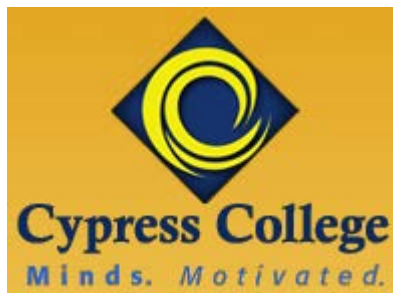


# Cypress College Library

## Technology Plan



**2014-2017**

Revised by:

**Monica Doman**  
Systems Librarian

# **Cypress College Library Technology Plan**

**2014-2017**

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# Cypress College Library Technology Plan

2014-2017

## Executive Summary

The **mission** of the Cypress College Library is to provide knowledgeable staff, appropriate equipment, and a suitable physical environment to support library users with high-quality experience-based learning. The Cypress College Library mission is based on the principle of the **Cypress College Vision**; a premier learning environment for student success and community enrichment.

Our **goals** in meeting this mission include: educating our users in the most efficient use of computerized resources, providing access to information resources in all formats, and supporting library technology with appropriate funding and personnel.

Some **objectives** to be met in reaching our stated goals include: upgrading the current ExLibris Voyager online catalog system, implementing new social media tools, and providing secure 24/7 access to the library's expanding electronic resources. We also seek to create a physical environment conducive to the ergonomically sound use of computer technology in the library, and to continue to extend our services beyond the walls of the library by providing campus and remote access to electronic information. The objectives are directly related to the **Cypress College Core Values** of excellence, integrity, collegiality, and inclusiveness.

In order to **fulfill** our technology objectives, reach our goals, and properly achieve our stated mission, the Cypress College Library needs: knowledgeable technical support, consistent funding in the campus budget, and adequate staffing within the library.

Since the last revision of the library technology plan, Cypress College has implemented a campus-wide technology plan. The library technology plan works in support of and cooperation with the Cypress College Campus Technology Plan as well as other college planning documents such as the Educational Master Plan, the Student Equity Plan, and the Campus Strategic Plan. In the spirit of innovation and cooperation, we present the Cypress College Library Technology Plan for 2014-2017.

## **Cypress College Library Technology Plan**

**2014-2017**

### **Library Mission Statement**

The mission of the Cypress College Library is to provide library users with high-quality experience-based learning, develop information-seeking abilities appropriate for individual levels of scholarship, and to support their research needs at Cypress College in preparation for transfer to four-year universities and in the job market. Library faculty members are here to teach students how to locate, evaluate, synthesize, and communicate information efficiently, effectively, and ethically.

The library provides materials, facilities, and resources which encourage innovation and experiential learning, and whenever possible, makes use of new technologies which provide access to information beyond the physical boundaries of the library facility.

## **Cypress College Library Technology Plan**

**2014-2017**

### **Statement of Goals**

The Cypress College Library declares the following technological goals in its support of the educational and life-long learning advancement of Cypress College and its students, faculty, and staff:

1. Provide access to information in various formats and by various means;
2. Provide instruction in the use of electronic resources;
3. Provide appropriate and ongoing support of and access to the use of technology in the library;
4. Make use of campus, community, and partner library resources to enhance and complement the services we provide.

The Cypress College Library Technology Plan supports the library program student learning outcome (SLO) objectives by using these technology goals to further enhance critical thinking and information competency skills. Students will be able to effectively and ethically acquire, organize, analyze, synthesize, evaluate, and communicate information. Students will also be able to determine which technology resources will produce the desired results.

## Cypress College Library Technology Plan

Fall 2014

### Technology Objectives: Goal 1

Provide access to information in various formats and by various means:

- *Investigate the library's role in social media sites.*

The library will research various social media sites and determine through student input if they would like to see a library presence on any of these sites.

- *Investigate the feasibility of a library smartphone/tablet application.*

More and more students are equipped with smartphones and/or tablets upon entering college. In an effort to reach students through various means, the library wants to investigate the possibility of expanding access to the various library databases through student smartphones and tablets. Ideally, the library would like to subscribe to a service like Boopsie that would create a library-specific mobile app with access to the library online catalog and all the library databases.

- *Consider purchasing tablets for student use.*

The library is considering purchasing a few tablets that could be checked out by students, faculty, or staff. Working in conjunction with the campus bookstore, we would like to investigate purchasing a few tablets and pre-loading them with either a few popular *New York Times* bestsellers or some of the more heavily used textbooks that are available in an e-book format.

- *Upgrade to Voyager 9.*

The most current upgrade for the online catalog system is Voyager 9 with an anticipated release date of fall 2014. The Cal-West consortium is anticipating being able to upgrade to Voyager 9 in fall 2014 or spring 2015.

- *Investigate the purchase of an electronic message board for the library.*

The library would like to be able to post announcements or messages on a large electronic message board. Ideally the message board would be located near the

entrance/exit gates so that students can see the latest information when they come into the library.

- *Consider expanding the ContentDM subscription.*

The library has developed collection development guidelines for Special Collections/Archives. Some of the items donated to Special Collections have been sorted and cataloged, but there is still an immense amount of material that needs to be organized. One goal is to continue to add digitized images to our current ContentDM account, making more historical campus images available via the library web site.

- *Investigate an electronic room-reservation system.*

In an effort to update the current system and allow online reservations of group study rooms, the library is investigating possible electronic room-reservation systems (ex: TutorTrac or iCal) .

- *Investigate the use of an open source catalog*

The library is keeping abreast of current developments with regards to an open source catalog system for future consideration.

- *Look at the possibility of updating the e-book reading software and/or access.*

In order to provide easier access and a wider availability of e-book titles, the library will research additional e-book reading software and vendors, such as 3M Cloud Reader, Freading, and Oyster.

- *Continue to evaluate new library databases*

The library continues to explore databases that fill the specialized research needs of our users, while maintaining a current subscription to the EBSCOhost Academic Search Premier and MasterFILE Premier databases with CINAHL Plus. The library has also added a couple of new databases to our EBSCOhost subscription, such as the International Bibliography of Theatre and Dance and the Auto Repair Reference Center. ProQuest National News Core, Science Online, Salem Press History, Salem Press Literature, and Salem Press Science are several of the databases the library has chosen to subscribe to recently to provide additional electronic support to the students, faculty, and staff at Cypress College. Through library consortia memberships, we will take advantage of free trial subscriptions, and will “stress test” databases for ease of use, timeliness of

information, and relevancy to research needs.

If desired databases are identified, we will then explore funding sources that will enable us to commit to long-lasting subscriptions. We will avoid making decisions that may need to be undone the following year due to lack of funding. Existing print collections, other comparable databases, curriculum, and patron demand will all play key roles in determining the level of financial commitment we will make to any given online subscription.

- *Continue providing remote access to electronic information beyond the walls of the library.*

The library will continue subscribing to EZProxy to allow remote access to the library databases.



## Cypress College Library Technology Plan

Fall 2014

### Technology Objectives: Goal 2

Provide library instruction in the use of electronic resources:

- *Migrate the library web site to a new service provider.*

The library will continue to maintain a web site, which serves as a gateway to all available online-based information appropriate to the users of the library. The web site includes links to the online catalog, electronic databases, subject-specific web sites, services, policies, handouts, the “Text-a-Librarian” service , and frequently asked questions. If a new vendor is selected by the campus, the Systems Librarian will migrate the current library web site to a new service provider.

- *Update the TILT program*

TILT is a self-paced, online library research tutorial. The library would like to look at updating the program and making any necessary upgrades.

- *Research remote virtual desktop software for reference*

The library would like to research the options for providing remote virtual desktop research assistance from the library reference desk to off-site patrons (ex: Desk Tracker, Gimlet, or LibAnalytics).

- *Double-sided monitor for the reference desk*

Instead of moving the reference desk monitor back and forth, the library would like to see if there is an option for a double-sided monitor so that students can see the reference librarian’s research process from both sides of the reference desk.

- *“Crowdsourcing” for workshop offerings*

Crowdsourcing is online polling or surveying of users in a short period of time to see where the interest lies on a given subject. The library is interested in investigating the use of this patron-driven demand system to determine what upcoming workshops to offer.

- *Create more video tutorials for library research*

The library is interested in creating and uploading video tutorials to assist in library research needs and questions.

- *Library Technology Program*

The library would like to investigate developing a Library Technology certificate program at Cypress College.

## Cypress College Library Technology Plan

Fall 2014

### Technology Objectives: Goal 3

Provide appropriate and ongoing support of and access to the use of technology in the library:

- *Replace light pens/scanners in circulation and technical services.*

It is time to look at replacing the light pens/scanners at the circulation counter and in technical services.

- *Replace sensitizer equipment in circulation and technical services.*

The sensitizer equipment in circulation and technical services is more than 30 years old and should be replaced to ensure that library materials are kept as safe as possible from theft.

- *Replace or upgrade the security gates at the exit/entrance of the library.*

The 3M security gates are unreliable and need to be replaced or upgraded to keep the library collection safe.

- *Implement new inventory software.*

The library has not been able to conduct a comprehensive inventory of the library collection in at least 5 years. There is new software available and the library would like to use this software at the District level to work in conjunction with our library online catalog holdings.

- *Replace the reference desk printer.*

The printer at the reference desk will need to be replaced in the next few years.

- *Replace the fax machine in circulation and technical services.*

The fax machines in circulation and technical services will need to be replaced in the next few years.

- *Invest in repairing the burned out outlets in the study tables and study carrels.*

Many of the outlets built into the study carrels and study tables have burned out over time and no longer work. Our students have smartphones, tablets, and laptops that they would like to plug in to a power source.

- *Investigate the feasibility of a “charging station” for student use.*

With so many students needing to charge their multiple electronic devices, the library would like to investigate having a bank of outlets that are there primarily to serve the purpose of “re-charging” devices.

- *Staff color photocopy machine*

Investigate the possibility of purchasing a staff photocopier for the reference workroom.

- *DVD cleaning equipment*

The library should look at purchasing some equipment to clean the large collection of DVDs.

- *Straps/carriers for the inventory iPads*

The iPads that will be used in conjunction with the inventory software will need some hand-held straps or a protective carrier that will allow for ease of scanning while in the library stacks and that will protect the iPads from being dropped or broken.

- *Maintain a student computer login system*

The implementation of a student computer login system has been a valuable addition and will need to be maintained and continued.

## Cypress College Library Technology Plan

Fall 2014

### Technology Objectives: Goal 4

Make use of campus, community, and partner library resources to enhance and complement the services the library provides:

- *Expand library newsletter.*

In an effort to keep campus faculty, staff, and students aware of the variety of services offered at the Cypress College library, we will look into expanding our “Faculty Finds” print newsletter or creating an electronic blog via the library web site.

- *Investigate on-demand film subscription.*

An on-demand film subscription would allow patrons to select from an even larger film library than what can be offered in the traditional “on-the-shelf” library collection.

- *Investigate installing a vending machine with school supplies.*

There are many times when a student needs a pencil or a scantron and a vending machine located in the LLRC rotunda would be extremely helpful, especially when the bookstore is already closed for the evening.

- *Investigate the possibility of shared database subscriptions with the District and/or Fullerton College.*

The libraries at Fullerton College and Cypress College currently subscribe to many of the same databases, but the subscription is based on the campus FTEs. The library would like to investigate the feasibility of sharing the expense of some of these subscriptions with the District and/or Fullerton College.

- *Maintain regular contact with other labs and learning centers on campus.*

The library will maintain relationships with key personnel in labs and learning centers throughout campus. Through membership in various campus committees, librarians will forge relationships and share information. We will distribute information regarding our electronic resources to other labs and learning centers. Conversely, we will seek out and provide the most up-to-date information about other labs and learning centers to our patrons. When

appropriate, we will link to the resources of these entities through our library web site.

- *Continue partnerships with California State University Long Beach, Fullerton College, Golden West College, Orange Coast College and other local libraries for shared use of collections and resources.*

The library will link to publicly available resources and other local libraries through the home page. We will provide referral services as appropriate, and we will in turn provide these libraries with up-to-date information about services available at Cypress College.

- *Continue contact with divisions on campus*

The library will continue to pursue means by which we extend our outreach to faculty and staff on campus. Projects include collaboration on library collection purchases, attending division meetings when appropriate, and conducting individualized instruction sessions on library resources.

**APPENDIX A:**  
**Cumulative List of Accomplished Technology Objectives**  
**(These items appeared in previous Cypress College Library Technology Plans)**

1. Implement EZProxy software.  
(Status: Accomplished, will continue to maintain)
2. Continue to review and evaluate electronic databases.  
(Status: Accomplished, will continue to maintain)
3. Continue expansion of library web site.  
(Status: Accomplished, will continue to maintain)
4. Continue expansion of wireless access.  
(Status: Accomplished, will continue to maintain and expand)
5. Implement Voyager 7 (TomCat)  
(Status: Accomplished)
6. Implement Google Books as feature of Voyager 7.  
(Status: Accomplished)
7. Continue developing Special Collections/Archives.  
(Status: Accomplished, will continue to expand and maintain)
8. Continue developing Delicious social bookmarking tool.  
(Status: Accomplished, will continue to expand and maintain)
9. Investigate feasibility of additional student workstations.  
(Status: Not feasible, expansion of wireless access used as an alternative)
10. Upgrade Room 245 into smart classroom.  
(Status: Accomplished)
11. Expand offerings of Library 100.  
(Status: Accomplished)
12. Expand partnerships of Library 100 in learning communities.  
(Status: Accomplished, however learning communities were discontinued in the meantime)

13. Implement Meebo reference tool.  
(Status: Accomplished, however Meebo was discontinued. The library replaced Meebo with the Text-a-Librarian service.)
14. Continue utilizing Jing software.  
(Status: Accomplished)
15. Continue updating electronic Reference Desk Manual.  
(Status: Continue to maintain)
16. Consider purchasing LibGuides/Pathfinders software.  
(Status: Accomplished, however the library decided to end our subscription to LibGuides)
17. Implement a computer login system.  
(Status: Accomplished)
18. Upgrade memory on all library workstations.  
(Status: Accomplished)
19. Replace staff color printer.  
(Status: Accomplished)
20. Replace staff circulation counter printer.  
(Status: Accomplished)
21. Maintain regular contact with other labs and learning centers on campus.  
(Status: Continue to maintain)
22. Continue partnerships with local libraries.  
(Status: Continue to maintain)
23. Consider creation of a library newsletter.  
(Status: Accomplished, but may expand)
24. Maintain contact with divisions on campus.  
(Status: Continue to maintain)



25. Stabilize funding for electronic databases.  
(Status: Continue to maintain)
26. Consider purchasing print card re-value machine.  
(Status: Accomplished)
27. Investigate converting to an RFID barcode system.  
(Status: This technology is not stable and the library is no longer pursuing the idea)
28. Replace scanner.  
(Status: Accomplished)
29. Consider purchasing classroom management software.  
(Status: Accomplished)
30. Continue services beyond the walls of the library by allowing campus and remote access to electronic information.  
(Status: Accomplished)
31. Investigate digital files and imaging applications.  
(Status: Accomplished)
32. Implement an inventory control module.  
(Status: The old software no longer works and the library is in the process of converting to a new inventory system)
33. Implement the Endeavor Universal Borrowing Module  
(Status: Accomplished; however, Cal-West has eliminated this module)
34. Implement the Endeavor Interlibrary Loan Module  
(Status: Cal-West decided to eliminate this module)
35. Purchase and install DVD players in the library viewing area.  
(Status: Accomplished with the purchase of 8 DVD/VHS television viewing stations)
36. Investigate the use of a pay for print system for printing needs.  
(Status: Accomplished with the new Xerox/Jamex pay for print vend system, will maintain yearly)

37. Planning and designing for possible new Library/Learning Resource Center.  
(Status: Accomplished with the new LLRC, opened in January 2006)
38. Continue to provide “one-stop” catalog stations at convenient locations in the library.  
(Status: Continue to maintain)
39. Continue to review and consider for purchase electronic remote-access databases as part of the collection development process.  
(Status: Continue to maintain)
40. Seek to conform to all relevant standards in providing electronic access to information.  
(Status: Accomplished with the addition of cataloging records tied to titles in the netLibrary ebook collection and Gale’s Virtual Reference Library collection, continue to maintain)
41. Maintain patron orientation programs and continue to experiment with innovative methods for targeting specific audiences.  
(Status: Continue to maintain)
42. Maintain a classroom/lab for library presentations and hands-on instruction.  
(Status: Lost our classroom for a few years during reconstruction projects in the old library building. A new classroom/lab was included in the construction of the new LLRC building, which opened in January 2006)
43. Introduce a 1-unit academic research course.  
(Status: Accomplished with the introduction of Library 100 hybrid course, continue to maintain and expand offerings)
44. Pursue staff training programs for all standard applications.  
(Status: Completely dependent upon funding opportunities)
45. Make the library policies regarding computer use clear to our patrons.  
(Status: Accomplished with the posting of the Library and Campus Computer Use Policies at all library workstations and through the library web site)
46. Maintain an “ideal” workstation setup for both staff and public access machines.  
(Status: Accomplished through the use of DeepFreeze security software)

47. Maintain a "spare parts" inventory.  
(Status: Maintained)
48. Follow a rotation schedule by which older equipment can be recycled when replaced with new equipment.  
(Status: Campus rotation plan is in place)
49. Implement and maintain authority records.  
(Status: Accomplished through MARCIVE subscription and updates)
50. Continue the use of adaptive hardware, software, and furniture for the physically disabled, as well as for patrons of varying sizes.  
(Status: Adaptive equipment, software and furniture is available in the library)
51. Create educational handouts and flyers for library displays.  
(Status: Accomplished, available in print and on the library web site)
52. Implement a new Audio-Visual security system.  
(Status: Accomplished, Audio-Visual equipment is protected by the 3M security system; however, due to the high number of thefts/attempted thefts, the DVD collection is now housed behind the Circulation counter)

**APPENDIX B:**  
**Cumulative List of New and Ongoing Technology Objectives for the Cypress  
College Library**

**GOAL 1: Provide access to information in various formats and by various means:**

1. Investigate the library's role in social media sites.
2. Investigate the feasibility of a library smartphone/tablet application (ex: Boopsie).
3. Consider purchasing tablets for student use.
4. Upgrade to Voyager 9.
5. Investigate the purchase of an electronic message board for the library.
6. Consider expanding the ContentDM subscription.
7. Investigate an electronic room-reservation system (ex: TutorTrac, iCal).
8. Investigate the use of an open source catalog.
9. Look at possibly updating the e-book reading software and/or access (ex: 3M Cloud Reader, Freading, Oyster)
10. Continue to evaluate new library databases.
11. Continue providing remote access to electronic databases beyond the walls of the library.

**GOAL 2: Provide library instruction in the use of electronic resources:**

12. Migrate the library web site to a new service provider.
13. Update the TILT program.
14. Research remote virtual desktop software for reference (ex: Desk Tracker, Gimlet, LibAnalytics).
15. Look at a possible double-sided monitor for the reference desk.
16. Investigate the use of patron-drive demand "crowdsourcing" for workshops.
17. Create more video tutorials for library research.
18. Look at starting a Library Technology Program.

**GOAL 3: Provide appropriate and ongoing support of and access to the use of technology in the library:**

19. Replace light pens/scanners in circulation and technical services.
20. Replace sensitizer equipment in circulation and technical services.
21. Replace or upgrade the 3M security gates.
22. Implement new inventory software.
23. Replace the reference desk printer.
24. Replace the fax machines in circulation and technical services.
25. Invest in repairing the burned out outlets in the study tables.
26. Investigate the feasibility of a “charging station” for student use.
27. Look at adding a staff color photocopy machine for the reference workroom.
28. Consider purchasing DVD cleaning equipment.
29. Look at straps/carriers for the inventory iPads.
30. Maintain a student computer login system.

**GOAL 4: Make use of campus, community, and partner library resources to enhance and complement the services the library provides:**

31. Expand the library newsletter.
32. Investigate an on-demand film subscription.
33. Investigate installing a vending machine with schools supplies (white board markers, pens, pencils, etc...).
34. Investigate the possibility of shared database subscriptions through the District and/or Fullerton College.
35. Maintain regular contact with other labs and learning centers on campus.
36. Maintain partnerships with California State University Long Beach, Fullerton College, Golden West College, Orange Coast College and other local libraries for shared use of collections and resources.
37. Maintain contact with divisions on campus.