

PCC Library Technology Certificate Advisory Committee

Meeting Minutes

January 26, 2018, 10:30-Noon

Shatford Library, Orientation Room (LL311)

1. Welcome and Introductions

Members in attendance: Marla Peppers (CSULA), Reed Strege (Braille Institute), Holli Teltoe (CSUN), Walter Butler (PCC), Krista Goguen (PCC), Josh Hughey (PCC), Linda Stewart (PCC), Leslie Tirapelle (PCC), Mary Wahl (PCC).

Members unable to attend: Kelly Riddle (County of LA Library), Michelle Perera (Pasadena Public Library), Betsy Kahn (South Pasadena Middle School Library), Christina Sheldon (PCC), Joyce Wulff (PCC/LAUSD).

2. Advisory Committee Role and Membership

We are currently re-building the Advisory Committee members to include representatives with a range of expertise and representing different types of libraries.

Krista Goguen and Leslie Tirapelle provided an overview of the role of Advisory Committee members:

- Based on member's area of expertise,
 - Advise the program on library trends, standards, staffing needs.
 - Review program assessment, curriculum, and outcomes
- Assist program with planning and participation in program activities, such as: guest speaking, field trips, internships, program evaluation, programming for students and alumni.
- Advocate for, promote and represent Certificate programs

The Committee is currently without a Committee Chair. College Administrative Procedure requires the committee chair be from outside PCC ([AP 4102](#)). The Chair works with the program coordinator to plan meeting agendas, review background materials, and develop action plan for programs.

Action Item: A follow up message will be sent to Advisory Committee members for interest in the Chair Position.

3. Library Technology & Digitization Skills Program Review - summary (Agenda Attachment 1 below)

Krista Goguen, Linda Stewart and Leslie Tirapelle provided highlights from the Annual Program Review Update (review of 2016/17), including:

Library Technology:

- Increase in the number of Library Technology Certificates of Achievement awarded (23, 8 more than 2015/16);
- Changes in the course scheduling that enable students to complete the Certificate within the same academic year.

LIB 001:

- Improved success rates (passing with a C or better) and retention rates (completing the course) for students in the LIB 001 General Education course.

DIGITIZATION SKILLS OCCUPATIONAL CERTIFICATE

- Certificates Awarded in 2016/17 = 11; 5 year total = 83

AREA LIBRARY EMPLOYER SURVEY 2016 (n=60)

- 53% of respondents indicated there is NOT an adequate pool of qualified library technician candidates in the community (i.e. more trained candidates are needed).
- 75% of respondents indicated they anticipate 1-10 part time openings in the next 5 years. 98 % indicated they anticipate 1-10 full time openings in the next 5 years.
- 89% of respondents indicated they prefer to hire candidates who have had library coursework and 53.5% indicated these candidates have more advanced skill and knowledge.

EMPLOYMENT DATA – CA Community College Chancellor’s Office Datamart shows “Award Recipient Wage “data for PCC’s Certificate program

- The program awarded 69 Certificates (2002/03-2009/10, with an Award to Wage Match rate of 84% and PCC Library Technology Certificate recipients are earning a median wage of \$31,108 3 years after completing the Certificate.
- According to Labor Market Data provided by the College, there were 92 regional openings in 2015, with 2,933 regional jobs in 2015 and expected growth of 5% from 2015-2020.

4. **Fall 2017 Program Alumni Survey – summary** (document sent by email attachment)

Krista Goguen presented an overview of the recent survey of program alumni (N=94).

- 50% of the respondents completed the program at least 3 -5 years ago. This shows the value of maintaining communication with program alumni.
Marla Peppers asked about promotion of job announcements and mentioned the CSU LSS series does not require a Bachelor’s degree, but does require library work experience. Currently most communication is focused on job announcements. Exploring other options and tools for keeping in touch with program alumni.
- 72% were Very Satisfied and 23% were Satisfied with the education and training.
- 36% are employed full-time and 28% are employed part-time in a library or related organization, with 39% employed at a public library, 22% at an academic library and 16% at a school library.
- Specific comments and employment information will be further examined.

5. **Library Technology Certificate** (Agenda Attachment 2 below)

Krista Goguen presented a summary of the updated Library Technology program, courses and learning outcomes (SLOs). See LIB Program and Course Outcome Matrix sent by email attachment with minutes.

Action Item: Specifics of outcome assessment were not discussed, but will be on the agenda for the next Committee meeting.

a. Curriculum Review (see Attachment 2 below)

- i. All program courses reviewed and updated as needed
- ii. Program Outcomes and assessment

b. Certificates Awarded – 23 awarded in 2016/17; 26 anticipated in 2017/18

6. Digitization Skills – Occupational Skills Certificate (Agenda Attachment 3 below)

Krista Goguen and Linda Stewart presented an overview of the updated program, courses and learning outcomes (SLOs) for the Digitization Skill Certificate and the new courses for the recently approved Archives & Digital Collections Assistant Certificate of Achievement.

The Archives Certificate program will begin in Fall 2018. Courses will be scheduled so students will be able to complete both Certificates simultaneously. Students who have already completed the Digitization Skills Certificate will be able to complete the Archives Certificate with three additional courses: LIB 120, LIB 124 and PHOT 030.

- Guide to LIB 126 Digitization Skills Internship information and opportunities:
<https://libguides.pasadena.edu/LIB126InternshipSites>
- Guide for Library Technology Program includes Internship opportunities
<https://libguides.pasadena.edu/c.php?g=350562&p=2849146>

Holli Teltoe asked about options for longer internships (i.e. more units) to provide a more comprehensive experience for students.

Action Item: Krista will find out about options for variable unit internships.

a. Curriculum Updates

- i. All program courses reviewed and updated as needed
- ii. BIT 025 Prerequisite Removed

b. New Courses and Certificate of Achievement (see Attachment 4 below)

- i. *Archives and Digital Collections Assistant - Certificate of Achievement*
- ii. New courses:

LIB 120 - INTRODUCTION TO ARCHIVES & SPECIAL COLLECTIONS

LIB 124 - SURVEY OF DIGITAL PRESERVATION (online delivery)

c. LIB 126 Digitization Internships

- Developing Internship opportunities for Summer 2018 (6/20-8/17/2018)

6. CTEA Grant Funding

1. Instructor Retreats, equipment and software

Krista Goguen, Walter Butler and Linda Stewart provided an overview of CTEA Perkins (Federal) funding provided for 2017/18, including: purchase of Archivists Quill (book scanner), subscriptions to RDA Toolkit and Library World (sandbox ILS for program courses), and stipends for Adjunct Faculty for instructor retreats and course updates.

7. Updates from Shatford Library

Leslie Tirapelle announced new faculty and staff and two replacement positions for a Library Technician I and III. Positions are for both technical and public services.

8. Updates from your libraries

9. Schedule Spring 2018 meeting

Action item: will schedule next meeting in early June.

Attachments

Attachment 1 2017-18 Annual Program Review Update – Summary

The overarching goals of the LIB Certificate program are

- Provide and maintain up-to-date equipment and software to support student hands-on practice of student learning objectives and skills required for employment.
- Establish and maintain high quality internship opportunities for students to apply and demonstrate skills.
- Continue tutoring for key Certificate courses to continue strong student success rates.
- Continue paid professional development opportunities for adjunct program faculty
- Market programs to recruit students from area employers.

Highlights:

LIBRARY TECHNOLOGY

- **23 Library Technology Certificates of Achievement were awarded in 2016/17, 8 more than the previous year.** This is more consistent with our average and very strong compared to other Certificate Programs.
- **We implemented a change in the sequence of course offerings in 2016/17 to enable students who start in Summer or Fall to be able to complete the Certificate within the same academic year.**

LIBRARY TECHNOLOGY AS DEGREE - 15 AS degrees were awarded during the 5 year period.

LIB 001 GENERAL EDUCATION COURSE

- LIB 001 General Education course annual success rate now exceeds the college average, with annual and 5 year success rates and annual retention rate increasing by 5% or more. Some of the increase may be attributed to funding for faculty professional development

DIGITIZATION SKILLS OCCUPATIONAL CERTIFICATE - Certificates Awarded 5 year total = 83
2012/13 = 25 2013/14 = 15 2014/15 = 12 2015/16 = 20 2016/17 = 11

AREA LIBRARY EMPLOYER SURVEY 2016 (n=60)

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EMPLOYMENT DATA- CCCC Datamart shows "Award Recipient Wage" data for PCC's Certificate program. The program awarded 69 Certificates (2002/03-2009/10, with an Award to Wage Match rate of 84% and PCC Library Technology Certificate recipients are earning a median wage of \$31,108 3 years after completing the Certificate. According to Labor Market Data provided by the College, there were 92 regional openings in 2015, with 2,933 regional jobs in 2015 and expected growth of 5% from 2015-2020.

MAJOR PROJECTS

Based on Strong Workforce, PCC strategic goals and favorable LMI data, we have developed a new 16 unit Certificate of Achievement that can stack on to the existing Digitization Skills Occupational Skills Certificate. The new courses and Certificate are currently going through the C&I review process. Full curriculum development, promotion and recruitment will require additional time and resources.

Attachment 2 LIBRARY TECHNOLOGY AS Degree/Certificate of Achievement

Effective 2017-2018)

Program Description:

The Library Technology Program prepares students for entry level Library Assistant and more specialized higher-level Library Technician positions in all types of libraries under the supervision of a librarian. Coursework includes hands-on instruction in library operations and services, including training in the use of specialized automated library systems, library service principles, and essential workplace customer service, technology, and workplace communication skills. The program highlights job-related skills and practices needed to enter and succeed in the library workplace as well as continuing education opportunities for those currently employed. PCC's Certificate of Achievement program is aligned with the American Library Association's Library Support Staff Certification (LSSC - <http://ala-apa.org/lssc/>).

A Certificate of Achievement is awarded upon completion of all required courses with a grade of C or better.

Required Units in the Major: 19

Required Courses

- LIB 001 - COLLEGE RESEARCH SKILLS (1.0 Units) *
- LIB 101 - INTRODUCTION TO LIBRARY SERVICES FOR PARAPROFESSIONALS (3.0 Units) *
- LIB 102 - INTRODUCTION TO REFERENCE SERVICES (3.0 Units)
- LIB 103 - INTRODUCTION TO LIBRARY ACCESS SERVICES (3.0 Units) *
- LIB 104 - INTRODUCTION TO LIBRARY TECHNICAL SERVICES (3.0 Units) *
- LIB 105A - DESCRIPTIVE CATALOGING PROCEDURES IN ONLINE ENVIRONMENTS (3.0 Units)

NOTE: Some courses approved for online or hybrid delivery (indicated with *)

Required Electives One of the following courses - 3

- BIT 025 - SURVEY OF COMPUTER TECHNOLOGY IN BUSINESS (3.0 Units) *
- BIT 106 - BUSINESS SOFTWARE-INTRODUCTION TO MICROSOFT OFFICE SYSTEM (3.0 Units)
- CIS 001 - INTRODUCTION TO COMPUTERS (3.0 Units)

Recommended Electives

- LIB 106 - LIBRARY TECHNOLOGY INTERNSHIP (1.0 Units)
- SPCH 010 - INTERPERSONAL COMMUNICATION (3.0 Units)
- CHDV 118 - LANGUAGE AND LITERACY IN EARLY CHILDHOOD (3.0 Units)
- CHDV 011 - INFANT AND TODDLER DEVELOPMENT (3.0 Units)
- CHDV 024C - SPECIAL TOPICS IN CHILD DEVELOPMENT - THE YOUNG CHILD (2.0 Units)
- PLGL 145A - LEGAL RESEARCH (3.0 Units)
- PLGL 145B - COMPUTER AIDED RESEARCH (1.0 Units)
- LIB 020 - INDEPENDENT STUDY (1.0 Units)

Program Student Learning Outcomes Students will be assessed on their ability to

1. Articulate library principles, roles, and service issues related to the diverse communities libraries serve.
2. Demonstrate library workplace skills by performing various library technician job duties.
3. Demonstrate understanding of successful library service by analyzing library staff interactions with library.

Attachment 3: Digitization Skills Certificates

DIGITIZATION SKILLS FOR LIBRARIES AND CULTURAL HERITAGE ORGANIZATIONS

Program Type: **Occupational Skills Certificate** Required Units in the Major: 8

Program Description:

This curriculum prepares students to work in digital repositories found in libraries, archives, museums, and business settings. Instruction includes: project planning, digitization, metadata, copyright, and end user access to digital materials. Students will gain practical experience using industry standards in order to prepare them for entering the workforce.

An Occupational Skills Certificate is awarded upon successful completion of all required courses with a grade of C or better.

Required Courses

- LIB 121 - INTRODUCTION TO TECHNOLOGIES FOR DIGITAL COLLECTIONS (3.0 Units)
- LIB 122 - INTRODUCTION TO METADATA FOR DIGITAL OBJECTS (3.0 Units)
- LIB 123 - INTRODUCTION TO COPYRIGHT ISSUES FOR DIGITAL COLLECTIONS (1.0 Units)
- LIB 126 - DIGITIZATION INTERNSHIP (1.0 Units)

Note: all courses approved for Hybrid or online delivery. LIB 121 and LIB 122 are scheduled as hybrid with a combination of on-campus meetings and online coursework.

Recommended Preparation:

- BIT 025 - SURVEY OF COMPUTER TECHNOLOGY IN BUSINESS (3.0 Units)

Program Student Learning Outcomes - Students will be assessed on their ability to

1. Identify the selection and technical issues that impact the success of digital projects.
2. Follow established protocols and standards to digitize and provide through well-crafted metadata ad current digital asset management systems, access to digital objects.

Attachment 4: ARCHIVES AND DIGITAL COLLECTIONS ASSISTANT

Program Type: Certificate of Achievement **Required Units in the Major:** 16

Program Description:

As libraries and other types of organizations begin digitizing their local and special collection materials, this frequently means that librarians and library assistants find themselves working with archival and manuscript materials for which they have no training. Understanding how archival collections are appraised, handled, arranged, described, and preserved better prepares library staff for working with these unique materials. Similarly, libraries and other cultural heritage organizations today must ensure that digital information of long term value, both “born digital” and reformatted content, is preserved to remain accessible and usable over time. This Certificate of Achievement expands on the coursework of the Digitization Skills Certificate to include archival practices, digital image editing and digital preservation skills sets that will better prepare students for work in archives, special collections and the digitization field.

Justification Information

This Certificate of Achievement incorporates and expands on the Digitization Skills for Libraries & Cultural Heritage Institutions to prepare students for assistant work in traditional and digital archival collections. The Certificate provides practical instruction in appraising, handling, arranging, describing and preserving unique materials, creating, editing and preserving digital objects to ensure the availability of these materials in the future.

Required Courses

- LIB 120 - INTRODUCTION TO ARCHIVES & SPECIAL COLLECTIONS (3.0 Units) **(NEW COURSE)**
- LIB 121 - TECHNOLOGIES & PROCESSES FOR DIGITAL COLLECTIONS (3.0 Units)*
- LIB 122 - INTRODUCTION TO METADATA FOR DIGITAL OBJECTS (3.0 Units)*
- LIB 123 - INTRODUCTION TO COPYRIGHT ISSUES FOR DIGITAL COLLECTIONS (1.0 Units)*
- LIB 124 - SURVEY OF DIGITAL PRESERVATION (2.0 Units) **(NEW COURSE) ***
- PHOT 030 - INTRODUCTION TO DIGITAL IMAGE EDITING (3.0 Units)
- LIB 126 - DIGITIZATION INTERNSHIP (1.0 Units)

Required Electives - None

Recommended Electives:

- BIT 025 - SURVEY OF COMPUTER TECHNOLOGY IN BUSINESS (3.0 Units)*

Program Student Learning Outcomes Students will be assessed on their ability to

1. Analyze the selection and technical issues that impact the success of digital projects.
2. Formulate strategies and tactics for preserving digital archives.
3. Follow established protocols and standards to digitize, preserve documents and other information of long term value.
4. Follow established protocols and metadata standards to provide access to digital objects in digital asset management systems.
5. Analyze the relationship of the basic components and processes of archives, including inventory, appraisal, disposition, acquisition, arrangement, description, preservation, access, use, and outreach.
6. Apply best practices for handling, arrangement and preservation of archival collections.

LIB Program & Course Outcome Matrix (effective 2018/19)				
PCC Library Technology Certificate of Achievement (19 units) Added to course descriptions For students interested in working in library support staff roles, but open to all students. Students beginning in Fall can complete Certificate in one year.		Program Outcomes		
		Articulate library principles, roles, and service issues related to the diverse communities libraries serve.	Demonstrate library workplace skills by performing various library technician job duties.	Demonstrate understanding of successful library service by analyzing library staff interactions with library users.
Required Courses	Course Description	Course Student Learning Outcomes (SLOs)		
LIB 001 College Research Skills (1 unit; Lecture or Online) Offered every term.	Fundamentals of college-level research using academic and online research tools. Focus on planning, developing effective search strategies, critical evaluation of information, and documentation of sources following standard citation styles.		1. Formulate effective strategies to find, access, evaluate and cite information appropriate for the identified research need.	
LIB 101 INTRODUCTION TO LIBRARY SERVICES FOR SUPPORT STAFF (3 units; Hybrid, Fall)	Characteristics of the main types of libraries with a focus on tools and terminology of library services and the role of library support staff in library operations. Library principles, service philosophy, and issues related to library services are also covered.	2. Evaluate common library principles and issues related to library services	1. Compare/contrast the general characteristics and staffing of the main types of libraries.	3. Analyze communication, customer services and technology skills required for library support staff positions.
LIB 102 INTRODUCTION TO REFERENCE SERVICES (3 units; Lecture, Spring)	Basic tools, techniques and philosophy of library reference services with a focus on reference interview skills and effective search techniques for assisting library users with basic reference and research inquiries. Social and ethical issues related to reference services policies and patron privacy are also covered. [Prerequisite/Co-requisite: LIB 001]	2. Analyze basic principles, policies, philosophy, and ethical issues of library reference service.	1. Synthesize basic reference service principles, tools, techniques, and communication strategies to assist library patrons in meeting their information needs	
LIB 103 INTRODUCTION TO LIBRARY ACCESS SERVICES (3 units, Lecture, Spring)	Library circulation and access services with a focus on customer service, online circulation systems, and the organization and maintenance of library collections. Issues related to access services policies and patron privacy are	2. Analyze library policies and legal and ethical issues related to patron access, patron privacy, library security, and copyright	1. Synthesize techniques, procedures, and customer service strategies to complete library access services	

	also covered.		functions and transactions	
LIB 104 INTRODUCTION TO LIBRARY TECHNICAL SERVICES (3 units; Hybrid, Fall)	Fundamentals of library technical services with a focus on the tools and skills needed for library acquisitions and processing library materials. Issues related to collection development policies and access to library materials are also covered.	2. Explain organizational, ethical, and legal issues related to library technical services.	1 Apply basic library technical services resources and processes to properly manage library materials	
LIB 105A DESCRIPTIVE CATALOGING PROCEDURES (3 units; Lecture, Spring)	Basic principles of descriptive cataloging with a focus on the tools and skills needed for copy cataloging using national standards and common bibliographic utilities. Includes an overview of the basic principles of subject classification and issues related to bibliographic and authority control in online catalogs. [Prerequisite: LIB 104]	2. Critique issues related to the need for bibliographic and authority control in online catalogs	1. Demonstrate descriptive cataloging procedures by accurately analyzing and enhancing Machine Readable Cataloging Records (MARC) in a bibliographic database	

Digitization Skills for Libraries & Cultural Heritage Organizations Occupational Skills Certificate (8 Units) NOTE: Added to course descriptions: For students interested in working in digital preservation projects, but open to all students Courses offered sequentially for completion in 1 year: Fall: LIB 121, Winter: LIB 123, Spring LIB 122, Summer: LIB 126.		Program Outcomes		
		2. Identify the selection and technical issues that impact the success of digital projects.	1. Follow established protocols and standards to digitize and provide access to digital objects thorough well-crafted metadata in current digital asset management systems.	
Required Courses	Course Description	Course Student Learning Outcomes (SLOs)		
LIB 121 TECHNOLOGIES & PROCESSES FOR DIGITAL COLLECTIONS (3 units; Hybrid, Fall)	Basic processes of digital repositories including assessing collection materials, scanning, managing files for preservation, quality control and the use of digital asset management systems.	1. Identify the challenges and options relating to selection, imaging and delivery of digital objects.	2. Create digital objects using imaging equipment and digital asset management software.	

	[Recommended preparation: BIT 025 Survey of Computer Technology in Business]			
LIB 122 INTRODUCTION TO METADATA FOR DIGITAL OBJECTS (3.0 Units; Hybrid, Spring)	Basic principles of metadata development for digital repositories. Survey of common metadata schemas and controlled vocabularies. Emphasis on use of Dublin Core schema to create shareable metadata records for application across a collection of digital objects. [Prerequisite: LIB 121]	1. Identify options available to libraries and cultural heritage organizations when selecting and implementing metadata schemas for digital collections	2. Implement a metadata schema for a digital collection	
LIB 123 INTRODUCTION TO COPYRIGHT ISSUES FOR DIGITAL COLLECTIONS (1.0 Unit; Online, Winter)	Introduction to copyright and privacy issues relating to digital projects. Includes an overview of public domain, fair-use, licensing, copyright status as selection criteria, and rights metadata. . [Prerequisite: LIB 121]	2. Create a plan for communicating copyright status and use restrictions of digital content to online users.	1. Apply general principles of copyright to assess the copyright status of original works of authorship to determine appropriateness for digitization.	
LIB 126 DIGITIZATION INTERNSHIP (1.0 Unit; 60 hours. Summer)	Supervised practical experience working on an approved digital project in a library or cultural heritage institution or other type of digitization project. Pass/no pass grading. Requires 60 hours of non-paid work or 75 hours of paid work for one semester unit	2. Describe and evaluate participation in an actual digital project as a tool for learning and potential employment	1. Demonstrate how to create archival images and associated metadata.	

ARCHIVES AND DIGITAL COLLECTIONS ASSISTANT Certificate of Achievement (16 units) NEW – beginning in Fall 2018 Requires all courses in the Digitization Skills Certificate plus the following courses: NOTE: Added to course descriptions: For students interested in working in archives or special collections but open to all students Course offered concurrently with Digitization Skills Certificate	Program Outcomes	Program Outcomes	Program Outcomes
	1. Analyze the selection and technical issues that impact the success of digital projects. 5. Analyze the relationship of the basic components and processes of archives, including inventory,	2. Formulate strategies and tactics for preserving digital archives. 3. Follow established protocols and standards to digitize and preserve	4. Follow established protocols and metadata standards to provide access to digital objects in digital asset management systems.

		appraisal, disposition, acquisition, arrangement, description, preservation, access, use, and outreach.	documents and other information of long term value.	6. Apply best practices for handling, arrangement and preservation of archival collections.
Required Courses	Course Description	Course Student Learning Outcomes (SLOs)		
LIB 120 INTRODUCTION TO ARCHIVES & SPECIAL COLLECTIONS (3.0 Units; Hybrid, Fall)	Basic archival principles and practices including: handling, storing, describing, organizing, and preserving documents and data. Use of Describing Archival Collections (DACs) for discovery of archival collections. Survey of current online systems for managing archival materials.	1. Analyze methods for appraising, handling, organizing, preserving and describing archival materials.	2. Assess the issues related to handling, protection and access of archival collections.	
LIB 124 SURVEY OF DIGITAL PRESERVATION (2 units; Hybrid or Online, Summer)	Examination of core components and functions of a digital preservation program. Topics include digital preservation strategies, tools, and policies that work effectively for a variety of data types and cultural heritage organizations. [Prerequisite: <i>Enrollment in or completion of LIB 121 and LIB 122, or equivalent skills as demonstrated through placement based on the Library Technology Assessment process</i>]	1. Identify and assess standards for digital preservation.	2. Evaluate digital preservation strategies, methods and tools to determine what may be appropriate for particular material types, users and institutions.	
PHOT 030 INTRODUCTION TO DIGITAL IMAGE EDITING (3 units; Lecture/Lab, Fall and Spring)	Introduction to artistic image editing using industry standard digital image editing software for photographers, illustrators and graphic designers. Techniques to scan, edit, retouch, paint, mask, manipulate, and output digital imagery. Total of 36 hours lecture and 72 hours laboratory	2. Recognize the technical qualities, cultural elements and aesthetic values of their own and others work	1. Demonstrate proficiency in basic digital image editing, processing, and manipulation techniques	3. Produce a portfolio of images that demonstrate competency in basic digital image editing techniques and visual expression