the academic year.

- The Distance and Learning Technologies staff continues to participate in the advisor training sessions sponsored by the Advising Center and regularly update the advising center on distanced learning issues. The Distance and Learning Technologies staff advise and guide students interested in online courses.

- Results from information literacy exercises completed by English Composition students are being collected to assess information literacy learning outcomes.

- An online dual enrollment initiative is being organized to present to Chatham and Falmouth high schools. Greg Masterson and Sue Kline Symington have done some preliminary planning and meetings with the high schools will be scheduled later in the summer.
Online course development continues. We will have 27 courses to offer in the fall 2006 semester. Interest from full-time faculty in developing full-online courses appears to be waning, however, there appears to be a growing interest to use Blackboard to develop enhancements to traditional classroom based courses.

The Distance and Learning Technologies staff continues to provide video conferencing support to Suffolk University and as well as CCCC Early Childhood Education program.

3. Enhance Student Success for All Students

- Information Literacy instruction is offered to ESOL, GED, Diploma Plus, and other non-traditional student groups.
- Project Forward classes are supported with Information Literacy, Student ID cards and patron registration, and course reserves for audiovisual and print materials.
- The staff provides basic training on Blackboard for the IT help desk staff and also offers direct assistance to online learners who are referred by the help desk and library staff.
- Distance and Learning Technologies staff also provide phone and email assistance to potential online students seeking guidance on what online courses are like and what one needs to be a successful online student.
- The College received a grant to participate in the MCO e-tutoring project involving 17 other institutions. John Grant, Greg Masterson and Agustin Dorado contributed to the grant application. The grant will enhance tutoring and retention efforts for online and traditional students.
- John-Paul San Giovanni has encouraged the use of Blackboard to share best practices for online learning and classroom learning. Examples include Susan Miller’s New Teacher Academy, the Professional Development Program: Retention Project, the Online Teacher Forum, and the Blackboard Online Workshop.

4. Nurture and Improve Campus Life
• Members of the Wilkens Library and the Distance and Learning Technologies staff serve on committees to support internal communications and improve the campus climate (Greg Masterson on Academic Computing and Library and Learning Resources, Brenda Collins on Web Presence Committee and Allied Health Task Force, Eileen Kearns on the General Education Committee, and Staff Support Association rep to College Meeting, Jeanmarie Fraser on the NCBI, Curriculum and Programs, and Affirmative Action Committees, Pat Fisher on the Honors Committee, Lieu Huynh on Affirmative Action, Maryann Stacey on SSA and AFSCME, Cathy Fraser on Professional Development, and SSA, Linda Allison on the Web presence Committee and John-Paul San Giovanni on the Academic Computing Committee.

• The Library continues to try to accommodate different student study habits by replacing study carrels with group study tables and by improving seating in listening and viewing rooms.

• Both the Library and Distance and Learning Technologies both participated in the Adjunct faculty orientation sessions. Also this Fall Brenda Collins provided a workshop to demonstrate new resources to the health science faculty.

• Several library staff contributed to the Support Staff Association Professional Day in June, and the College Professional Day held in May.

• Librarians have worked closely with faculty in the development of new programs. Currently under consideration is a program proposal in Veterinary Technology and possibly Health Informatics.

• The Library strives to accommodate requests for use of the Information Skills classroom whenever possible. College classes, several staff oriented specialized training sessions and outside groups such as Southeastern Massachusetts Library System and the Cape Cod and Islands Library Association have used our facilities when information literacy classes are not scheduled.
5. **Strengthening Linkages to Employment Community, and Improve Workforce Development**

- BIC Collection circulation remained level with 2005 statistics after almost doubling between 2004 and 2005 following the introduction of the CLAMS request system, which allows community members to request materials from any library in the CLAMS network. No current collection development funds are presently available to support the BIC collection, which was once underwritten by the Small Business Administration.

- Mary Sicchio has worked with the Hyannis Rotary Club in providing cataloging and space for their archives. She also facilitated the Cape and Islands Historical Society’s use of the Library to discuss disaster planning.

- Outside groups, such as the Center for Women in Entrepreneurship, are introduced to the print and electronic resources of the Library.

- News reporters frequently use the Nickerson room to research their articles. Newspapers who have recently used the Nickerson room include The Cape Cod Voice, Cape Cod Times, and the Falmouth Enterprise.

6. **Improve Campus Communication and Marketing at Every Level**


- Library and Distance and Learning Technologies web pages are continually revised and enhanced. Linda Allison in the Instructional Technology Center has also helped other departments develop and enhance their web pages with graphics and photos.

- The Channel 98 Bulletin board advertises the availability of WERC courses and events on the campus. The Bulletin Board offerings will be expanded this coming year.

- Wireless internet capability in the library is advertised through signage and promoted during orientations and tours.

- Jeanmarie Fraser, Eileen Redfield and Maryann Stacey volunteer at Information Desk in the Commons at the beginning of each semester.
• The library’s participation in the CLAMS and Massachusetts Virtual catalogs as well as our interlibrary loan services promotes the College and keeps it visible in the community.

• Brenda Collins and Lorne Winkfield collaborated with librarians at the National Network of Libraries of Medicine, University of Massachusetts Medical School, and the librarians at the Brewster Ladies Library to produce a DVD demonstrating the use of Go Local Massachusetts, an enhancement to the National Library of Medicine’s website, MedlinePlus®. Brenda Collins and Diane Rielinger are active contributors of local health resources for Barnstable, Dukes and Nantucket which complement the health information found on MedlinePlus®. Brenda serves on the statewide Go Local Advisory Board.

7. Strengthen Use of Data; Improve Internal And External Accountability

• The Library plans to participate in a MCCLPHEI sponsored survey utilizing the Association of Research Libraries survey instrument LibQUAL. Training will take place in the Fall 2006 semester and the web based survey will be conducted in the Spring. Library staff have submitted additional library questions to the Institutional Research and Planning Committee for possible inclusion into the CCSSE survey. The library continues to participate in the annual MCCLPHEI data collection surveys. Greg Masterson was a panel member on a Teaching and Learning Conference session on library assessment strategies. He also attended a NELINET training session on library assessment strategies applicable to regional accreditation standards.

• Librarians actively assist in preparing self-study documentation for accreditation visits, working closely with the departments. Brenda Collins prepared documentation and met with the accreditation team this year as the Medical Assisting program applied for its first accreditation. The Dental Hygiene program will receive an accreditation visit in September 2006 and both Nursing and Massage Therapy programs are scheduled for 2007. In each case, Brenda works closely with faculty to prepare portions of the self study
and meets with the accreditation team. The addition of seven new databases in the health sciences this year has strengthened the Library’s resources considerably.

- Responding to a Fire Science program review the Library staff evaluated and weeded the Fire Science book collection and also added online and remote access to the NFPA national codes.

- In anticipation of the Medical Assisting accreditation, the Library added the journal CMA Today, and the digitized database equivalent to the annually revised Current Procedural Terminology and International Classification of Diseases-9. In anticipation of the Dental Hygiene accreditation, the Library added access to the index/database CINAHLPlus, which offers dental, evidence based and systematic reviews subsets. The Library also added the periodical “Evidence based Dentistry.” Work is underway at present preparing for Nursing re-accreditation.

- In addition to circulation statistics on use of the library collections by community members, data on the use of computers in the library by community members is being collected and analyzed.

- In anticipation of reaching a NEASC requirement for online programs, the Distance and Learning Technologies Department will initiate a review of all online course offerings and support services provided to students in online courses.