GOING VIRTUAL & ASCENDING INTO AN OPEN FUTURE

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Welcome! From the new CJCLS Chair

My name is Robin Brown. I am Head of Public Services at Borough of Manhattan Community College. I am the new Chair of CJCLS. I began with the CJCLS Executive Board as the Program Chair in 2015. I did that for two years. I was Membership Chair. Then I was asked to be the liaison to the Student Learning and Information Literacy Committee. I felt like it was time to give on a new level, so I ran as Vice Chair this last Spring. I have been asked to step up to Chair, to fill a vacancy. I view this as a creative opportunity. We have time to really try to move some of the things that we feel passionately about forward.

“We have time to really try to move some of the things that we feel passionately about forward.”

One of the things that I really want to see is having more members of the section step forward to join a committee. I am keen to offer people this opportunity regardless of whether they can go to conferences. I think the Pandemic has shown us what we can get done using Zoom (or other similar platforms). Please be sure to reach out to me if you would like to get more involved.

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CJCLS Survey about COVID-19 Response at Community College Libraries

To learn about strategies community colleges libraries are using to provide services during the pandemic, the CJCLS Communications Committee distributed a survey to community college librarians using the CJCLS listserv, as well as the committee’s Twitter and Facebook accounts. The survey was open from September 11 to October 1, 2020, and received 61 responses from libraries in the following states: Alaska, Arizona, Arkansas, California, Florida, Georgia, Kansas, Kentucky, Illinois, Indiana, Maryland, Massachusetts, Michigan, New Jersey, New York, North Carolina, Ohio, Pennsylvania, Rhode Island, Texas, and Utah. Below is a summary of the current status of libraries that responded and overall themes from responses.

Initial Response
We asked libraries how quickly they had to move to all virtual services when the pandemic started. 52.5% reported that the move happened overnight, while 45.9% reported that it happened within weeks. A few libraries reported that their library building never closed.

Current Status
Librarians were asked to describe their library's current status. Libraries reported that either the library building was closed completely and online services were provided or the library building was open with reduced staff/hours and increased online presence. 73.8% of the libraries that responded have had normal operating hours altered or cut.
CJCLS Survey about COVID-19 Response at Community College Libraries

Of the library buildings that are open with limited services, the most common services offered were computer access, printing, study space, and materials lending. Some libraries report being open only to students, faculty, and staff, while others are open to all in the community. Many libraries require appointments or use a sign-in sheet to access the library building. One library reported using Springshare LibSeats for reservations to facilitate contact tracing. This allows students to reserve specific seats in the library that have what they need (i.e., a computer vs. a study carrel or table). Some libraries that are not open to patrons allow a limited number of employees to work in the building to process new materials and materials returns, scan reserves, and pick up mail.

A variety of measures are being used by libraries to create a safe environment in buildings, including requiring masks, using shields at service desks, and requiring additional cleaning protocols. To enable physical distancing, libraries have spaced out computers and seating and closed study rooms or limited study room use to one person. As an alternative, some libraries have set up virtual study rooms for checkout using web conferencing software.

Circulation Services
A wide range of circulation services are being offered such as:

- no materials checkout
- curbside pickup - for all materials or only for technology such as laptops and calculators
- pickup of books at the front entrance of the library
- grab and go services for library materials
- materials checkout in the library - only staff can retrieve materials
- self-checkout machines
- interlibrary loan for articles but not books
- no-contact holds process for requesting books
- mailing library materials to patrons
- quarantine of materials after they are returned
- no overdue fines and longer loan periods

Technology Lending
Many libraries have either started or expanded technology lending, often taking on that role for the entire campus or collaborating with other departments such as student services or IT. Other libraries are lending technology to staff and faculty, as well as students. Many libraries reported extending technology checkout times to the full semester.

Technology lending mentioned by libraries includes:

- laptops
- Internet hotspots
- iPads
- microphone/headsets/earbuds
E-resources
Due to the shift to online, many libraries have expanded their e-resources. Other libraries mentioned that e-resources they had purchased before the pandemic are now being used more. Below are some resources libraries added to collections:

- e-books and e-audiobooks, both academic and general interest
- e-book series like Very Short Introductions Online
- new databases, such as newspaper databases, OverDrive, ProQuest College Complete
- services like Flipster to improve access to digital collections
- additional modules for existing collections like HeinOnline

Many libraries added streaming video to their collections. Streaming video databases mentioned included the University of Fashion, Swank, Digital Theater Plus, Kanopy, and Academic Video Online. As the increase in demand for streaming video made current models unsustainable, some libraries moved to different lending models for databases such as Kanopy.

Some libraries reported making cuts rather than adding e-resources. A few libraries stopped purchasing print books and dropped streaming video and other costly databases. Some libraries reallocated money from print to e-books. One library offered a creative idea for funding a database, such as working with an academic department to use student fees to purchase a database requested by faculty. Another library mentioned working with a consortia to expand e-book access.

Instruction, Research Guides, and Instructional Videos
Libraries are offering a variety of online instruction options, including:

- synchronous online instruction via Zoom, WebEx, and other web conferencing services
- recording instruction sessions so that students who can’t attend can watch later
- asynchronous options - online tutorials, embedding librarians in a course for a week
- online skills workshops

Many libraries reported creating research guides and instructional videos both for instruction and for promoting resources. Librarians created new LibGuides for patrons, such as a COVID-19 resources guides and a remote instruction guide. Many libraries created new video tutorials. One library mentioned using Screencast-O-Matic to create tutorials for their library’s channel on Microsoft Stream. Another mentioned creating brief how-to videos about topic brainstorming, evaluating sources, using specific databases, citing in MLA and APA, using Google Scholar, and more. Finally, some libraries created virtual displays to highlight new resources.
CJCLS Survey about COVID-19 Response at Community College Libraries

Open Educational Resources, Textbooks and Open Access Resources
Libraries reported highlighting free resources from database vendors, as well as open access resources. Many libraries mentioned librarians are working with faculty to explore options for open educational resources (OER).

Providing access to course reserves has been challenging for many libraries. Some libraries reported that their physical course reserves are closed, but they are providing electronic reserves. Other libraries are allowing faculty and students to request digital chapters up to copyright limits for textbooks on reserve. Tools that libraries are using to manage course reserves and OER include Leganto by Ex Libris, Springshare LTI in Blackboard, and EBSCO Faculty Select.

Reference Services
Many libraries were already prepared to move reference services online, as they had existing chat reference services. Below are reference services mentioned by libraries in the survey:

- added chat service for the first time
- expanded chat hours to include 24/7 help
- helped other areas on campus, such as tutoring, set up and offer online chat help
- added reference appointments or drop-in reference help via web conferencing
- added text and email reference
- had librarians sign up for Google voice numbers to offer phone reference
- are using Remote Assist so librarians can offer reference help in the library building

Many libraries have increased their publicity for virtual reference services, making those services more prominent on the library website and the college website.

Online Communication Tools
With many services moving online, libraries expanded the use of online communication tools:

- added new services (e.g., Springshare tools like LibAnswers, LibStaffer, etc.) to help librarians schedule and provide online services
- added an online scheduler for staff
- expanded chat, FAQs, tutorials, and virtual research appointments
- moved from paper to electronic fillable forms

Conclusion
Thank you to the librarians who filled out the survey and shared feedback. We hope you got some inspiration from reading about what your colleagues are doing at other libraries. Please share your ideas in the future via the CJCLS listserv and the CJCLS Communications Committee social media channels.

You can also get ideas from the ACRL CJCLS Recommendations for Reopening Plans LibGuide. It includes sample plans, signage templates, academic library resources, and national guidelines for coexisting with COVID-19. Or read the results of other surveys conducted about libraries responding to COVID-19:

“Throughout, we try not to lose sight of the bottom line: to be there for our students and provide the resources and education they need to succeed.”

What are you currently reading or listening to?

I’ve just started reading *How to Be an Antiracist* by Ibram X. Kendi. I’m the library’s Academic Senate representative, and this year senate reps from all over campus are forming reading circles around that and three other books: *Why Are All the Black Kids Sitting Together in the Cafeteria?*, *And Other Conversations About Race* by Beverly Tatum, *So You Want to Talk About Race* by Ijeoma Oluo, and *Caste: The Origins of Our Discontents* by Isabel Wilkerson.

What do you like about being a community college librarian?

One of the most exciting things I have discovered as a community college librarian is the passion and motivation of students, faculty, staff and administration. Students generally come to community college because they’re motivated to embark on a career, to transfer to a four-year institution, or to change direction in life. I see my colleagues put their heart and soul into helping these students succeed, regardless of the students’ background or level of preparation. And where we have fallen down, for example, with institutionalized racism, there is now real movement to go beyond words and take action to make change. It’s inspiring, every single day.

What do you find most challenging about being a community college librarian?

I came to community colleges after working at a private four-year university with a healthy endowment. I had gotten used to working with a collection development model of “buy whatever looks good,” a large team of librarians, and the confidence that (campus politics aside) there was enough money to address any demonstrated need. In the community college world, we often find ourselves wondering where the money will come from to renew subscriptions to the databases our students rely upon, or to pay for much needed renovations to our building. We have to get creative to work within financial constraints and the ebb and flow of our budget. Throughout, we try not to lose sight of the bottom line: to be there for our students and provide the resources and the education they need to succeed.

What are your hobbies or interests outside of the library?

It almost feels like a cheat saying this, since it’s been a long time now, but for years I acted in community theater and on radio -- yes, radio, complete with a Foley providing sound effects! It’s been hard to find time to resume acting since I graduated with my MLIS and started my career, along with raising a child. My dream is to get back into theater or voice acting one day, even if I find myself relegated to “old man” roles!

Is there anything else that you would like to share?

Our college has announced that classes will be mostly online through Spring 2021. Reaching students with library services has become more vital than ever as we see retention rates fall. Without a welcoming library building serving as a beacon and a reminder, we librarians have to find new ways to reach out to students. We can keep building on those innovations even after our doors are open again!

Each newsletter, a member of CLCJS will be featured. If you are interested in being featured as a member spotlight or would like to nominate a colleague, contact Suzanne Bernsten at bernss@lcc.edu.
Updates from CJCLS Committee Chairs

Awards Committee

CJCLS seeks nominees for ACRL awards. Do you know an amazing community college library leader or unique library program? Consider nominating yourself or an outstanding colleague for one of these awards. Submissions must be received by December 4, 2020.

This year we presented at a CJCLS webinar in June:

- Jean Amaral, Associate Professor and Open Knowledge Librarian, Borough of Manhattan Community College received the EBSCO Community College Learning Resources Leadership Award for spearheading the OER program at her college

- Colorado Community College System received the EBSCO Community College Learning Resources Program Award for their program "Colorado’s Top 40: Curating OER Content for the Top 40 GT Pathway Courses."

Leadership Award applicants should demonstrate significant achievement in advocacy of learning resources/library programs or services or leadership in professional organizations that are associated with the mission of community, junior, or technical colleges.

Program Award applicants should demonstrate significant achievement in the development of a unique and innovative learning resources/library program.

Awards are sponsored by EBSCO Information Services. Winners will receive a citation and $750 cash at a special ceremony during the ALA Annual Conference in 2021.

Questions can be emailed to Laura Mondt, Northern Essex Community College, lmondt@necc.mass.edu. Submitted by Laura Mondt

Communications Committee

The Communications Committee publishes this newsletter and manages the CJCLS Facebook, Twitter and blog. Follow us and join the conversation. Consider volunteering to help spread the word about community college libraries. Submitted by Lisa Eischholtz

ACRL/CJCLS Scholarly Research Task Force

The Scholarly Research Task Force is now a committee. After a year in task force status, the group is now a permanent committee of CJCLS, dedicated to encouraging, promoting, and advancing scholarly research by and about community college libraries and librarians.

Two projects are in the works for Fall 2020. First, the committee is developing a LibGuide to support and assist those involved with and interested in scholarly research. Second, the committee will host a free, online webinar on Thursday, November 12, 2-3pm EST featuring Susan Wengler, formerly of CUNY Queensborough Community College. Wengler, who spearheaded the development of the Scholarly Research Task Force, will discuss her research efforts with Linda Miles of CUNY Hostos Community College serving as the discussion host. Look for information on the completed LibGuide and registration for the webinar soon.

Nominating Committee

The Nominating Committee has two nominees for CJCLS Vice-Chair (the maximum allowed) for the 2021 ballot. They have received their ballot submissions from Lauren Carlson, ACRL Program Coordinator, and have until October 31 to complete them. From there the list of candidates will be posted in the January issue of C&RL News leading up to the March 2021 election.

Contact Stephanie Davis, Scholarly Research Committee Chair, daviss@mcls.org with questions. Submitted by Stephanie Davis

Membership Committee

The Membership Committee reports that as of February 2020, our section membership is down 4.89% from February 2019. Because of technology issues at ALA, related to their office relocation, we do not have more recent data. Our normal work would be to communicate with new and returning members. Without membership reports we are focusing on recruitment and member engagement. If you are interested in being featured as a "member-of-the-month" or would like to nominate someone, please reach out to Lisa.Eichholtz@kctcs.edu. Submitted by Lisa Eichholtz
“As the new academic year begins,”

As the new academic year begins, my library has remained closed and I am therefore working remotely. I have set up an office at home in a room with view of nature. Although I live in the suburbs, it’s amazing to see what animals walk through my backyard on a daily basis. The most interesting is a rafter of wild turkeys.

A year ago, CJCLS Executive Board began meeting virtually to set their agenda for the year. The Committee accomplished many priorities including the new CJCLS Manual, offering several online discussion forums, creating the new CJCLS Twitter feed, blog, and Facebook, moving the Scholarly Research Task Force to the CJCLS Scholarly Research Committee and the CJCLS Open Educational Resource Task Force to the CJCLS Open Educational Resource Committee as well as rebranding the Library Technical Assistant Committee as the Committee on Library Staff Education with a new charge. The annual program “SEED Project: Elevating the Library’s Role in Building a Culture of Equity, Diversity and Inclusion on Campus,” was canceled due to the ALA Annual Conference in Chicago moving to an all virtual format.

The CJCLS Engagement Implementation Task Force ranked 12 priorities based on the McKinley 2017 Community College Research Study: Findings and recommendations. Four priorities have been identified for 2020-2021:

 Priority #1: Improve virtual opportunities such as webinars for community & junior college libraries community.

 Priority #2: Establish a plan for CJCLS representation in all ACRL committees and activities.

 Priority #3: Explore and establish member champion (peer mentors).

 Priority #4: Continue to advocate for ACRL to establish CJCLS planning participation, tracking, and spotlighting at conferences.

In addition, CJCLS will also focus on recruitment, retention, and leadership.

Looking forward to “seeing” everyone online.

Sandy C. McCarthy
CJCLS Past Chair
Washtenaw Community College
ACRL/CJCLS

Let’s represent our community colleges nationally by presenting at ACRL 2021 Virtual!

The deadline for Lightning Talk, Poster, Roundtable, TechConnect, and Webcast submissions has been extended to Monday, November 9. Learn more about ACRL 2021 and read the Call for Participation.

ACRL invites you to share your research and creative endeavors with your colleagues at ACRL 2021. Today’s higher education environment calls for innovative ways to support student, faculty, and institution success.

At ACRL 2021 Virtual, we will explore the theme Ascending into An Open Future.

Through the work of talented library workers like you, and ACRL’s commitments to equitable and open scholarship as well as equity, diversity and inclusion, today’s academic and research libraries are providing more open and inclusive collections and services.

Share your ideas with your colleagues as we work together for an open, collaborative future.

The ACRL Diversity Alliance program unites academic libraries committed to increasing the hiring pipeline of qualified and talented individuals from underrepresented racial and ethnic groups. By working together and thinking more broadly, ACRL Diversity Alliance institutions will help diversify and thereby enrich the profession. The commitment of each library leader to create one or more residency positions will expand the opportunities available to individuals from professionally underrepresented groups to gain knowledge, skills, and competencies necessary to thrive in an academic context. Renewals will go out this fall for 2020 institutional members. If your institution is not a current member and you’re interested in joining the ACRL Diversity Alliance, please contact ACRL Program Manager for Strategic Initiatives Allison Payne at apayne@ala.org

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Stay Connected with CJCLS on Twitter and Facebook

If you’re on Twitter or Facebook, please be sure to follow CJCLS there. Both volunteer-run social media accounts post items of interest to community college librarians as well as relevant CJCLS and ACRL news and information.

Twitter: @ACRL_CJCLS
Facebook: @ala.cjcls

Hashtags are also a great way to follow topics of interest. We tend to use #cclibrarians, #comm_college, and #communitycollege a lot. What hashtags do you follow? Let us know!

Have news or other information you want to share with your fellow CJCLS members? DM us!