

SAN MATEO COUNTY COMMUNITY COLLEGE DISTRICT

LIBRARY INFORMATION TECHNOLOGY PLAN CAÑADA COLLEGE, COLLEGE OF SAN MATEO, SKYLINE COLLEGE 2000-01 TO 2004-05

Introduction

This technology plan details the mission, goals, and objectives of the three libraries of the San Mateo County Community College District (SMCCCD): Cañada College Library, College of San Mateo Library, and Skyline College Library.

The plan represents a floor, rather than a ceiling. Each library is free to go beyond that set forth herein. The libraries will review this document on an annual basis, and will update it as necessary.

One purpose of using information technology in the libraries of the District is to provide all students, faculty, and staff access to the powerful resources rapidly being made available by new technology as well as to greater numbers of resources. These resources are not limited to electronic media. By using technology it is possible for a library user on the smallest campus to quickly identify the print resources of the entire District. This expands that user's available book collection by more than 400 percent and the available periodical collection by more than 300 percent. By further having instant access to the resources of the library partners in the Peninsula Library System, the scope of resources is increased ten fold.

Another purpose of using information technology is to teach students, faculty, and staff to use, adapt, and create new models of learning and teaching which involve multiple formats for information resources, new types of equipment and technology, and new approaches to the retrieval, evaluation, manipulation, and presentation of information. The libraries also seek to work with faculty and staff to identify or develop new technology-based models of learning, teaching, and communication.

The libraries seek to provide expertise in exploiting these resources, and an environment that enhances study, research, information exchange and the acquisition of knowledge.

Mission and Goals

To support the instructional work of the colleges, and to encourage and sustain independent intellectual endeavor by each library user, the **mission** of the libraries is to provide and make accessible the best possible informational, educational, cultural, and recreational materials and services to students, faculty, staff, and community users.

- The libraries' **primary information technology goal** is to give all of their users access to information regardless of format, and regardless of where the information is stored.
- The **secondary information technology goal** is to make that access available from anywhere in the service area insofar as possible, including from libraries of differing sizes and types, from homes, and from offices.
- The **tertiary information technology goal** is to assist users to manage and exploit information resources and technology through communication, orientation and training, development of user tools, and ongoing collaboration with classroom faculty.

Current Use of Information Technology

The libraries have developed a number of objectives to attain their stated goals and objectives. To best understand them, it is essential to first describe how information technology is currently being used to provide services to faculty, staff and students.

The libraries presently share a comprehensive networked library system not only with one another, but also, with the 29 public library sites throughout San Mateo County. The Peninsula Library System (PLS) is a countywide consortium of eight city libraries, the county library, the medical libraries of four hospitals, and the Community College District. This group has formed a Joint-Powers Agreement (JPA) that is known as the Peninsula Library System (PLS). The JPA defines the terms for cooperation, resource sharing, costs, and the approach for managing, maintaining, and operating a shared information utility providing an automated library system and a wide area network. Also included in the JPA are arrangements for materials delivery between all member libraries. PLS is governed by a group known as the PLS Administrative Council. The Council members consist of the Directors of the Libraries for each city, the County, and a representative from the Community College District. The PLS Administrative Council is continuously evaluating the state of library system and emerging technologies to ensure that the most effective information technologies are being deployed to provide the highest quality of information resources to the faculty and students of the Colleges and the citizens of San Mateo County.

PLS has acquired and implemented the Ameritech DYNIX (now known as Epixtech) library automation system, which supports the internal automation of the participating libraries, including acquisitions, serials control, cataloging, circulation, and patron access catalog. The libraries of the SMCCCD have limited their use of the system to the cataloging, circulation and patron access catalog modules. Dynix is a host-based information system. Access is either via a telnet, character-based menu interface or via a web-interface. Until recently, the College libraries have only used the text-based user interfaces of the system. They have recently begun to deploy WebPAC within the libraries, the web-based user interface for the patron access catalog. However, the general public can use this web-interface to access the holdings of the College libraries (and all other member libraries) from their homes or offices or wherever they can access the internet.

The wide-area network that has been implemented to support this countywide library information system is based on the following standards:

- All workstations within the libraries are networked PC's operating with Windows 95/98
 - o Multiple web browsers are installed on Internet Stations
 - o NetTerm is the shareware telnet client most frequently used
- All network cabling within the library is category 5
- Either 10BaseT hubs or 10/100 fast Ethernet switches have been installed in each branch library
- Cisco 2501, 2514, or 2600 series routers are being used for network routing

- Only TCP/IP is supported on the WAN
- All libraries, except for the College libraries, are connected to a frame relay network at speeds ranging from 128K to full-T1.

By the end of July, 2000 all the libraries will be physically connected via T1 services at the physical layer, however, the committed information rates will be restricted to either 128K for the smaller library branches, 384K for medium-sized branches, to full T1 for the largest locations. These improvements are now affordable based on a recent State Contract with Pacific Bell. However, the cost of central site equipment to accommodate the maximum available bandwidth is still prohibitive, hence the bandwidth restriction described above.

The three College libraries are actually connected to the WAN using different network technologies and do not physically connect to the frame-relay network. College of San Mateo is connected directly via gigabit Ethernet to the WAN. Both the libraries of Cañada and Skyline Colleges are connected via five inverse multiplexed T1's as part of the network infrastructure connecting the three Colleges of the District. See the network diagram on the next page for a more detailed view of the WAN.

In order to support the WAN and library information system of PLS, a formal contractual relationship between the San Mateo County Community College District and PLS was established in 1993. The terms of the agreement are that the District's Information Technology Services Department will manage, maintain and operate the library system server and the library WAN. This includes providing management oversight for the PLS' technical staff, providing office space, providing a facilities for the library system server in the computer center, provide unlimited access to internet services, and provide technical and network assistance as necessary.

Within PLS, there is a technical staff of four full-time employees who are primarily responsible for the day-to-day operation of the library system and network environment. The Director, Information Technology Services of the District, manages them. Please refer to the ITS organizational chart on the next page to more clearly understand this integrated organization.

To provide low cost access to an extensive collection of electronic databases and electronic information resources, the Peninsula Library System has negotiated a substantial discount for *InfoTrac SearchBank*, a Web-based reference service offered by Gale Group. This provides full-text access to the full-text of hundreds of periodical titles in electronic form. Access to these resources is available from anywhere via the internet to all PLS library cardholder