2.9 Learning resources and services
The institution, through ownership or formal arrangements or agreements, provides and supports student and faculty access and user privileges to adequate library collections and services and to other learning/information resources consistent with the degrees offered. Collections, resources, and services are sufficient to support all its educational, research, and public service programs.

Judgment
☑ Compliant  □ Non-Compliant  □ Not Applicable

Evidence of Compliance

Chattahoochee Technical College Library is an academic unit central to the mission of the college. It is the focal point for gathering knowledge, for study, and for the pursuit of extracurricular intellectual interests. The seven campus libraries and 1 program resource center provide an organized and readily accessible collection of appropriate resources and services to meet the instructional, institutional, and informational needs of the campus communities as well as the college distance education community. Library resources include direct access materials that can be used in the Library or checked out as appropriate, such as books, magazines, newspapers, journals, etc., and resources available electronically. Digital databases and the World Wide Web via computers and other mobile devices have changed the concept of the traditional library. No longer viewed simply as keepers of information, libraries are now super-charged centers where technology is used to link to hundreds of resources, creating a virtual campus library in the same way totally online classes are a separate campus.

History

A library did not exist at Chattahoochee Technical College until May 1986. Several small departmental learning resource "centers" consisting of old textbooks, complimentary books, and a collection of magazines that were neither organized nor kept current were all there was. There were no indexes, no reference or research assistance available. At that time, the State of Georgia set up a special fund to hire a professional librarian and $20,000 seed money to establish library services. The library was located in a classroom and the existing media production unit was moved to close proximity across the hall.

In December 1988, Chattahoochee Technical Institute became an accredited institution under the Commission of Colleges by the Southern Association of Colleges and Schools and the library played a vital role in the accreditation of the institute. (The library received a commendation from COC.) The introduction of new academic and technological programs necessitated rapid increases in library services and collection development as enrollment steadily accelerated.
During 1996, libraries were established at satellite campuses in Austell and Paulding, and in 2000 at the Mountain View campus, the same year Chattahoochee Technical Institute became a College. The satellite libraries offer full services and collection accessibility. A courier service was and is used to move circulating material to the campus the user requests.

In July 2009, Appalachian Technical College with libraries at Jasper and Woodstock campuses, and North Metro Technical College with its library merged with Chattahoochee Tech. An eighth library on Canton Campus opened in April 2011 with the opening of that new campus.

Library Resources

See 3.8.1

Library Services

Services are planned and implemented according to the guidelines set forth in the library's purpose statement. Circulation is automated and allows for three-week circulation of the general collection materials, with renewal privileges. The catalog of the entire general and reference collection is accessible online. All physical books are arranged by the Library of Congress classification system on open shelves. Magazine subscriptions are displayed on slanting shelves alphabetically by title and back issues stored directly beneath the displayed title.

Each library has publicly available PC's. Through these PC's, Georgia Library Learning Online (GALILEO) and other databases access indexes and full texts of thousands of periodicals, scholarly journals, and other print sources. Online access to e-books expands the print collection available by 187,652 titles and by 1621 online videos. The Internet brings the world to students and allows students to search massive amounts of data on command. E-mail and other courseware are also accessible in the Library.

The libraries offer library instruction classes upon instructors' request and individual, one-on-one, point of use assistance as needed. Along with standard information gathering instruction, the Internet has mandated detailed training in its use, equipment use, and inconsistencies that may confuse the user.

Existing services are evaluated annually using in-house surveys by the libraries, and as part of overall institutional surveys of services like Class Climate. Library staff subscribe to numerous library and technology listservs and RSS feeds. Ideas are shared with the professional staff for evaluation and possible incorporation as new services.

The campus libraries' hours are set in an effort to maximize availability to students and faculty. Every effort is made to meet the needs of the students and faculty on those
campuses. Provision is made to cover evening hours as well as day hours. Library services are available on the largest campus, Marietta, 63 hours per week. Arrangements may be made for extended availability on any campus by any instructor requiring an instruction lab or for special class assignments.

The student population at Chattahoochee Tech is varied in age and experience, and the college’s programs are diverse. Because of these factors, the library is dedicated to providing information in whatever form needed, for the right person at the right time.

**Cooperative agreements**

Chattahoochee Technical College has cooperative agreements with institutions of higher education in its service area. Included are Kennesaw State University, Southern Polytechnic State University, Georgia Highlands College, Reinhardt University, as well as the other 24 TCSG Technical Colleges. These agreements allow students to borrow materials or use the libraries at those institutions.

**Inter-Library Loan (ILL)**

The library is a member of the Georgia Online Database (GOLD), LYRASIS (formerly the Southeastern Library Information Network or SOLINET), and OCLC. GOLD, LYRASIS and OCLC provide access to materials in libraries throughout Georgia, the East, and Southeast for inter-library loans, as well as internationally, as necessary.

**Services to Distance Learners**

Distance learners to the Library are both those who complete their course work entirely from off-campus and those who may attend on-campus classes but prefer to complete their course work as much as possible from off-campus. The goal to serve distance learners happily intersects with the Library’s goal to provide equivalent access to resources on all campuses. As a result, the Library very purposefully purchases resources in online formats, for example, electronic book collections and online databases. The Library also purchases tools that will make research and direction in the utilization of library resources easier for all learners. Examples are LibGuides, EasyBib, Britannica Image Quest, and LibAnswers.

Library and Student Services staff recently inaugurated the download of enrolled student information into the Library automated system. A consequence of this process is the remote availability of all library passwords for remote online collection and database access by enrolled students. Information regarding how to access these passwords is available from the Library homepage, all LibGuides, LibAnswers, and for instructors to include in ANGEL. In ANGEL, a GALILEO nugget with embedded
password is also available. The Library provides complete resource information to the ANGEL Online Learning Team for the Learning Objects Repository.

In addition to LibGuides, EasyBib, and *Image Quest* as online tools for distance learners, Library staff are utilizing LibAnswers to answer student questions asked from a variety of inputs, for example, online, telephone and text message. In LibAnswers, the Library has created a knowledge base for students seeking answers and direction when a librarian is unavailable. Library Answers may be accessed from any Library web page including the home page, any LibGuides page and from ANGEL.

**Sources**
Library Policies
Library Procedures
Annual reports
Patron count survey
TCSG Library Comparison table FY2011
Library Cooperative Agreements:
  - Georgia Highlands College
  - Kennesaw State University
  - Southern Polytechnic State University
  - Reinhardt University
  - 25 TCSG colleges
3.8.1 Library and Other Learning Resources: Learning/information resources
The institution provides facilities and learning/information resources that are appropriate to support its teaching, research, and service mission.

Judgment
☑ Compliant  □ Non-Compliant  □ Not Applicable

Library Resources

The librarians, faculty, and staff, carefully select books, periodicals, and multimedia. The libraries follow a written materials selection policy in determining what is to be purchased. Titles to be withdrawn are given the same careful scrutiny and are subject to written guidelines of withdrawal the same as in selection. This ensures a balanced, working collection.

In addition to following written guidelines in selecting materials, proven tools of selection such as Library Journal, Publishers Weekly, B&T Title Source 3 with reviews, and other vendor selection lists are routinely checked to keep the collection current and up to recommended standards.

As a member of the GALILEO consortium, library patrons have access to over 300 online databases and over 8000 full text periodicals. The libraries also subscribe to 426 periodicals, scientific journals and selected local and international newspapers and offer 1000+ newspapers through online, electronic databases. Annual consideration is given to adding and deleting print and electronic database subscriptions to maintain a diverse collection of magazines, journals and newspapers.

The library endorses the Library Bill of Rights, the Freedom to Read, and the Freedom to View documents of the American Library Association and the American Film and Video Association. A written policy of these endorsements and an Internet Use Policy are available online.

See addenda - Library Factbook, the Library collections and Online Databases tabs.

Budget

The library budget has grown from the original $20,000 seed money in 1986 each year, increasing as the demand for services have grown. The operating budget for FY2012 is $227,500 (salaries not included.)

See addenda - Library Factbook, the Library expenses tab.

Library Resources by campus

11/11/2014
Appalachian Campus Library
- 604 Enrollment Spring 2012
- 9767 volumes
- 93 Periodical subscriptions, 4 Newspapers
- 3560 Sq. feet, 2 small group study rooms
- 28 public PC’s, color printing and copying
- Hours open 52, M-Th 8:30-8:00, F 8-2
- Staff – 1FT librarian, 1 FT library assistant

Austell Campus Program Resource Center
- 261 Enrollment Spring 2012
- 925 Volumes
- 29 Periodical subscriptions, 2 Newspapers
- 973 Sq. feet
- 4 public PC’s, b&w copying and printing
- Hours 38, M-Th 8:30-6:00
- Staff - 1 PT librarian

Canton Campus Library
- 834 Enrollment Spring 2012
- 1866 Volumes
- 27 Periodical subscriptions, 3 Newspapers
- 2900 Sq. feet, 2 small group study rooms
- 26 public PC’s, color printing, b&w copying
- Hours open 44, M-Th 8:30-8:00
- Staff – 1 FT librarian, 1 PT librarian

Marietta Campus Library
- 4486 Enrollment Spring 2012
- 23511 Volumes
- 101 Periodical subscriptions, 5 Newspapers
- 11,018 Sq. feet, large quiet study area
- 28 public PC’s, b&w printing, color copying
- Library Instruction classroom with 24 student PC’s
- Hours open 63, M-Th 7:30-8:30, F 8:00-2:00, S 9:00-2:00
- Staff – 3 FT librarians, 2 FT library assistants, 1 PT librarian, 1 PT library assistant

Mountain View Campus Library
- 782 Enrollment Spring 2012
- 4646 Volumes
- 60 Periodical subscriptions, 3 Newspapers
- 1686 Sq. feet
• 9 public PC’s, color printing, b&w copying
• Hours open 50, M-Th 8:30-8:00, F 9:00-1:00
• Staff – 1 FT librarian, 2 PT librarians

North Metro Campus Library
• 3334 Enrollment Spring 2012
• 9115 Volumes
• 50 Periodical subscriptions, 2 Newspapers
• 2125 Sq. feet, small group study room (currently undergoing expansion – sq. footage will more than double, as will collection space, study space, and PC’s)
• 10 public PC’s, color printing, b&w copying
• Hours open 55, M-Th 8:30-8:00, F 9:00-1:00, S 9:00-2:00
• Staff – 1 FT librarian, 1 FT library assistant

Online Library Resources
• E-Books - ebrary, EBSCOHost, Ovid Nursing, Credo Reference, Salem History, Salem Health, Project Gutenberg
• GALILEO – 300+ online databases, 8000+ full-text periodicals
• Additional online databases –
  ▪ Anatomy.TV;
  ▪ Encyclopedia Britannica;
  ▪ EB Image Quest;
  ▪ Facts on File
    ✓ World News Digest,
    ✓ Issues and Controversies,
    ✓ Today’s Science,
    ✓ Health Reference Center,
    ✓ Writer’s Reference Center;
  ▪ Films on Demand;
  ▪ Global Road Warrior;
  ▪ Literature Reference Center;
  ▪ Thomson Reuters Micromedex;
• Additional resources - LibGuides, EasyBib, LibAnswers
• Hours available 24/7

Paulding Campus Library
• 1151 Enrollment Spring 2012
• 7769 Volumes
• 37 Periodical subscriptions, 3 Newspapers
• 2500 Sq. feet,
• 18 public PC’s, color printing, b&w copying
• Hours open 50, M-Th 8:30-8:00, F 9:00-1:00
• Staff – 1 FT librarian, 1 FT library assistant, 1 PT librarian

Woodstock Campus Library

11/11/2014
• 499 Enrollment Spring 2012
• 3452 Volumes
• 29 Periodical subscriptions, 3 Newspapers
• 2055 Sq. feet
• 11 public PC’s, b&w printing and copying
• Hours open 40, M-Th 8:30-6:30
• Staff – 1 FT library assistant

Sources
Journal list by campus
Library Factbook FY2010-2012
Library Factbook FY2009 pre-merger
Library website
LibGuides home page
LibAnswers home page

11/11/2014
Library and Other Learning Resources: Instruction of library use

The institution ensures that users have access to regular and timely instruction in the use of the library and other learning/information resources.

Judgment
☐ Compliant  ☐ Non-Compliant  ☐ Not Applicable

Narrative

Chattahoochee Technical College (CTC) ensures that users have access to regular and timely instruction in the use of the CTC Library and other learning information resources.

The CTC Library's purpose is to offer a full range of resources and services, including instruction in the use and access of information. An excerpt from the Library's Purpose Statement, states the following:

The Chattahoochee Technical College Library offers its patrons a Library Instruction program, both individual and group, which teaches students to make effective use of information resources, fosters critical thinking, information literacy, and a desire for lifelong learning.

The Library has a well development Library Instruction service. Library Instruction is available and promoted on all campuses. Marietta Campus Library has a classroom with PC’s available for hands-on instruction. The librarians on each campus actively meet and offer Library instruction to instructors on their campus. While English classes are the most frequent classes seeking instruction, other General Education classes and most degree programs have classes which seek instruction. Each instruction session is tailored to focus on the resources most appropriate for the class.

Resources supporting Instruction

LibGuides  http://libraryguides.chattahoocheetech.edu
LibAnswers  http://libraryanswers.chattahoocheetech.edu

Distance Education

The Library purchases tools that will make research and direction in the utilization of library resources easier for all learners, particularly distance learners. Examples of online tools are LibGuides, EasyBib, Britannica Image Quest, and LibAnswers.
Library and Student Services staff recently inaugurated the download of enrolled student information into the Library automated system. A consequence of this process is the remote availability of all library passwords for remote online collection and database access by enrolled students. Information regarding how to access these passwords is available from the Library homepage, all LibGuides, LibAnswers, and for instructors to include in ANGEL. In ANGEL, a GALILEO nugget with embedded password is also available. The Library provides complete resource information to the ANGEL Online Learning Team for the Learning Objects Repository.

In addition to LibGuides, EasyBib and *Image Quest* as online tools for distance learners, Library staff are utilizing LibAnswers to answer student questions asked from a variety of inputs, for example, online, telephone and text message. In LibAnswers, the Library has created a knowledge base for students seeking answers and direction when a librarian is unavailable. Library Answers may be accessed from any Library web page including the home page, any LibGuides page and from ANGEL.

**Sources**
Library Instruction Trifold brochures:
- Basic FY2012
- English 1103 FY2012
- Faculty FY2012
- Off-Campus FY2012
Library Instruction Bogus websites PowerPoint
Bookmarks:
- Library Account with hours
- Library QR code
- Project Gutenberg ebooks
Citation guides
- APA guide
- MLA guide
- MLA culinary
Evaluating Websites handout
Library Instruction Evaluations FY2010-2012
LibAnalytics Library Assessment dataset
LibGuides home page
LibAnswers home page
3.8.3

Library and Other Learning Resources: Qualified staff
The institution provides a sufficient number of qualified staff "with appropriate education or experiences in library and/or other learning/information resources "to accomplish the mission of the institution.

Judgment
☑ Compliant    □ Non-Compliant    □ Not Applicable

Narrative

Chattahoochee Technical College (CTC) provides a sufficient number of qualified Library staff "with appropriate education or experiences in library and/or other learning/information resources" to accomplish the mission of the institution. The Mission of CTC is ...

... a public, multi-campus, two-year college that provides accessible, high quality technical, academic, and adult education and training that promotes the economic growth and development of North Central Georgia. The college successfully prepares individuals for employment and assists them in pursuing their educational, career and personal goals through a variety of learning opportunities that include associate degree, diploma, and certificate programs, as well as non-credit and public service offerings.

Qualified library staff with appropriate education, and/or experiences are employed to fulfill this mission.

Staff

Library Staff

<table>
<thead>
<tr>
<th></th>
<th>Full Time</th>
<th>Part Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Librarians (ALA accredited MLS)</td>
<td>7</td>
<td>2</td>
</tr>
<tr>
<td>Librarians (MLM, MELM, MEMT)</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>Paraprofessional staff</td>
<td>6</td>
<td>1</td>
</tr>
</tbody>
</table>

Six campuses are staffed by full time professional staff. The seventh is staffed with a Library Assistant with significant library experience who is seeking an MLS. The Austell Program Resource Center is open one day a week with a part-time professional librarian.