



Berkeley City College

2050 Center Street, Berkeley, CA 94704



Follow-Up Report
to the
Accrediting Commission for Community and Junior Colleges
Western Association of Schools and Colleges

Submitted
March 15, 2011

Follow-Up Report

Submitted by

BERKELEY CITY COLLEGE

To

**Accrediting Commission for Community and Junior Colleges
Western Association of Schools and Colleges**

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Statement on Report Preparation

Statement on Report Preparation

Berkeley City College and the three other colleges in the Peralta Community College District each completed a Comprehensive Self-Study report and submitted the reports to the Accrediting Commission for Community and Junior Colleges in early 2009. Accreditation site visit teams visited Berkeley City College and the three other colleges from March 9-12, 2009 for the purpose of evaluating the colleges' request for reaffirmation of accreditation. Several members of the four teams also met with the chancellor and district staff at the district office on Monday, March 9, 2009 prior to arriving at the colleges. Team members met with district staff to assess areas such as finance, physical facilities, human resources, technology resources, governance, budgeting, and board relations for the operation of the district.

On March 12, 2009, the Berkeley City College (BCC) site visit team and each of the three other college teams provided an oral report on findings from the visits, noting both commendations and recommendations. At a later date, President Betty Inclan was provided a draft of BCC's Evaluation Report with the opportunity to review the report for factual error. The final visiting team report for BCC and those of the three other Peralta colleges were reviewed by ACCJC at their June 9-11, 2009 commission meeting. ACCJC sent the four colleges and the district office letters dated June 30, 2009 stating the action the commission took on reaffirmation of accreditation. Berkeley City College's accreditation was reaffirmed, with two annual follow-up reports requested.

After the March 12, 2009 visiting team exit reports, Peralta district administrators and college administrators were aware there would be recommendations addressing district office practices. Three recommendations related to district office practices were documented in the June 30, 2009 commission letters. The commission directed the Peralta colleges/district to respond to these three recommendations in reports due to ACCJC by March 15, 2010, with an ACCJC team to do a follow-up visit after the submission date. Those reports were filed, and team visits scheduled for April, 2010. Thereafter, the ACCJC cancelled its scheduled site visit to BCC in favor of a more focused team visit to the Peralta Community College District Office.

Following the April 2010 site visit to the Peralta Community College District, the ACCJC placed BCC and the other three colleges on Probation status. In its June letter notifying the colleges and district of its decision, the ACCJC requested that the recommendations made to BCC and the other three colleges pertaining to district practices be addressed directly by the District Office in an October 15, 2010 report to the ACCJC. It is following the June 2010 notification that reporting to ACCJC was bifurcated: reports concerning district practices and recommendations

have been provided directly by the Peralta district; reports concerning college practices and recommendations still coming from the individual colleges.

The Peralta District filed its report by the October 15, 2010 deadline, and a site visit took place November 4, 2010. A January 31, 2011 letter to Peralta Chancellor Wise E. Allen notified the district that BCC and the other three colleges were retained on Probation status, pending another report to be filed by the District Office, March 15, 2011. The deadline for filing that report was subsequently changed to April 1, 2011.

This report serves as the second annual follow-up report requested of Berkeley City College. The report addresses Recommendation 3 related to library resources and staffing. BCC Recommendation 5, Management Systems, and Recommendation 6, Financial Resources and Technology, are now among the recommendations being addressed directly by the Peralta Community College District Office. As described above, recommendations pertaining to district practices and operations are being reported directly by the Peralta Community College District to ACCJC, following review by the colleges and approval of the Board of Trustees.

In preparation for this 2011 Follow-up Report to ACCJC, the accreditation recommendations were highlighted during remarks of the college president on Berkeley City College all-college days at the start of the fall and spring semesters, August 19, 2010 and January 20, 2011. Following rounds of information gathering at the college, a February presentation was made to the college's governance bodies—the Leadership Council and Planning and Budget Roundtable—and to BCC's faculty, staff, and students. Input was invited, and the Leadership Council held an open forum on February 23, 2011 for the college community to comment upon the college's draft response and reflect on progress toward fulfilling the ACCJC recommendation. The college's response was completed on February 28, 2011 with the assistance of administrators, faculty, staff and students, and the Planning and Budget Roundtable approved the final draft.

Concluding Remarks

Berkeley City College administrators, faculty, and staff have worked with district administration in addressing the recommendation pertaining to library staffing and resources. The Berkeley City College President, Accreditation Liaison Officer, and key faculty and staff look forward to meeting with the ACCJC visiting team to follow up its response to the recommendation and to provide updates since the time of the writing of this report.

Betty Inclan, Ph.D
President
Berkeley City College

Response to Recommendation Number 3

Library Staffing and Resources

Recommendation 3: Although significant progress has been made since 2003 in the library's quality and services, the team recommends that in order to improve and broaden upon the progress to date, the college develop an adequate, equitable, and sustainable library allocation for staffing and library resources. (Standards II.C.1, II.C.1.a, II.C.1.c, II.C.1.d, and II.C.2)

Overview

The primary mission of the Berkeley City College Library is to support the curriculum, research, and general information needs of the diverse Berkeley City College community by providing physical and remote access to quality diverse print, electronic, and multimedia resources, services, and instruction. Consistent with the mission and institutional outcomes of Berkeley City College, the library faculty and staff strive to promote information competency, critical thinking, lifelong learning, and academic success. They do so by making available to Berkeley City College students, faculty and staff the resources needed to conduct research related to their curriculum and educational endeavors and by promoting the information competency skills needed to successfully retrieve information.

The library is open Monday through Thursday, 8:30 a.m. to 7:30 p.m., and Friday, 8:30 a.m. to 4:00 p.m. during the fall and spring semesters. It is also open 20 hours per week during the summer session. In Fall 2010, after collecting data concerning student need, the library discontinued Saturday hours in favor of expanded evening hours with reference support services. There is now a librarian providing reference/research assistance 46.5 hours per week.

As part of its instructional support activities, the library offers orientation sessions and reference services for instructors and courses. Orientations are given upon instructors' requests. They range throughout the curriculum and most recently have included presentations for English, business, history, humanities, and psychology.

Library orientations focused on bibliographic instruction:

-	2008-09:	32
-	2009-10:	23
-	2010-11:	20 as of 2/9/11

Circulation Statistics

Library circulation statistics indicate a leveling off of circulation transactions. The dramatic increase of circulation between 2007 and 2010 can be attributed in large part to the growth in student numbers at BCC following the college's move into a new single-building campus in Fall 2006. Student numbers rose from approximately 4,700 unduplicated head count to more than 7,300. With current state and local funding reductions, the reduction in FTES is expected to reduce our student head count over the next few years. The positive location of the library in the

new building, improved stacks making it easier to browse the collection, new items being continually added to the circulating collection, and a stronger reserve collection, also were critical factors in the increased transaction figures.

Library circulation statistics show that a majority of the transactions involve the reserve collection:

Number of reserve items checked out

Year	2007	2008	2009	2010
Reserve check-outs	4038	5803	11065	11646

Total # of circulating items checked out

Year	2007	2008	2009	2010
Total check-outs	5174	6803	12513	12882

Library Usage

Library foot traffic has risen dramatically since BCC’s move to the new campus building. In 2006, there were an estimated 14,600 library users. In Fall 2007, a more accurate system for tracking library usage was implemented, using security gate activation numbers. In the 2007-08 academic year, users entered the library 63,498 times. In Spring 2009 the weekly headcount averaged 2,500 users entering the library (excluding 50 entrances a day to account for library staff). For Fall 2009 and Spring 2010 the average headcount was 2,944 users per week, and for Fall 2010, the average headcount was 3,165 users per week.

Program Learning Outcomes and Assessment

The library ‘completed the loop’ of program assessment in 2009. User use of, response to, and satisfaction with library reference and circulation services, operating hours, and the collection were measured using a survey 2007-2008 issued to faculty, staff, and students. Results were published on the library website. Assessment of various measures is an ongoing part of the BCC library activities. The library measures outcomes from orientation sessions by using pre- and post-orientation quizzes administered by faculty teaching the section in which the orientation is held. Spring and Fall 2010 results will be compiled and analyzed during the Summer 2011 session. In Fall 2011, the library plans to capturing reference statistics and requests by faculty for course-related services.

Library Staffing

From Recommendation 3: “ ...the team recommends that in order to improve and broaden upon the progress to date, the college develop an adequate, equitable, and sustainable library allocation for staffing

Prior to 2005, the Berkeley City College library staff consisted of one librarian. In 2005 an additional librarian and a classified staff library technician were hired. By 2006, the staff consisted of three library faculty, one of whom worked half time, and a full time classified staff library technician. That staffing level remains the same to date, with 2.5 librarian faculty FTE and 1.0 classified FTE allocated to BCC.

In its Spring 2010 Program Review and Fall 2011 Annual Plan Update, the BCC Library indicated a staffing priority for two additional classified library technicians. The staff resource request was presented to the college Planning and Budget Roundtable in Fall 2010, where the college named a library technician as its top staff hiring priority for 2011-2012, and a second library technician as a tier two hiring priority. The prioritized listing of staff hiring needs was presented and received at the district Planning and Budget Council in February 2011. However, because of current fiscal exigencies, there is a hiring freeze in the Peralta Community College District.

In February, 2011, the BCC Planning and Budget Roundtable endorsed the library’s staffing plan to retain current levels of service in 2011-2012. That plan included provision of .5 FTE from the Instruction Office reassigned time budget to cover librarian substitutes during absences and to cover 20 hours per week of service during the summer session.

Staffing Action Plan

The Berkeley City College library serves roughly the same number of students as do the libraries at College of Alameda and Merritt College, also in the Peralta Community College District. The dramatic surge in students being served at BCC since Fall 2006, without an associated increase in staffing, has created a disparity in staffing levels by comparison with its sister colleges. The Fall 2010 Annual Plan Updates across the campuses documented staffing levels as follows:

Faculty/ Classified data comparables

	Alameda	Berkeley	Merritt
Contract FTEF Librarians	3.8	2.5	2.6
Classified FTE Library Technicians	4	1	3.5

It is unclear, with current district budget exigencies, whether progress can be made toward reaching the 2011-2012 recommended classified staff library technician level of 3.0 FTE. However, with student numbers expected to taper slightly, current service levels can be maintained with the base staffing available.

If additional staffing can be obtained, then the library will be able to implement additional scheduled reference desk hours, drop-in workshops in the library lab, and open lab hours with library staff supervision. In addition, credit courses in library research serving BCC instructional programs can be developed and offered.

LIBRARY RESOURCES

From Recommendation 3: "... the team recommends that in order to improve and broaden upon the progress to date, the college develop an adequate, equitable, and sustainable library allocation for ... library resources."

Online Public Access Catalog System (OPAC)

A two-year process to purchase library management software system to replace the legacy catalog system used by the Peralta libraries was finalized when the Board of Trustees approved the acquisition at its February 15, 2011 meeting. The system cost will be \$275,000, with transition and training expenses also anticipated. Funding has been secured through Measure A capital expenditure bond moneys.

The new library management system (OPAC: on-line public access catalog) was much needed in that the ability to catalog new materials had come to an end under the old software. The OPAC system will greatly improve student access to resources. The off-site student authentication capability will provide students with off campus access to databases without the need of passwords; it provides for creating and maintaining electronic reserves, meeting the needs of students taking on-line courses or otherwise needing access to resources when the library is closed. For library staff, the OPAC system allows for greater statistic gathering, providing the libraries with stronger tools for assessment and collection development purposes. Budget tracking features, expedited cataloguing processes, the ability to add photos to patron information, and the ability to generate and send overdue notices, are a few of the measures that will enhance library efficiency and effectiveness.

The OPAC installation, transfer of materials from the legacy system, staff training, and implementation are expected to get underway in Summer 2011.

Collection Development

In Fall, 2006, BCC moved into a newly completed one-building campus located at 2050 Center Street in Berkeley, California. The BCC library in that new campus was built to California Department of State Architect capacity-ratio formulas for libraries, taking into account expected growth levels by the year 2015 to 7,500 students. The library was provided sufficient shelving and space to hold 15,000 to 17,000 books and recordings, in anticipation of significant growth.

The library's materials collection is reasonably well balanced and is developed and maintained to support the college curriculum. When the ACCJC team visited BCC in Spring 2009, the on-site collection consisted of 6,000 print books, about 500 video recordings. Currently the library holds 13,876 catalogued items in its collection. This includes over 1,000 items placed on reserve, 11,000 items in the open stacks (circulating and reference collections), and over 1,000 CD ROM, DVD, and VHS recordings.

In addition to catalogued items, the library maintains a subscription to 40 periodical titles in print format and 19 electronic databases. Beginning in Fall 2010, the library has received a budget line item from the district for electronic databases. This line item resulted from college and district governance processes which identified this library resource need as a priority. For 2010-2011, BCC and each of the other Peralta colleges were allocated \$35,000 for databases.

Beginning in Summer 2011, the Berkeley City College Bookstore has agreed to provide to the BCC library a copy of each textbook that is adopted timely by BCC faculty. This arrangement will benefit the bookstore by encouraging timely textbook adoptions across the BCC schedule and will benefit the BCC students who rely upon textbook availability in the library reference section. The new program will limit the need for library funds to be expended on reference copies of textbooks.

While the library still does not have a stable annual book budget from the general fund, it has benefitted from the adoption of an Instruction Office procedure for inclusion of library resources in any grant or categorical funding stream related to instructional programs. This procedure has resulted in funding for library resources related to career-technical, basic skills, and sciences programs. The library continues to maintain its strong contacts with the community which has resulted in book gifts from the League of Women Voters and the Berkeley Public Library. There are also donations that flow through the Peralta Foundation for the benefit of the libraries.

By cooperating with teaching faculty, the librarians work to maximize the usefulness of the limited budget by obtaining materials that directly meet the needs of the current curriculum. With a librarian currently serving as a member of the College Curriculum Committee, this effort is furthered by providing additional opportunities for collaboration with discipline faculty to improve library collection resources and to ensure that there are sufficient resources for new courses. Librarians carefully monitor the library's collection development process in order to meet the curricular and lifelong learning needs of our students. This goal is accomplished through the professional and subject expertise of library faculty who work in conjunction with classroom faculty to continuously identify new titles for addition to our collection.

Relationship with Berkeley Public Library

BCC's library maintains a strong working relationship with the Berkeley Public Library. BCC students have library privileges at the public library, in that any California resident may obtain a Berkeley Public Library card. The large main branch of the public library is conveniently located within two blocks of the BCC campus, and the BCC head librarian meets regularly with librarians from the public library. Although there is no formal agreement between the BCC and public library, the public library has donated some reference titles to BCC from its collection, and numerous benefits exist for BCC students.

Among the benefits for BCC students offered by the Berkeley Public Library:

- access to interlibrary loan through Link+ which offers interlibrary loan access to public and academic libraries throughout the state of California and Nevada;
- a strong reading collection that supports needs of Basic Skills and ESL students;

- A larger collection of books than the Peralta District libraries currently provide. The Berkeley Public Library, for example, holds over 6000 books on the subject of Art;
- Access to 3,456 titles from Safari Books Online covering computer programming and digital media subjects which support BCC computer information system and multimedia students;
- Off-site access to additional databases not available at BCC. The BCC library relies on the public library for student access to Books in Print, a large database the college could not on its own afford;
- Expanded access to reference books;
- Large multilingual collections including books, movies, and music in Arabic, Chinese, French, Japanese, Russian, Spanish, and Urdu;
- Additional public library reference services (strictly reference, whereas BCC's library also provides instructional services for student reference and research);
- Saturday and Sunday hours; and
- Usage of the same catalog system that is being purchased by the Peralta District libraries, thus increasing student familiarity with use of the OPAC interface.

Relationship with University of California-Berkeley Library

Many of UC-Berkeley's world class libraries are open to the general public during regular operating hours. BCC students who are concurrently enrolled at UC-Berkeley have check-out privileges at no additional charge. Other BCC students benefit from a statewide agreement in which California community college students can obtain a UC-Berkeley library card for a lower-than-alumni, lower-than-general-public rate of \$25. BCC's library provides information on accessing the UC-Berkeley libraries, and library staff also demonstrate some of the available collections in the library orientation sessions.

Resource Action Plan

Given that the physical space of the new BCC library accommodates holdings of approximately 15,000 to 17,000 books and DVC/CDs, the current collection is close to achieving its on-site level for 7,500 students. Additional holdings at the Berkeley Public Library, the University of California-Berkeley libraries, and at the libraries of the Peralta sister colleges bring the size of the accessible collection to more than three times the on-site size. In addition, online resources have greatly expanded the availability of library resources for BCC students.

On-site at BCC, the library's goal is to continually update currency of the collection and to ensure the learning needs of BCC students in the instructional programs are met. When growth in student numbers resumes, it will be important for the library to match staffing and resource allocations with the growth of service demand.

The library currently offers electronic access to 19 electronic databases, 11,660 books via *netlibrary*, and another 530 reference books via *Credo Reference*. The BCC library expects to maintain this level of electronic service with the budget line item allocation provided by the district. The library's plan is to continue to expand its online resources by: purchasing the annual collections offered through the Community College Library Consortium (CCLC); purchasing e-

books outside the consortium for specific needs of the BCC community; and by expanding databases as the learning and research needs at the campus dictate.

Documents

Library Mission Statement

Library Staffing Plan, 2011-2012

BCC Integrated Budget Planning Process, 2011-2012 Requests

Library Information Packet for Faculty

Governing Board Review

The Berkeley City College Follow-up Report was submitted for Board of Trustees review on March 2, 2011. It was placed upon the board agenda for the March 15, 2011 regular Board of Trustees meeting. At that meeting, the report was approved and accepted.