

2011 ACRL Excellence in Academic Libraries Award Program

ENTRY FORM

ASSOCIATION OF COLLEGE AND RESEARCH LIBRARIES
A Division of the American Library Association

The signed entry form and supporting documentation must be electronically submitted to the ACRL Excellence in Academic Libraries Award Program. For further information, please visit the Awards section of our Web site at: <http://www.acrl.org>. Faxed entries will not be accepted.

PLEASE TYPE OR PRINT THE FOLLOWING:

Name of Nominated Library _____

Name of Institution _____

Name of Library Director/Dean _____

Address _____

City _____ State _____ Zip Code _____

Phone (____) _____ Fax (____) _____ E-mail _____

Institution's Mission _____

TYPE OF LIBRARY (Please Check One):

Carnegie Classifications are available at www.carnegiefoundation.org/classification.

University

- Doctoral/Research Universities-Extensive
- Doctoral/Research Universities-Intensive
- Master's Colleges and Universities I
- Master's Colleges and Universities II

College

- Baccalaureate Colleges-Liberal Arts
- Baccalaureate Colleges-General
- Baccalaureate/Associate's Colleges

Community College

- Associate's Colleges

Submitted by (Full Name/Title): _____

Name of Institution _____

Name of Library _____

Address _____

City _____ State _____ Zip Code _____

Phone (____) _____ Fax (____) _____ E-mail _____

I understand that applications will be kept in the award pool for three years. If my institution is selected for the Excellence in Academic Libraries Award, I will organize and sponsor a ceremony on campus for the presentation of the award.

Signature of Library Director/Dean of Nominated Institution _____ Date _____

(All entries must be received by December 3, 2010. They become the property of ACRL and will not be returned.)



The Santa Barbara City College Luria Library: A vital place for students to explore, learn and grow

About SBCC

Santa Barbara City College is a comprehensive community college serving the south coast of Santa Barbara County. Established in 1909, SBCC is renowned as one of the leading two-year community college in California - and the nation. The college has a wide range of associate degree and certificate programs, as well as transfer programs that provide the first two years of study toward the baccalaureate degree. Students are attracted to SBCC by virtue of its outstanding faculty, small classes, state-of-the-art facilities and numerous student services.

About the Library and Its Support of the Mission of College

The Eli Luria Library, named after our benefactor Eli Luria, was built in 1989. The Luria Library offers a dynamic, innovative, and exciting place for students to learn. The Luria Library responds to the needs and learning styles of today's student, helping them achieve their learning outcomes, enrich their lives, establish careers, and see the value of libraries in relationship to their learning. A tag line was created in 2007, with faculty and student input, to help focus this new vision: **Explore. Learn. Grow.**

We were recently commended by the accrediting agency for our "extensive use of innovative communication technology (wikis, blogs, web pages, instant messaging) by library faculty to reach out and provide services to students; and enhancing student engagement through partnerships with faculty and the development of directed learning activities which extend classroom instruction into the tutorial environment." (2010)

The library has a 35-seat classroom for library instruction, eight group-study rooms, 51 computers for student research, including the Microsoft Office Suite, and wireless capability throughout. There are 550 seats in the library. The library currently has more than 118,000 titles, 300 print periodical subscriptions, and eight newspaper subscriptions. This collection includes 22,599 electronic books and subscriptions to 34 electronic databases, which provide access to more than 15,000 full-text periodicals. The collection has recently been expanded to include audio and Kindle books.

The Luria Library serves 20,448 students, 266 full-time faculty, 535 part-time faculty, and an extended community with a staff of one Library Director, three full-time librarians, one part-time adjunct librarian, five classified staff members, and three student assistants.

In the last five years significant changes to the staff, collection and technology resources, programming, and services have resulted in a wave of student attendance, enhanced collaboration with faculty members and recognition by other state and national community colleges as a leader in community college library programming. Significant and continual steps have been made to change the library from a quiet, under-utilized, unappealing environment to one that is active, dynamic and responsive to student needs. A doubling in physical library use in a three-year period (2006-2009) demonstrates this change dramatically, along with an equivalent increase of classes and significantly enhanced interactions with faculty. The Luria Library at Santa Barbara City College is a dynamic, vital hub of the campus.

Mission Statement of Santa Barbara City College

SBCC is committed to the success of each student, providing a variety of ways for students to access outstanding and affordable higher education programs that foster lifelong learning. SBCC works to ensure academic success for all students as they earn a degree or certificate, prepare for transfer, or gain the occupational competencies and academic skills needed to advance in their careers. The College serves all segments of its diverse community by maintaining quality programs, by collaborating with local organizations to identify new educational needs and develop programs to meet those needs, and by continually expanding its efforts to meet the educational needs of traditionally underserved groups. The College responds to the needs of the South Coast community by offering a comprehensive continuing (adult) education program and developing programs that support economic development. As part of that larger community, SBCC is also committed to valuing the dynamic diversity of the community and to adopting sustainable practices and exercising good citizenship.

Greatly detailed in Standard IIA, the College promotes student learning and development through the attainment of Institutional Student Learning Outcomes that measure student achievement in critical thinking, problem solving, and creative thinking; communication; quantitative analysis and scientific reasoning; social, cultural, environmental, and aesthetic perspectives; information, technology, and media literacy; personal, academic, and career development.

Core Principles

Santa Barbara City College encourages and supports instructional improvement and innovation that increases the quality and effectiveness of its programs based upon these core principles:

- Policies, practices and programs that are student-centered
- Shared governance involving all segments of the College community
- An environment that is psychologically and physically supportive of teaching and student learning
- A free exchange of ideas in a community of learners that embraces the full spectrum of human diversity

Mission of Luria Library

The library seeks to facilitate and improve learning by providing collections and services to meet the educational, cultural and professional needs of students and faculty.

The College Mission Reflected in the Library Program

The student-centered focus of the library helps us to reach out and connect – in the library and at a distance – with all SBCC students. We are fortunate to be able to configure the library space to meet the varied learning needs of students, including areas for quiet individual learning and group interaction. The library is a lively and supportive environment, honoring the value of learning. This supportive environment is mirrored in our online presence, through diverse electronic resources and virtual librarian reference service. An outstanding staff is committed to creating flexible processes and responsive services that support student academic success *as well as* life-long learning.

The library facilitates a free exchange of ideas for the entire SBCC community. Through sponsorship of community events such as *Dia de los Muertos*, *Diversity Dialogues*, and the *Edible Book Festival*, we celebrate student work and ideas. Programs and collections have received significant attention in recent years to better represent the diverse student population. The re-visioning and expansion of our ESL Collection is an example of how we seek to reach students not traditionally represented in library programming.

Our collaboration with the Friends of the Luria Library has a long history and has grown more solid in recent years. With their support, the library sponsors an annual Textbook Scholarship program that provides funds directly to students in need. Through a grant from the Luria Foundation, the library expanded hours to the weekend.

As part of the institution's Student Learning Outcomes focus, the library has spent significant time creating, collecting, assessing, and revising our outcomes. This work improves the quality of our programming and supports the information, technology, and media literacy outcome efforts of the college; our data demonstrates we are succeeding in these areas.

Even when our efforts are less than successful, we strive toward continual improvement and innovation

Our efforts to improve the library in recent years have been paid back through recognition from our regional accrediting body and through the continued and expanding financial support from the administration despite the difficult economic environment. It was with great satisfaction that the college community saw the recent work of the library staff honored by the findings of the visiting team of our accrediting body, the Accreditation Commission for Community and Junior Colleges (ACCJC) by receiving one of the nine commendations given to the entire college, in October 2009:

4. The team commends the Luria Library and Cartwright Learning Resources Center for its extensive use of innovative communication technology, wikis, blogs, web pages, instant messaging by library faculty to reach out and provide services to students and enhancing student engagement through partnership with faculty and the development of directed learning activities that extend classroom instruction to the tutorial environment.

Administrative support of the library is reflected in sustained, or increased, levels of budgeting even through budget crises which began in 2008.

Students Succeed

On average more than 4,000 students visit the library per day, a 100% increase in use since 2006.

Why are they here?

- Students rely on the collection of textbooks and other materials on our reserve shelves. In 2007, we circulated 29,359 reserve items and in 2009 the number increased to 48,782.
- In 2009-2010, 4,812 students received instruction from librarians. Reference sessions have remained stable with 22% of all interactions exceeding five minutes.
- They come to study with classmates, to use group study rooms – our two study rooms that can be reserved are fully booked throughout the semester.
- Faculty and tutors meet students in the library, for a more relaxed setting and because this is where the students are.
- The coffee shop provides drinks and snacks.
- Hundreds of students attend events in the library.
- Many students come to find some peace and quiet on our lower level.
- Students are involved in specific campaigns, such as a juried *Fahrenheit 451* essay contest, book clubs, and Foundation Scholarships.



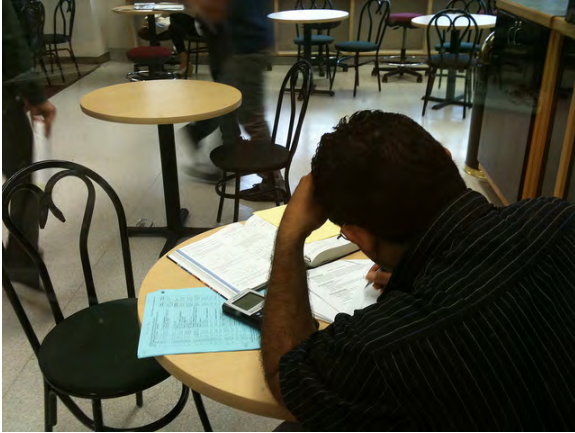
The librarians, and their provided resources, have helped me to complete my assignments on time and with efficiency.

Jeff Englert
Student

Based on student input, the library made vital changes to provide expanded accessibility to the physical library. The library expanded its hours by 30 minutes each morning. Also in 2007, the library added eight hours on Sunday.

The library has also made changes in the facilities and space arrangement to better suit needs of students. In 2006 we reconfigured the library space to make it a more inviting environment: computers were centralized near the entrance, conversation and collaboration among students was encouraged through new

furniture purchases or rearrangement and casual sitting environments were added as part of the new library café *within the library*, and all food/drink restrictions were eliminated.



Overall, in the last few years the library has become a profoundly more welcoming environment and the library staff is very conscious of the need for the “third space” in the lives of our student, many of whom live with multiple roommates or family members, and most of whom work one or more jobs. This is the space characterized as separate from home and work, where they feel accommodated, where all types of people are brought together with common goals. The library offers such a place, and the time, for relaxation, creativity, culture and unexpected connections. Students are regularly surprised at what they find in the library: a meditation room, a Wii machine during finals, storytime for children, an 18,000 year old saber-tooth cat skeleton, or a student art exhibit.

Our services are available well beyond the regular hours of building operation – vastly increasing accessibility to library resources. Students also make heavy use of the library’s online resources, whether they are on campus or off-campus. While the majority of our website traffic is internal (32,082 visits in September 2010), the website received 8,032 visits from referring sites and search engines during the same month. Communication and support is provided to students using many of the latest tools and software. The online innovations have provided an environment where students, faculty, and staff can easily communicate with library personnel from a distance and at most times of the day or night. The library reference desk is staffed by library faculty during all open hours. In addition to in-person (walk-up) assistance and telephone services, users can communicate with library faculty through instant messaging or text messaging. The Luria Library was an early adopter of instant messaging for virtual reference and we have created a way that the chat feature can be embedded in any class. These virtual conversations can be brief or extensive, but they are nearly always ended with great praise and thanks:

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....10:55 why don't you start exploring those
10:55 guest736607@libraryh3lp.com haha ok ill check it out thanks
10:56 Great! Good luck to you 10:56 guest736607@libraryh3lp.com much
appreciated
10:56 guest736607@libraryh3lp.com that website is clutch thnks
10:57 That's how we roll here.
10:58 guest736607@libraryh3lp.com nice i love this library!
10:58 I love our students!
10:59 guest736607@libraryh3lp.com i love my librarians!
10:59 Good luck!
11:00 guest736607@libraryh3lp.com ThAnKs!!!
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The incorporation of *Get Satisfaction*, a user generated support service, provides easy access to support when the library is closed. Many startup companies and large corporations use this innovative tool to manage their customer support services because it allows for customers to work together and to have the employees interact in the same environment.

To access all virtual services, users start at the library website. This accessibility, for both traditional on-campus students and SBCC’s growing distance education student body (more than ten percent of our students thus far), has been a key development and significant goal of library services over the past three years.

Our Collaboration Works

The library staff works with faculty and staff from all areas of the college to develop curriculum, assess student needs, plan events, and to offer classes.

Over the past four years relationships between disciplinary faculty and librarians have been expanded significantly. The creation and subsequent hiring of an Outreach Librarian in 2006 allowed for this critical expansion in service to students. Tangible results of this position are demonstrated by the increased number of classes and assignments using library/information resources across the curriculum. There are now 160 research guides, available on the library website, which are created with faculty collaboration and are regularly updated by librarians, discipline faculty, and students.

I cannot stress enough just how appreciative I am of their commitment to our students, willingness to collaborate, and in general, how well they work together to support student learning.

Lou Spaventa
Professor of ESL

The library provides three types of **instruction** for students to develop information competency skills. The first is **one-to-one instruction** between a student and library faculty – either at the Reference Desk, or by telephone, email, text messaging, or instant messaging. This approach provides students with individualized instruction specific to their immediate needs. The second is **classroom-based instruction** which is usually conducted in conjunction with another discipline, such as English or History, and often focused on their class assignment. Finally, the Library Director, with the support of the college academic senate and curriculum council, developed an Information Literacy course. Library 101, Information Literacy, first offered in spring 2007, is a one-unit, transferable credit course taught by library faculty. This course teaches “a variety of literacy skills for college students, including basic concepts of information, its organization, location, evaluation, and use.” This course is taught both online and in hybrid form and has grown to serve nearly 200 students per semester. Each semester the content and delivery is updated to incorporate new methods of instruction, including video, screencast and live collaboration tools.

The library is committed to the college-wide student learning outcomes effort. We have collected representative data in our library instruction classes and the results indicate broad student success and understanding of library student learning outcomes.



Librarians incorporate information literacy, as outlined by the College’s Institutional Student Learning Outcomes, in a wide variety of classes. The library provided 172 class instruction sessions in 2009-2010 (up from 111 in 2008-2009) in a variety of disciplines, including: English, English Skills, English as a Second Language, American Ethnic Studies, Psychology, Astronomy, Biology, Communication, Environmental Science, Political Science, History, Culinary Arts, and Personal Development. Further, instant message with the librarians is embedded in the following online and hybrid classes: History, Art History, Culinary Arts, Library 101, Personal Development, and Multimedia Arts. Additionally, librarians consult with discipline faculty on instructional design and curriculum content.

The Outreach Librarian, works with advisors of programs for the underserved such as Transitions, a program to support recently released prisoners, in order to create programming and buy library materials specific to these student populations. The Outreach Librarian is a participant in the Basic Skills Institute, an ongoing SBCC program working to design and implement basic skills instruction for career technical students at SBCC.

Basic skills support and education is a major interest of the Luria Library:

- ESL students come to the library in record numbers.
- ESL library instruction has been modified and enhanced to better conform to ESL course work.
- Developmental English students come to the library for instruction.
- Customized Information Literacy tutorials for the Athletic Zone, Culinary Arts courses, and Marine Diving Technology.
- ESL Department and librarians established an ESL Reading Level Rubric and collaborate on purchasing decisions.
- The library has built and maintains collections appropriate for basic skills, including "Primary Search" periodical database for pre-college level readers and Reading Circle books for advanced ESL students.

Library faculty have taken on key leadership roles in campus governance and this has highlighted our abilities and services to a broader audience. Library faculty are involved in:

- Committee on Teaching and Learning
- Curriculum Advisory Committee
- Academic Senate
- College Planning Council
- Planning & Resources
- Partnership for Student Success

Further, the library is often looked to as the technology leader on campus. The Library Director demonstrates the use of new technologies in the delivery of services to students and has been sought after to present these tools to campus colleagues. We regularly experiment with cutting-edge technology to find innovative solutions for our students needs.

Our Collection Develops

The library houses a collection of 118,000 titles and includes 22,599 eBooks (increased from 3,000 titles in 2005). A revised Collection Development Policy was written and approved in 2006, and it drew attention to many neglected or dated areas. Faculty are consulted regularly to help librarians make decisions about the acquisition, retention, and use of print, electronic, and media resources. One librarian is a member of our Curriculum Committee and helps to make sure that print, media, and electronic resources reflect campus curricular and research needs. A broad spectrum of review resources are consulted during the selection process, as well as a review of the collections of other regional and national community colleges. Further, as part of a consortium of community college libraries in California, the Luria Library is able to take advantage of product reviews, specialized pricing and collaborative decision-making and collection development.



As part of a systematic program to evaluate the collection, a wide-ranging deaccessioning has been undertaken in the last few years and selection of new materials reflects the needs of current students and faculty and has improved the quality of the collection.

The ESL collection has been dramatically increased in size as the librarians have worked with ESL faculty to determine learning objectives specific to our students and have dedicated a significant acquisitions budget to this collection. This collection is heavily utilized by all levels of ESL learners, with an increase in use every year since 2006. For example, circulation in September 2010 was three times greater than the same period in the prior year.

A Children’s Collection has been developed to support the Early Childhood Education curriculum and also to provide resources for our students who are parents or caregivers of children who need to bring children to campus.

The availability of articles, books, and other materials from our numerous databases has provided students with 24/7 access to academic materials.

The addition of a cataloguer to the staff has improved the accuracy and currency of the catalog immeasurably, as well as increasing the accessibility of our resources by enhancing searchable fields such as notes and table of contents.

Our collection is extended by extensive access to interlibrary loan for materials not owned by the library. This timely and effective system provides material to 250 students and faculty each year.

A study of standards and best practices for community college library archives has been conducted to provide new direction. Archives of the college is undergoing a reinvigoration, with new collection and access methods being planned in the coming year.



Outreach and Activities Motivate

When creating a library environment that is welcoming, outreach and activities—particularly student-led—are essential. The library regularly hosts events which draw students to hear poets, playwrights, faculty members, student panellists, on a wide range of topics, such as:

- Real Experiences of Illegal Immigrants
- The Enduring Value of *Fahrenheit 451*
- Black History Month poetry readings
- Ethics and the Dalai Lama
- Student-written one-act plays
- Celebrations of cultural events such as Eid, the birthdate of the poet Rumi, “No Place for Hate”

Book, object and visual art exhibits are always on display, to draw attention to a section of the library collection, current campus activities or student interests and events.

In 2008, the library became the host to the annual, week-long Dia de los Muertos altars, assembled by SBCC faculty, staff and student clubs. This display, and the reception associated with it, brings the most outside visitors to the library of the year.

One of the most popular events in the library is the annual EDIBLE BOOK FESTIVAL, which invites all in the SBCC community to create anything edible that resembles or recalls an actual book. This wildly popular event is judged by faculty, chefs who are alumni of the School of Culinary Arts, and students, and is attended by hundreds. The event also draws local press who are delighted to cover such an upbeat and fun event. At the conclusion of the event, all are welcomed to *eat the entries*.



Librarians participate in orientation events for new and prospective students, helping students understand the value of the library in their education. The library has created an orientation video which can be shown at orientation events or embedded into SBCC social network tools (<http://bit.ly/sbcclibrary>).



The Luria Library was an early adopter of social media tools (Facebook, Twitter, Flickr) and makes regular and effective use of these tools in all outreach efforts, as well as documenting student activities through these tools. Recent videos distributed through Facebook have introduced students to library staff, philosophy and exhibits.

The library has sponsored a number of community service opportunities, such as asking patrons and friends to knit squares for a charity in South Africa which yielded five full blankets given to AIDS orphans.

The Luria Library is a partner in the various, annual “community read” projects of both UCSB and the Santa Barbara Public Library, hosting events at SBCC and helping to plan city-wide activities related to these books. The library gave away books to SBCC students who were interested in reading-along. In 2011, the “SBCC Reads” activities will be co-sponsored by the Student Leaders in Science club and the library will host student panels, book clubs, and essay contest.

Technology Transforms

The library has taken a leadership role at the college in terms of offering virtual resources to students, experimenting with social media tools, webpage design that incorporates blogging, assistance with library integration into course management, and training of faculty.

The library cyber center (computer commons) was expanded in 2006 to include 51 computer workstations and in 2008 the library acquired 26 laptops for use by students during library instruction or to check out for two hours for use in the library. This addition has been a big success with students and has improved library instruction by offering students immediate practice with skills being taught in the library classroom, with the librarian and faculty member available to them for assistance.

In 2005, the Santa Barbara City College Luria Library website was limited, unclear, hard to navigate, and students had difficulty accessing resources from off-campus. The web content was static, changes in the library staff, resources and services were not reflected on the website, nor was technology use in education modeled effectively. As librarians we are teachers of information literacy and leaders in information technology on campus, so we must have a website that reflects leading edge applications and innovations. In 2005, library resources were not available outside the library building.

The complete redesign of the library website in the 2006-2007 school year incorporated new ideas and software innovations. Our philosophy is to embrace a willingness to make mistakes as we try to improve our services to students. The Luria Library took the radical step of creating a blog as the primary website, virtually unheard of at the time, which allowed us to provide immediate updates about the library (as well as information on campus and world events) and hold two-way communication with all users.

Visitors to the site can now leave comments, logging in with an existing FaceBook or Twitter account, and leave written, video or verbal comments. All comments and interactions are tracked and responded to by library faculty in a timely manner. The site also provides links to the electronic resources purchased or developed by the library staff. We have used this blog functionality to embed video, slide shows, and instant polling features. A critical impact of that redesign was the inclusion of an instant messaging system within the website; users can contact a reference librarian through the library page itself. Each month the library receives 200-400 instant messages from students. In addition to the

subscription databases available to faculty and students, students can find on the website guides to research developed by the librarians, in the form of wiki pages, which are superior to the traditional, printed pathfinders since they can be adapted so quickly. We added a microblog component, in the form of Twitter feeds, in the 2007-2008 school year and our use of this innovation was featured in *the Chronicle of Higher Education* (<http://bit.ly/forget-email>).

With our goal to remain innovative and attentive to student needs, the Luria Library conducted another site redesign in summer 2010. The blog remains a critical component to the site, but the focus has shifted to easy access to the research materials desperately needed by our students. This redesign project serves as a model because we provide what the students want, exactly where and when they want it: access to library staff and resources “online and any time.” This service provision isn’t a choice any longer, but a necessity for any library leader in the 21st century. It is also a model to other community college libraries because we were able to develop these innovations with little cost but with enthusiastic support of our faculty and administration. Through research and awareness of technology trends, most of these new, improved communication services are free for the library and for the students. The only challenge faced was finding time for library staff to implement the design change. The mission of Santa Barbara City College includes a commitment to responsiveness and “is committed to learner-centered educational experiences and a continuous process of improvement, innovation, and renewal” while fostering collegiality and open access to curriculum, instruction and support services to assist students. The purpose of the site itself is to provide an interactive, educational environment. Providing students with virtual reference services, through our chat function on the redesigned website, addresses all the aspects of the college’s mission. Now we have an attractive, appealing website that has fresh content and many opportunities for instantaneous and continual innovation.

At the website, all the services, resources and staff of the library are evident and available to staff, faculty and students. Significantly, the website provides equity of access between online and on-campus students; a student in an online class can ask direct questions of and get answers from a librarian as if they were on-campus. Further, any improvements to online access will also benefit even those students using the physical library since the services, resources and staff are more thoroughly, efficiently and easily available than in the past.

The Staff Supports and Sustains

The entire staff is committed to a high standard of service to students. The qualified and professional staff are capable of supporting and delivering information in all available formats. Ongoing staff meetings foster good communication and all staff are encouraged to participate in annual planning and assessment of the library program and budget. Recent reviews of security and emergency training have resulted in enhanced materials and procedures for staff and have served as a model for other departments at the college. Professional development opportunities are available formally twice a year. Further, staff are encouraged to pursue professional development interests individually, and become active leaders in our profession.

Although there are only a few librarians, the library staff actively collaborates with national, state, regional and local colleagues through professional associations such as the Council of Chief Librarians, Association of College & Research Libraries, and the Gold Coast Library Network (a regional multi-type library system). In all cases, the librarians serve in leadership roles in each of these organizations. Elizabeth Bowman, our Outreach Librarian, is a Subject Editor for the publication *RCL: Career Resources*. In our role as leaders, we have hosted multiple events at the Luria Library including a *Professional Day* that drew librarians from across three counties for a day-long workshop and the Gold Coast Library Network regularly holds their board meetings at the Luria Library. Finally, Kenley Neufeld, who started as the Library Director in 2006, was awarded the 2009 *ACRL Community and Junior College Libraries Section Leadership Award*.

Thanks to our talented librarians who are willing to work with their faculty members, SBCC students learn about the complexity of what is out there as well as the tools they can use to select and evaluate research material.

Kim Monda
Professor of English

Through our robust relationship with the Santa Barbara community, we are the recipients of a \$20,000 annual grant to launch a new and innovative program. In 2011, the Luria Library will be one of the first community colleges with a "Library Resident Program" to support recent graduates and invigorate the library with new people and new ideas and bring about greater change and support to our students.

Library Staff

Scharper, Alice. *Dean of Educational Programs*
Neufeld, Kenley, MLS. *Library Director*

Bowman, Elizabeth, MLS. *Reference, Outreach, Collection Development*
Campos, Valerie. *Circulation, Library Reserves*
Chuah, Sally, MLS. *Reference, Cataloger, Systems*
Cobb, Donna. *Department Administrative Assistant and Serials*
Evert-Burks, Kip. *Acquisitions*
Garza, M'Liss, MLS. *Reference and Instruction*
Haas, Jane, MLS. *Evening Reference*
McCluskey, Jeff. *Circulation and Serials*
Morrison, Kazue. *Circulation*

Conclusion

Santa Barbara City College Luria Library is proud of its support for the college's mission. We are honored to nominate ourselves for the ACRL Excellence in Academic Libraries Award.

In summary, the Santa Barbara City College Library supports the College's mission by providing an environment that is both intellectually and physically supportive of students. The online environment of the library, specifically the redesigned website, mirrors this support to students, staff and faculty by providing an exceptional portal to the services, staff and resources of the library at a low cost. As such it is a model for other community colleges. The innovative and unique website not only gets students to the resources they need and want for success in college studies but also provides a vehicle to communicate directly with the library staff. The library website ensures effective and efficient service by the librarians to the campus community. The Luria Library is a leader and an innovator not only in the community college setting but in the larger library community as well. We are often called upon to share our experience and knowledge with other library environments and that is the biggest complement we can get from our colleagues.



Supporting materials

Mathews, Brian. "Seeing with Social Eyes." *American Libraries*, 6/10/2010. <http://bit.ly/social-eyes>

Santa Barbara City College 2009 Institutional Self-Study. <http://bit.ly/sbcc-self-study>

Young, Jeffrey R. "Forget E-Mail: New Messaging Service Has Students and Professors Atwitter." *Chronicle of Higher Education*, 2/29/2008. <http://bit.ly/forget-email>

In a recent, non-scientific survey the library found 59% of students stated the primary reason for coming to the library was in order to study or conduct research; computer access given as the answer by 28% of those surveyed. <http://bit.ly/whysbcclibrary>

Letters of Support

Butler, Priscilla. PhD. English as a Second Language Department Chair.

Englert, Jeffrey. Student Senate.

Friedlander, Jack. Executive Vice-President, Educational Programs.

Limon, Ruby. Student Senate.

Luria-Budgor, Kandy. Friends of the Luria Library President.

Monda, Kimberly. PhD. Professor of English.

Serban, Andreea. PhD. College Superintendent/President.

Spaventa, Lou. PhD. Professor of English Skills.

Santa Barbara City College – Luria
721 Cliff Drive
Santa Barbara, CA 93109-2394
<http://library.sbcc.edu>
805-730-4430



November 29, 2010

Dear Sir or Madam:

As Superintendent/President of Santa Barbara City College (SBCC), I enthusiastically write in support of the SBCC Luria Library's application for "Excellence in Academic Libraries" award from the American Library Association.

Under the direction of Director Kenley Neufeld, the Luria Library has expanded its services and offerings to our faculty, staff, and tens of thousands of students, creating an inviting environment for research, study and collaboration. Statistics indicate that visits to the library have increased from 250,000 to 500,000 annually. Instruction by library faculty has increased from 2,500 to 5,000 students annually.

Through a grant from a private family foundation, the library expanded its hours from weekdays only to now include Sundays from 1:00 - 9:00 p.m. Students, especially those who work, now have the option to conduct research or study on weekends.

A coffee cart, tables, and sofas were installed in the back of the library with the service run by the college's Food Services Department. It was an instant hit. In fact, the leader of the accreditation visiting site team remarked in October 2009, "I'm going to steal this idea for my college."

The library is a hub for outreach events for faculty, staff and students and the general community. Events hosted by the library include "Great Reads", held in conjunction with the City of Santa Barbara Library System and the University of California, Santa Barbara and the "Day of the Dead" weeklong observation and celebration. Most recently, the library has hosted the very successful Edible Books Festival along with the SBCC School of Culinary Arts.

Mr. Neufeld has provided effective leadership for the library. He was named a Faculty Excellence Award recipient in 2009 and has received awards from library organizations and publications for his work, especially in the area of technology.

I encourage the American Library Association to give serious consideration to our outstanding Luria Library for this award. Please contact me directly at (805) 730-4011 if I can provide further information.

Sincerely,

A handwritten signature in black ink that reads "A. Serban".

Andreea M. Serban, Ph.D.
Superintendent/President

November 30, 2010

Selections Committee
Association of College and Research Libraries
Excellence in Academic Libraries Award Program
50 East Huron Street
Chicago, IL 60611

Dear members of the Selections Committee:

I am writing in support of the nomination of Santa Barbara City College's Library for the Excellence in Academic Libraries Award. The college's faculty, administration, staff, and members of its community have a great deal of respect for and appreciation of the excellent and innovative services the Library provides to enhance the attainment of its mission and student success. I will address how the Library meets each of the three criteria that are used to evaluate applications to be selected to receive the Association of College and Research Libraries Excellence in Academic Libraries Award.

In a period of substantial reductions in state funding for California community colleges, the decision was made to not reduce college support for the Library. The decision to not reduce its budget when substantial cuts in funding were made in nearly all other areas of the college, is testimonial to the high priority given to the central role the Library has in helping students acquire core competencies they need to succeed in their courses, careers and life pursuits. During this extended period of reductions in state funding, the Library has been able maintain and where needed, increase its purchase of books, periodicals, databases, and computer technologies. The members of the Library faculty and staff initiated a number of creative strategies to reduce its operating costs which enabled them to absorb the increased costs of accessing the materials needed to support courses and programs. One of the initiatives has been to create an internship position for a recent graduate of Library program to gain work experience working in the Library. The faculty and staff benefit from the new information the intern shares with them and the intern benefits from gaining valuable experience in a community college Library.

The vision for the Library is to make it the intellectual and social hub of the campus. The members of the Library have fulfilled this vision. From the first day of classes to the end of finals week, from 8:00 a.m. to the time it closes in the evening the Library is packed with students. The extraordinarily high usage of the Library resulted from the many innovative programs and services implemented by the Librarians. Several years ago, the Librarians worked with the English department to develop an information literacy course that students are required to take as a co-requisite class with the college-level English course. The information literacy course is an excellent example of contextual learning in that the students acquire the information literacy skills required to complete their research papers for the English course. The information literacy course is self-paced and is available for students to take online if they choose to do so.

Among the many significant initiatives that the librarians have implemented to increase faculty and student use of the Library as a core learning resource has been to hire a full-time librarian whose primary responsibilities include reaching out to instructional faculty

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to integrate their course assignments with the Libraries resources. The success of this outreach effort is evidenced by the large number of faculty that allocate class time to bring their students to the Library for an orientation on the resources available to them to help in completing their course assignments. The demand for these orientations that take place in the Library and in classrooms has outgrown the librarians' capacity to provide this valuable instructional program. The librarians are placing more of their orientation and instructional materials online and working with department faculty to customize the learning modules to the courses in which they will be used.

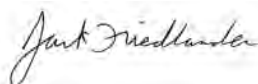
The Librarians have initiated a number of activities to fulfill the part of its vision to serve as the cultural and social hub of the college. In the past few years the Library has co-sponsored events and expanded its services to respond to the varied learning styles and cultural backgrounds of its students. For example, it has expanded its collection of resources to meet the needs of students in basic skills and English as a Second Language courses. Prior to a few years ago, there were few resources in the Library to support the large number of students in these courses. The librarians worked closely with the basic skills and ESL faculty to identify the types of resources and services needed by their students. As a result of this collaboration, there has been a dramatic increase in the number of students in basic skills and ESL courses that use the resources of the Library. This past fall semester, the Library has hosted poetry readings, diversity dialogs, essay contests, an edible books festival, and co-sponsored panels of experts on a wide variety of topics. The Library's resources associated with each of these activities were displayed in visible locations in the Library. The number of students and faculty making use of these resources increase before and after each of these events.

One of the many steps that have been taken to encourage students and faculty to use the resources of the Library has been installing a coffee cart and seating area in a very visible location of the Library. This resulted in an increase in the number of students and faculty that enter the Library and take advantage of its resources and services. Another reason for the dramatic increase in the number of students that come to the Library is the decision to place tutors in the Library to assist them in learning how to use its resources, including computers, to complete course projects. Another strategy that has worked effectively is to invite counselors to hold office hours in the Library. The Counseling department has found this to be an effective approach to increase student use of their services.

The high regard the community has for the Library is reflected in the financial support provided by The Friends of the Eli Luria Library. In each of the past five years, this support group has donated funds to help the Library purchase materials, pay for access to data bases and to keep the Library open on Sundays.

External recognition for the innovative and excellent programs provided by the college's Library is evidenced in the frequency of requests received from librarians at other community colleges to learn more about its programs and services. I believe that Santa Barbara City College's Library deserves serious consideration for being selected for this award.

Sincerely,



Jack Friedlander
Executive Vice President
Educational Programs

November 23, 2010

Dear American Library Association Representatives:

It is my pleasure to provide support for the nomination of the Luria Library at Santa Barbara City College for the Excellence in Academic Libraries Award. Indeed, the librarians at our college have made it their mission to provide exceptional support for faculty and students as we work together to improve student learning.

I work in the ESL department, and our program focuses on providing the foundation of academic literacy for second language learners who will later pursue certificates, degrees, transfer opportunities, or improved career options. Our students range from very beginning to advanced and transfer bound. Serving such a wide range of students requires a correspondingly diverse set of resources. The library staff have worked closely with our department to provide tools that can truly work for our learners. One of the most effective outreach efforts has been a modified orientation to the library developed by one of the librarians who recognized that the fast-paced native speed of traditional orientations completely left our students behind. She developed a modified orientation with significantly simpler English and a more refined set of topics that better fit the immediate needs of our students. For many with limited academic literacy skills, understanding how and where to find books in the library is a foreign concept. The librarian produced an excellent handout to assist students during the orientation whereby they could learn key vocabulary, check their own understanding, and have interactive tools to explore the library. What is more, she developed this with the collegial input of members of the ESL department, thereby providing a specialized and truly learner-centered service to this population who, more than most, needs access to the resources of the library.

ESL students are desperately in need of what we in our field call "comprehensible input." This means language that is geared to their level of understanding—not too far beyond to register as little more than gobbledygook. Some traditional library collections do not take into account the linguistic or cultural needs of English language learners, but the librarians at SBCC have gone above and beyond in selecting materials to serve our students. In the past three years, the size of the ESL book holdings has increased significantly with titles being added in both fiction and non-fiction categories, again through conversation with and via input from ESL faculty. One of the changes that we are most proud of is the addition of a small children's reading area. That student parents can come to the college library with their children and read together builds the bonds of reading for both first and second generation. The little chairs that hold these children also hold the future students of SBCC. In addition, many of our students check out these children's books so that they can take them home to read to their children. The students in my reading class report feeling proud that they are able to read stories to their children in English. Such a basic thing that we native speakers take for granted—reading stories to our children—becomes an affirmation of learning and belonging to the English community when second language learners share this experience with their children. The bottom line is that whether our students are checking out materials for themselves or for their kids, all of it develops their language

skills through the comprehensible input provided by this carefully chosen collection.

I would be remiss if I did not also talk about the role that the library plays in acknowledging and building on the cultural strengths in our multicultural community. The library regularly posts displays that feature our students' home cultures. Chinese New Year is a popular one as is the extensive series of activities around Day of the Dead. Hispanic students make up the largest percentage of our ESL population, so culturally relevant events affirm these students' belonging to the institution. The library embraces a value-added approach to student inclusion: that our college community is made stronger by the filaments of cultural connection that bind us.

The library serves as more than a hub of academic life; it serves as the symbolic home of ideas and values. The Luria library and its staff reflect the values of inclusion, strength through diversity, service to students at every level of need, and awareness and directed programs that target and serve specific populations as well as the college as a whole. Our beginning ESL students are navigating unfamiliar terrain in the simple task of coming to our campus: an unknown academic system in an unfamiliar land where people's tongues move faster than their eyes or hands.

The librarians at the Luria Library have partnered with ESL teachers and students to build a place of familiarity and gracious welcome for all students at their exact level of need. As one of my lower level reading students recently told me, she hadn't realized that all these books were available, that there was a quiet place to study, that there was someone who would answer her questions—all in one building: indeed, that there was a place for **her** on this campus.

That is it. Beyond programs, initiatives, specialized orientations to fit particular groups of students, targeted collections, and all the effort put in to developing a truly linguistically and culturally appropriate set of resources for our language learners; yes, beyond all this, is the heart of our college: a place where our students too can feel at home.

For this, I believe our library is excellent. For this, I am grateful. For this, I am proud to walk with my students across campus to a place knowing that their faces and voices will also be welcomed there.

Respectfully submitted,

Priscilla Butler, Ph.D.
ESL Department Chair
butler@sbcc.edu x3619

November 25, 2010

*Selections Committee
Association of College and Research Libraries
Excellence in Academic Libraries Award Program
50 East Huron Street
Chicago, IL 60611*

To Whom It May Concern:

The library at Santa Barbara City College (SBCC) has served as a beneficial factor towards my academic success during my time at SBCC.

The librarians and their provided resources have helped me to complete my assignments on time and with efficiency.

The Librarians have answered all of my questions when I was in need and have gone above and beyond with their answers to make sure that I truly understand what they told me, and additionally, they even showed me exactly what they were saying if I miss-understood them originally. Furthermore, time and time again, the Librarians have assisted me with finding a book and materials that I needed effortlessly and in a speedy fashion.

I have never had a bad experience with the librarians at SBCC and I am forever grateful that they are there to serve students in need like my self. They are friendly individuals that are fully informed with all aspects of the library and have been able to help me, and all of my friends, every time that we have been in need.

The librarians and resources that are available to students in the library at SBCC enable us students to thoroughly participate in all academic practices that we wouldn't be able to if we didn't have them and their resources at our convenience.

Sincerely,
Jeffrey Englert
Santa Barbara City College, Student Senate

November 25, 2010

Is the academic performance of students improved through their contact with the library?

Definitely yes because in between classes we have a quite place to study or do homework instead of a noisy and distracting place. Me, personally, although I have had great English professors, the librarians had been a great support whenever I had needed their help. They have helped me to become an expert with the database SBCC has and I'm thankful because that knowledge has helped get the information I need for my research papers from liable sources.

As a result of collaboration with the library's staff, are faculty members more likely to view use of the library as an integral part of their courses?

They do because for at least five classes me and my classmates have been taken for a "research workshop" that goes thoroughly the database to help the students get the articles we need for the research we are assigned.

By using the library, do students improve their chances of having a successful career?

For me, the library is the place to study and has definitely help me become successful at this college level and I'm sure it will help me in the future.

Are undergraduates who used the library more likely to succeed in graduate school?

Yes because we get familiar with how the library works and where to seek for help if needed.

As a result of collaboration with the library's staff, are faculty members more likely to view use of the library as an integral part of their courses?

For at least five classes, I had been taken to Luria for a "RESEARCH WORKSHOP" by a librarian which is of great help because they give us tips on where to seek for the information we need.

Are students who use the library more likely to lead fuller and more satisfying lives?

Besides from being more likely to lead fuller and more satisfying life, the library has help me become more concentrate on my studies to what I am very thankful for.

Sincerely,

Ruby Limon
Student Senate

November 25, 2010

*Selections Committee
Association of College and Research Libraries
Excellence in Academic Libraries Award Program
50 East Huron Street
Chicago, IL 60611*

To Whom It May Concern:

On behalf of the Friends of the Luria Library at Santa Barbara City College, Santa Barbara, California I would like to commend both the Library program and the Leadership from the Library for implementing not only an excellent program but one that is extraordinary.

The Friends group of the Luria Library was created more than 20 years ago. This is a group of volunteers who in the past have raised funds for the purpose of book scholarships (approximately 10 students @ \$300/each student) and other library needs. At that time, approximately 400 students per day would enter the library, a small percentage considering that our campus has over 20,000 credit students registered in a given academic year.

The above history is important because the contrast under the leadership of the new Director, Kenley Neufeld, is startling. Mr. Neufeld was hired approximately 5 years ago, and from that time has inspired our Friends group to help make the library not only excellent but truly extraordinary. Over the past few years under his leadership we have:

1. Raised funds to increase our Librarian hours to include weekend hours. The program was installed this year, and is so popular that the Library is literally packed with students.
2. Provided more book scholarships. This year we will award 21 students scholarships, and we increased the amount to \$500 per student – more than doubling the amount of student recipients, and almost doubling the amount awarded to each student. This has also helped to increase the visibility of the library, and consequently more students come more often to use the library.
3. Provided much needed extra shelving, and expanded the textbook reserve collection, making the library much more ‘user friendly’.
4. Raised funds to set up a ‘friendly’ Web site, and on the web site is the ability to send donations for scholarships or other library needs.
5. Developed a marketing strategy to reach more donors and increase student usage, and redesigned our brochures to be ‘eye catching’ and explain how we can maintain and grow the library collections and services.

The bottom line is that we now have approximately 4,000 students per day enter the library – close to 500,000 students per year! The Library reserve collection has more than doubled. There were 50,000 reserve items checked out last year – but best of all – The Luria Library has become a popular place to be. Mr. Neufeld and the staff are friendly,

helpful, and have an outstanding outreach program on campus. There are fun programs that include a Favorite Book *Food* Sculpture contest at the Library, along with comfortable areas where students can talk and exchange ideas as well as other areas that are strictly quiet.

I am hoping that you will seriously consider giving your award to this truly outstanding library. It will be an investment well spent. In fact, I invite you to come and see for yourself. Our library, in my opinion, has grown to be one of the finest in the United States.

Please contact me if there are any questions or if I can give you any further information.

Most Sincerely,

Kandy Luria-Budgor

29 November 2010

To Whom It May Concern,

I am delighted to have the opportunity to describe my experiences with SBCC's Luria Library. As a full-time English instructor here for fifteen years, I have seen the world of information available to students explode, and admired our library's ability to help students thrive in this new, but often intimidating, world.

First, our library is a vital place: students come here to hang out, for the coffee bar and the free Internet, of course, but also to be in a place that is studious and academic. It is truly a great place to go and it is almost always full.

Second, our library's use of current technology is outstanding. The library's web page is vibrant and easy to use: students can find various electronic databases instantly. It also invites students to leave the web site and venture into the building itself with its listings of the many events staged at the library, from various readings to a Day of the Dead exhibit to an annual contest in the spring for the best "edible" book. One of its most impressive features is the "live chat" function, which appears no matter what page students are on: students can type in questions and get responses almost instantly from the reference librarian on duty at the time.

Third, our librarians support a truly excellent library orientation program. I work with Elizabeth Bowman, who has created a customized wiki page for my research assignments in English 110 (first semester freshmen composition, which focuses on reading, writing, and research skills) and English 111 (second semester freshman composition, which focuses on critical thinking through the analysis of literature and also includes a research paper). She read my research assignments for both classes, excerpted the key information relating to the kind of research the students needed to do, and then created a page full of links to the best databases for the given assignments. In English 110, for example, our paper focuses on a social problem. Her wiki page establishes all the categories she goes over with the students during their orientation. (A note on our orientations: students come to a computer classroom in the library where the librarian demonstrates various research strategies. Then, for the last part of the class, students work on the libraries laptops to begin to research their topics, with Elizabeth and myself supporting their efforts.) The research orientation for my English 110 class includes the usefulness of many reference books on social problems (for those students still trying to find a topic), which Elizabeth wheels into the room on a big rolling shelf, and moves through how to find the right subject headings in order to locate periodical articles, books, and web sites relating to a given topic. She also does a beautiful job of reminding them of how to evaluate web sites.

The usefulness of this orientation is abundantly clear for me when I see the few students who miss it struggle for weeks to try to catch up. The amount of information available on the Internet is overwhelming, and too many students think Google is the only way to find information. After an SBCC library orientation they understand how to get to databases with specialized information that will make their research papers so much stronger.

Thanks to our talented librarians who are willing to work with their faculty members, SBCC students learn about the complexity of what is out there as well as the tools they can use to select and evaluate research material. Students who attend an orientation typically seek out the librarian who gave it if they have further questions: the personal connection made at these orientations is invaluable. Also, I refer students who are having trouble finding sources, reminding them to take the time to go, in person, to the reference desk and invariably they come back, both relieved and energized, because they have been helped to find worthwhile sources for their projects. Finally, I have learned from working with Elizabeth, deepening my knowledge of the kinds of information that is out there and how to access it.

As someone who teaches research paper writing, I am grateful to have the opportunity for a real partnership with our talented SBCC librarians. Thanks to their outstanding librarian orientation program, my students are equipped to succeed in my courses, and they gain information literacy skills for life.

Sincerely,

Kimberly Monda, Ph.D.
English Professor, Santa Barbara City College
(805) 965-0581, ext. 2523
monda@sbcc.edu



November 20, 2010

Selections Committee
Association of College and Research Libraries
Excellence in Academic Libraries Award Program
50 East Huron Street
Chicago, IL 60611

Dear Selections Committee:

It is my pleasure to recommend the Santa Barbara City College (SBCC) library staff and faculty for the Excellence in Academic Libraries Award. I cannot stress enough just how appreciative I am of their commitment to our students, willingness to collaborate, and in general, how well they work together to support student learning. As a Professor of English Skills, I have worked closely with the SBCC library faculty and staff for ten years. Over those ten years, our cooperative and collaborative relationship has really blossomed to the point that the library is an integral part of my planning for any course I teach. I rely upon the library staff for information, ideas, and appropriate references.

As a reading and writing instructor of developmental students, it is incumbent upon me to find both age appropriate and language appropriate materials for the diverse group of students that populate my classes. They are monolingual U.S. high school graduates, English as a Second Language international and immigrant students, and returning students such as military veterans and single mothers. Our reference librarians have been invaluable in identifying books, articles, websites, and other materials that I find both relevant and of interest to the students I teach. They have also instituted such progressive tools as an "Ask a Librarian" tab on-line with which students can directly chat with a librarian for help and information.

I also must comment upon the creativity and imagination shown by our library staff. Over the last several years, our library has incorporated a coffee bar where students can sit with a cup of coffee or tea and study individually or with partners in the library. This coffee bar is set up in a place which is convenient to students, but not intrusive to the quiet and order of the library. During finals week, the library offers relaxation and distressing activities such as Wii games and meditation. During the Day of Dead celebration, our library hosts the colorful altars assembled by our Mexican-American students. One of our library staff routinely organizes an edible book competition, which is both amusing and imaginative. I can't emphasize enough how our library has blossomed over the last several years under the leadership of our crack library staff. The SBCC Luria Library is abuzz with students chatting, studying, researching, working at banks of computers, occupying study rooms, and in general using the building as a central meeting place, and a multiuse facility.

Sincerely,

Lou Spaventa, PhD
Professor of English Skills
Santa Barbara City College