REPORT OF THE SYSTEM OF LIBRARIES TO THE

RECOMMENDATIONS OF THE WASC COMMITTEE

MAY 2011

Introduction

This report covers the period of the second half of 2009, 2010, and the first half of 2011 (in some items). It is based on the six observations that the WASC Commission raised on the libraries in the capacity Report of the year 2009. The recommendations are:

 5.1 Increase the digital and paper collection.

5.2 The University should continue with the effort of developing in faculty the skills unique to informational literacy.

5.3 Comply with the restorations included in the 2010 Plan for Mexicali and Tijuana.

5.4 Demonstrate the effectiveness of the relationship between faculty-student-library. 5.5 Evidence in the training of staff of the libraries.

5.6 Display the progress of the new Library Strategic Plan.

This document was prepared by the management team of the three libraries of CETYS. Relying on the support and advice of Dr. Alberto Garate Rivera, linkage of the libraries with the President's Office, and also Dr. Gabriela Sonntag, external consultant of CETYS for the topics of library. Similarly, in more than one occasion advances were presented before the Library Committee, consulting body of the President's Office directed by Enrique Carmona Yglesias, consultant of the Northwestern Educational Institute, Non-profit Association (IENAC).

The structure of the report considers a simple methodology of four steps: (a) To state the recommendation; (b) To describe the commitment of the institution as a result of the recommendations; (c) To show the actions and activities, including the evidence supporting the action; (d) To list the commitments for the improvement in those areas where there is a perceived need.

Development of the report

5.1 Increase the digital and paper collection.

Commitment. In the framework of the 2007-2010 Library System Development Plan, one of its objectives refers to the topic of collections, and it points out that: *Selecting and defining in a joint way the information resources, both print and electronic, in such a way that it has updated and balanced collections according to the academic needs.* In this sense, it establishes in its 2009 budget that the hard copy collection will grow 2000 volumes annually, while the digital collection (database) will be increased by 10% a year with the required budget. **(Evidence 1, 2007-2010 Development Plan. Evidence 2, Budget 2009).**

Developed actions. CETYS University has continued to increase its collection of printed and electronic books covering the main areas of interest: Business and Administration, Social Sciences and Humanities, and Engineering in a working relationship with the different academic areas **(Evidence 3: Procedure for the purchase of books 2008).** In spite of having done a discarding of 5, 241 volumes, the hard copy collection grew from 69,000 to 72,641 copies, which added to 91,967 e-books gives a total of 164,638 at a system level. Next we will see the annual growth of collection of books both printed and digital as well as the annual investment in US Dollars:

Concept	2009	2010
Printed Books	70,611	72,671
Electronic Books	83,867	91,967
Total Books	**154,478**	**164,638**
Investment USD	**$270,000**	**$280,000**

The acquisition and distribution of resources has been done at least under two parameters: by requests and recommendations of the academic colleges (schools and undergraduate program coordinators); balancing procurement so the needs of electronic resources of the colleges can be covered.

(Evidence 4: Electronic resources by College).

On the other hand, and to consolidate the collections and access areas, the System of Libraries keeps agreements of interlibrary loan both in Mexico and in the United States to strengthen and broaden its printed collection of books for their students and faculty. These libraries are: San Diego State University Library (Sister Library) and the Universidad Iberoamericana Noroeste **(Evidence 5. SDSU and Ibero Agreements).** In the following chart you can see the gradual increase in the demand for this service.

YEAR	ENSENADA	MEXICALI	TIJUANA	TOTAL
2010-2	143	34	52	229
2010-1	23	16	52	91
2009-2	3	2	10	15
2009-1	2	2	23	27

Commitment towards improvement. Under this heading both the 2020 CETYS Plan and the 2011-2020 Library Plan consider two points for improvement: a) To maintain the increase in collections. B) To hire a Collection Development Coordinator to centralize procurement and the technical processes. **(Evidence 6. 2020 CETYS and Evidence 7. 2011-2020 Libraries Plan).**

5.2 The University should continue with the effort of developing in faculty the skills unique to informational literacy.

Commitment. In the framework of the 2007-2010 Development Plan of the System of Libraries, one of its objectives refers to the topic of Informational Literacy and points out that: *To develop and implement a Program of Informational Literacy directed to the whole university community including activities such as: faculty training and curriculum design focused on Informational Alphabetization (ALFIN) within the syllabus.*

Actions. One of the main actions developed for this recommendation has been the following: the Center for Development and Academic Improvement (CDMA) in coordination with the library designed an Informational Skills Certificate Course (DHI) for full-time, part-time, and adjunct faculty of the three campuses, which began in the year 2009. **(Evidence 8 – Certificate Course Program, Evidence - 9 Attendance list.)**

To date, and according to the registration and evaluation reports, a total of 147 faculty members have participated, which are distributed by campus and by college as the following figure shows.

Faculty by campus and by college

	ENSENADA				MEXICALI				TIJUANA				GRAND TOTAL
	B&A	SSH	ENG	TOTAL	B&A	SSH	ENG	TOTAL	B&A	SSH	ENG	TOTAL	
Faculty with less than 50% of finished modules	12	2	8	**22**	8	6	6	**20**	20	12	14	**46**	**88**
Faculty with 50% or more finished modules	11	2	5	**18**	4	1	1	**6**	4	3	3	**10**	**34**
Faculty with 100% of finished modules	4	0	0	**4**	4	5	3	**12**	3	4	2	**9**	**25**
Total faculty registered 1st cohort DHI	**27**	**4**	**13**		**16**	**12**	**10**		**27**	**19**	**19**		**147**

As key indicators worth highlighting from the previous table, one can detect that the total number of registered faculty to the Certificate Course in DHI (first cohort) at system level is **147,** which represents about 50% of the total faculty (adjunct and full-time).
The number of faculty participation by College at a system level is as follows:
   a. College of Business and Administration: **70**
   b. College of Social Sciences and Humanities: **35**
   c. Engineering College: **42**

2. Faculty by type of hiring

	ENSENADA						MEXICALI						TIJUANA						GRAND TOTAL
	FT	PT	S	AD	AS	TOTAL	FT	PT	S	AD	AS	TOTAL	FT	PT	S	AD	AS	TOTAL	
Faculty with less than 50% of finished modules	2	1	17	0	2	**22**	8	0	7	2	3	**20**	15	2	28	0	1	**46**	**88**
Faculty with 50% or more finished modules	6	1	9	0	2	**18**	3	0	2	1	0	**6**	4	0	6	0	0	**10**	**34**
Faculty with 100% of finished modules	2	0	2	0	0	**4**	2	0	5	2	3	**12**	2	1	5	0	1	**9**	**25**
Total faculty registered 1st cohort DHI	**10**	**2**	**28**	**0**	**4**		**13**	**0**	**14**	**5**	**6**		**21**	**3**	**39**	**0**	**2**		**147**

Aspects worth highlighting in this graph:
   a. Full-time faculty (TC) at a system level registered in the certificate course: **44**
   b. Part-time faculty (MT) at a system level registered in the certificate course: **5**
   c. Substitute faculty (A) at a level system registered in the certificate course: **81**
   d. Adjunct faculty (AD) at system level registered in the certificate course: **5**
   e. Associate Faculty (AS) at a level system registered in the certificate course: **12**

Regarding full-time faculty at a system level who has completed the certificate course in DHI the number is: **6**, which represents a **14%** taking as reference the total number of full-time faculty at a system level registered in the certificate course **(44).**

It is important to comment that at the time this report was prepared there are 13 full-time faculty *(an indicator of faculty with 50% or more of completed modules)* as candidates to complete the certificate course in DHI in the month of June; as a result, this would change the percentage up to a **43 %**.

Other actions that are driving the Informational Literacy have been the preparation of a blog that includes three tutorials: Use of electronic catalog, use and handling of databases, and use of the APA style**. (Evidence 10 - Blog: http://cetys-biblioteca.blogspot.com/)**

One more activity within the framework of this recommendation has been the presentation and discussion of the Information Culture and Informational Literacy topic in the realm of universities. These reflections have been given at various Library Committee meetings, and they have had the intention of providing elements to the creation of information culture in CETYS. **(Evidence 11 - Minutes COCINFO March, 2010)**

Commitment towards improvement. The 2020 CETYS Plan has considered the Information Culture as one of the nuances or hallmarks of the educational model. This leads us to establish the following commitments: to continue giving the certificate course in a virtual way and face-to-face to finish with faculty training cycle of CETYS, and to participate actively with the corresponding academic bodies for the design and implementation of Informational Alphabetization syllabi (ALFIN) in the new curricula.

5.3 Comply with the restorations included in the 2010 Plan for Mexicali and Tijuana.

Commitment. In the framework of the 2007-2010 Development Plan of the Library System, one of its objectives refers to the topic of spaces and it points out that: *To provide sufficient and suitable spaces for keeping the collection of books, the services, and the administrative areas as well as their respective furniture and equipment; including* activities such as: *Review distribution, usage, and dimension of the existing spaces, and design and implement the space destined for the Resource Center for Learning and Research (CRAI).*

Actions. In the three campuses we have accomplished the objectives set forth in the 2010 development plan focused on promoting the spaces for the students' learning and to support faculty in the preparation of their courses.

In the case of Mexicali and Tijuana, the restorations of the libraries were directed toward the design and equipment of the Resource Centers for Learning and Research (CRAI). Tijuana remodeled in two stages: the first one in 2010, in which spaces were reserved for collaborative work (group and individual cubicles), and the second one in the first quarter of 2011 which focused on the CRAI. **(Evidence 12 - Tijuana Library Proposal Second Floor)**

Mexicali designed the space for the CRAI in the first quarter of 2010 and when they were going to start operations a natural disaster (earthquake) ruined some campus facilities causing severe damage to buildings that housed bachelor's degree classes and the administrative offices; in a emerging measure, the CRAI spaces were occupied and its operation was delayed until the summer of 2011. **(Evidence 13 - Drawings of the CRAI by campus)**

In various working meetings attended by librarians, those responsible for physical plant of the campuses and Gabriela Sonntag, it was established that the areas that should make up the CRAI are:

- Training hall.
- Electronic hall.
- Multimedia hall.
- Audiovisual hall.
- Video Library.
- Planning, analysis, and recording halls.

Commitment towards improvement.

(a) Mexicali Library. Due to   budgetary matters, the Library will take care of remodeling the spaces for collaborative groups in 2012; the planning has already started in 2011.

(b) Ensenada Library. According to the proposed plan, on November 2011 we will be inaugurating the facilities of the CRAI.

5.4 Demonstrate the effectiveness of the relationship between faculty-student-library.
Commitment. In the framework of the 2007-2010 Development Plan of the Library System, one of its objectives refers the topic of collaboration and support and points out that: *To work in a joint way with the academy to have a greater impact on the activities of teaching, learning, and research and generate the "Culture of Information"* including activities such as: *to create work*

teams between library directors and faculty of the colleges as well as to establish the basis for collaboration and support with the academy.

Actions. In order to establish closer relations and teamwork among academicians and librarians, were carried out a pilot program in the second half of 2010 with a group of 22 students from Professor Luis Linares in the Human Being and the Environment course in the climate change unit, which consisted of preparing a work program of two classes, four hours, developed in the library with the purpose of having the student look for and use the various information resources that the library had on the topic. The learning outcome would be shown by means of a 15-minute Power Point presentation and the submittal of an essay, citing in APA format all the bibliographical sources used.

1. Mexicali

College	Professor	Students	Course	Unit
SSH	Cecilia Contreras	21	Research Methodology	Critical Environmental Problems of Modern Age
B&A	Ernesto Montaño	6	Visual Marketing	The importance of the Image
ENG	Alma Abad	17	Material Properties	Perfect Cristal-clear Structures & Cristal-clear Imperfections
SSH	María Luisa Walther	21	Probate Law	Introduction to Probate Law

2. Tijuana

College	Professor	Students	Course	Unit
SSH	Adriana López	26	Psychological Development	Child Development
SSH	Alfredo Estrada	14	Theories of Condition	History of Philosphical Doctrines
B&A	Guadalupe Sanchez Velez	16	International Finances	Risk Management & derived products

3. Ensenada

College	Professor	Students	Course	Unit
ENG	Luisa Rosas	12	Operation Research Models	Unit I Operations Researh Applications
ENG	Socorro Lomelí	12	Probability & Statistics	Unit I Counting Methods
ENG	Socorro Lomelí	21	Probability	Unit 3 Normal Distribution

At the time the pilot program was presented and approved by the Library Committee **(Evidence 14 - Minutes COCINFO Nov 2010),** it was decided to apply it to each of the Colleges in the three campuses in the 2011 January-June semester. Below we show a summary chart of the programs implemented in each campus:

1. (Evidence 15 - Basic information by course)

Other activities that have strengthened the relationship between faculty and library were a series of meetings in various topics such as: Evaluation of databases for its possible acquisition as well as the integration of a formal program of informational literacy in the curricula. One outcome of the meetings was the assignment of the "Information Management" course that is in the syllabus under review. **(Evidence 16 –Information Management course program)**

An important part of this relationship between faculty, students, and library is the induction courses and workshops offered periodically and that have as a purpose to develop the informational skills of students in different disciplines; faculty asks the library staff the catalog use instructions or the use instructions of the specialized databases. **(Evidence 17 - Instruction Statistics).**

Other work evidence in the collaboration with the academicians has been the rise of electronic resources in support of learning and research in particular the use of the databases; below we show the usage statistics of two of them:

1. Usage statistics **Knovel Database** Mexicali

All Activity		
Period	**User Sessions**	**All Clicks**
Last Month (Feb 11)	557	4826
Year To Date (Jan 11 - Feb 11)	726	6155
Last 12 Months (Mar 10 - Feb 11)	3043	10 24770

Title Visits	
Month/Year	**Total**
Mar 10	57
Apr 10	67
May 10	225
Jun 10	48
Jul 10	52
Aug 10	440
Sep 10	246
Oct 10	229
Nov 10	547
Dec 10	451
Jan 11	116
Feb 11	547

2. **EBSCO Base** usage Statistics

2010

Site	Year	Month	Count	Average Length	Searches	Total Full Text	PDF Full Text	HTML Full Text	Image/Video	Abstract	Smart Link To
CETYS UNIVERSIDAD	2010	November	893	38	34790	1180	890	287	3	1431	27
CETYS UNIVERSIDAD	2010	October	1901	40	88780	3034	2583	445	6	3559	88
CETYS UNIVERSIDAD	2010	September	1946	38	86206	2979	2355	614	10	3371	116
CETYS UNIVERSIDAD	2010	August	2316	36	106229	2904	2254	501	149	3545	118
CETYS UNIVERSIDAD	2010	July	416	33	18769	531	391	138	2	516	14
CETYS UNIVERSIDAD	2010	June	839	41	37987	1201	941	259	1	1408	51
CETYS UNIVERSIDAD	2010	May	1543	38	72731	2643	2034	560	49	2939	128
CETYS UNIVERSIDAD	2010	April	1616	44	78802	3091	2463	497	131	3506	72
CETYS UNIVERSIDAD	2010	March	1504	38	47238	2321	1482	791	48	2527	67
CETYS UNIVERSIDAD	2010	February	1989	41	35264	2974	2272	686	16	4013	27
CETYS UNIVERSIDAD	2010	January	863	41	8852	1700	1152	548	0	2707	40
Grand Total			15826		615648	24558	18817	5326	415	29522	748

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2008 to 2010

Site	Year	Count	Average Length	Searches	Total Full Text	PDF Full Text	HTML Full Text	Image/Video	Abstract	Smart Link To
CETYS UNIVERSIDAD	2010	15621	38	605489	24122	18510	5197	415	29000	742
CETYS UNIVERSIDAD	2009	14237	55	173968	24187	15955	8080	152	47495	788
CETYS UNIVERSIDAD	2008	10301	44	94967	16632	11230	5269	133	19981	321
Grand Total		40159		874424	64941	45695	18546	700	96476	1851

Commitment towards improvement. It is suggested to continue with an academy-library linkage program not only because of its impact on the relationship but by a recommendation from the President that has manifested in the meetings of the Library Committee to: increase the coverage of participation by both faculty and students, which would boost the culture of information nuance and would strengthen one of the four pillars of the 2020Vision: the functioning of the learning communities. The program also enables you to exhibit a project for educational research to determine the relationship established between university students of CETYS and the use of information resources of the libraries. The outcome of the study could be presented in the various forums and conferences, which libraries staff attend to.

Another commitment to strengthen the linkage between the academicians is the creation of the library committees by campus, and by means of which they will have a better communication and feedback with the schools and undergraduate program coordinators. They would also work as a team with the full-time, part-time, and adjunct faculty in regards to the development of collections, information culture, and learning outcomes of the student.

One more action which will consolidate the relationship with academicians is the preparation of a work program of the CRAI from Mexicali and Tijuana to operate it in the 2011August-

December semester, considering such points as: to continue to promote information literacy; training for faculty in educational technology in particular the design of learning objects and the design of strategies supported by the use of technologies.

5.5 Evidence in the training of the staff of the libraries.

Commitment. In the framework of the 2007-2010 Development Plan of the Library System, one of its objectives concerns the topic of Human Resources and it points out: To develop and implement a program of educating, development, excelling, hiring, training, upgrading, evaluation and recognition of library staff as well as face-to-face education including the following activities: *Evaluation of personnel for the identification of profiles, participation in the DHI program, attending training courses, and the professionalization of the library staff.*

Actions. The evaluation of the whole library staff was carried out by an external consultant, Dr. Gabriela Sonntag, obtaining as a result the clear definition of the profile and a proposed organization chart of the System of Libraries. **(Evidence 17 - Report and recommendations on Ensenada personnel)**

Coupled with the above, the proposal supports the restructuring of the library staff whose new structure is already defined in the Tijuana Campus Library, which will allow it to better perform its functions, team work, and provide better services to our users.

This is why the necessary promotion and leveling adjustments according to their profile listed in the new organizational structure were carried out. **(Evidence 18 - Proposal organization chart system and by campus)**

More than 75% of the library staff at a system level participated in the Development of Informational Skills Certificate Course (120 hours), which favored in the rapprochement between Academy-Library.
In addition, the library staff has taken some training courses offered by our database suppliers.

An activity worth highlighting and which has been developed over the years is the inter-semester meeting of the library staff of the three campuses. This program is intended to train staff on current issues as well as to strengthen the integration of the team. A work program is attached. **(Evidence 19 – 2009 InterCETYS Agenda)**

With regards to face-to-face education, the Library Director of CETYS Ensenada continues his master's degree studies on Information Sciences (MIK) in the Instituto Tecnológico de Estudios Superiores de Monterrey (ITESM). A person of CETYS in Tijuana will start the procedures for studying the same master's degree in 2011. **(Evidence 20 - ITESM academic record)**
With regards to the attendance of librarianship events, half of the staff rotates year-on-year to attend the Baja California Librarian Conference, an annual congress of the State Association of Librarians (ABIBAC), which started in 2007 and the last one held was in October 2010. **(Evidence 21 - Listing of courses).**

At least one person attends the annual congress of the Mexican Association of Librarians (AMBAC), having attended in 2010 and 2011; at least one person attends some event at the international level such as the annual congress of the American Library Association (ALA by its acronym in English) in 2008. The annual congress of the International Federation of Library Associations & Institutions (IFLA by its acronym in English) in 2009, and the annual event of the American Association of Research Libraries (ARL by its acronym in English) in 2010. Other important actions were the visits to the American libraries such as: National University, San Diego State University, Mesa College, University of San Diego, California State University-San Marcos, and University of Arizona. For the purpose of having the staff identifies its action areas, another learning culture, and generating ideas for continuous improvement.

Commitment towards improvement. It is envisaged for this 2011 that the rest of the staff that is missing some modules or have not completed the certificate course would start it or continue in the virtual mode.
To continue with the restructuring of the library staff of the Mexicali and Ensenada Campuses, to accelerate the linkage with the academicians, to support the integration of the DHI in the curricular program, and to exhibit a plan of activities of the CRAI.

5.6. Display the progress of the New Strategic Plan for the Library
Actions. For the preparation of the new Strategic Plan for Library the following were taken into account:

- 2007-2010 Strategic Plan Evaluation

- WASC Recommendations

- Recommendations of the Library Committee

- 2020 CETYS Plan

The **vision** of the library was written as follows:
It is a space of promotion for the culture of information and research that operates with the highest quality within the framework of a learning community by enabling access to digital resources through strategic alliances in the international arena.

The foregoing is carried out with **three strategic objectives:**

1. Contribution to the space of learning
2. Integration into the academic life
3. Approach toward the digitalization and use of electronic resources

From these strategic objectives **six programs** arise:

- To have physical spaces and virtual learning.
- To maintain virtual spaces to organize and provide access to collections.
- To form strategic alliances with academicians to promote the culture of information.
- To implement a training process for the entire library staff with an emphasis on the teaching role of the library.
- To increase and encourage digital collections.
- To investigate technological systems to provide services and programs supported by the latest technology.

Commitment towards improvement. The development Plan covers all dimensions and areas of the library. The commitment would be to develop annual work plans with adequate resources for their operation, and evaluate them at the end of each cycle. **(Evidence 22 - Work Plan 2011).**