Colleges and Junior Colleges (CJC) Group Hot Topics Discussion  
Saturday July 11, 2009, Hilton Chicago Lake Michigan Room

The following topics were initially suggested for discussion:

ESL, non-traditional students  
Assessments, standards, accreditation  
Instructional media  
Online Tutorials  
Changing layout to enhance services

The following were discussed:

I. Space Issues:
- The problem of group study rooms & lack thereof  
Solutions:  
→ Remove book shelves  
→ Use alcoves & glass walls/doors  
→ Listening booths/media booths being used less frequently, so can now used for group study  
→ Modular furniture for group collaboration

-Lack of space as the college grows  
Solutions:  
→ A facilities planner can be helpful (someone on staff at the college)  
→ Discarding microfilm  
→ Get rid of reference shelves to reclaim floor space in favor of group study  
→ If you’re near a wall it’s fairly easy to make an enclosure

-Working near the reference librarian: is this a trend?  
→ “Dining room table” phenomenon, where students are accustomed to studying near Mom and Dad. The reference area is a social area, information commons area.

-NOISE as an issue: people wanting quiet  
Solutions:  
→ Earplugs, iSerenity.com (browser-based white noise creator)

-Security and how that influences the design of space  
→ Video cameras can make the entire library observable from the service desks. They can be connected to your computer network.

-Combining reference and circulation.  
→ It can be difficult to change what’s already there. At some libraries it had always been that way, and for some it hadn’t, and there was resistance to changing to a single desk at the libraries that currently have two.

II. Serving people who haven’t been in school for 25 years / ESL students / Developmental Students  

-Discussion of having special courses for older adults, to group them together.  
→ Would it be legal to not allow others into courses for older students?
Library workshop for students with international backgrounds – this could also be done for non-traditional students.
Getting the groups to work together is a better idea. Possible to use social networks?
Cited an Intro to the Library orientation in Spanish, via a sign-up. Could this be done for non-traditional students?
Cited a re-entry center at one college (now closed): in theory a good idea but in reality it functioned as more of a club house.

- Non English-speaking students, other non-traditional students
  - IESL (International English as a Second Language) students: learning their context is effective for outreach. For example, in the Chinese tradition, sources are honored when they are used, not when they are cited/credited. It would be effective to ask IESL students to compare and reflect on these differences.
  - We could also make an effort to physically go to them, providing outreach that way. Example of former prisoners group. This helps put you in their frame of mind.
  - Example of Arabic, Persian populations, as well as student with disabilities: Assistance means showing them the very basics of how to use a library.

- Reaching students that the library often misses
  - Developing connections with the school’s student services department. Have regular meetings with them. One library was prompted to do this through a first-year experience program.
  - Include the library on new staff orientation so that the whole set of staff members can be aware of the library as a resource.
  - “The best librarian is a sneaky librarian” in terms of making inroads, finding opportunities for partnerships and collaboration, which leads to influencing administration, faculty, and students.

- Policies for non-student and underage community members
  - Most computers are locked down, with policies controlling use. Some expressed concern this would negatively impact community relations.
  - Age restrictions: make them sign-off on permission to use internet, R-rated movies. Parents or guardians must understand that even if the student is 15 he/she will be using college level materials.

III. Media
  - Streaming media: For example--Annenberg licensing for streaming media is difficult (& expensive) for small institutions.
  - Need for collaboration so that we can communicate about vendors who are not understanding our needs and limitations.
  - Librarians on an advisory board would be a good start.

Announcement of CJC incoming chair

Notes taken by Olivia Nellums, Camden County College (NJ)