Saddleback Library Advisory Board – 03/17/2022

1. Welcome and introductions
   1. Members in attendance: Kristine Ferry - UCI Libraries, Antoinette Avila - UCI Libraries, Jill Thrasher - Sherman Gardens and Library, Melanie Shay - Orange County Public Library, Genesis Hanson - Mission Viejo Public Library, Jenny Gasset - Orange County Public Library, Sara Hrachovy - Concordia University Public Library . Members not in attendance: Dr. Chris Davis – Capistrano Unified School District, Peter Fatzaun – Irvine Unified School District, Alicia Foulk –Saddleback Valley Unified School District, Tricia Osborne – Mission Viejo High School, Kiyo Nagatomi – Irvine Unified School District
2. Membership expectations and commitment
   1. Membership will be open so that as many members can attend regardless of missing a meeting. There will be two meetings per academic year: one in spring and one in fall. Additional meetings on as needed basis.
3. Overview of the Library Technician Certificate at Saddleback
   1. Why we initiated the program - CTE group came to librarians saying there was strong LMI (Labor Market Information) data to suggest that a library technician program might be helpful in our service area. There are a couple of different paths/types of Career certificates that Saddleback offers. We started out proposing the low unit certificate – up to 15 units. As of now, our Curriculum and Senate have approved the program’s initiation. Recommendations from our Consultation Council and the LAOCRC (Los Angeles/Orange County Regional Consortium) are the next step. Once approved, our board meeting minutes and other documentation will be due in April. The proposed description of the form our approved initiation form was shared with group.
   2. LIB 100 and LIB 2H courses – Overview of the courses already offered from our area was shared. Library 100 focuses on finding information using the Library resources (catalog and databases). Enrollment for this course can be low and does not always run. LIB 100 transfers to CSU. LIB 2H sometimes can run multiple sections and builds on Library 100, focusing on information literacy, scholarly sources, evaluating information outside databases, and the academic research process.
   3. Non-library courses to initiate program - The non-library courses that we thought would meet the needs of the soft skills and communication expectations to begin the program were mainly written and oral communication classes and basic computer literacy courses. They include ENG 1A, ENG1A H, COMM 1, BUS 102, CIM10, CIM112
   4. Possible additions to the program - There are other possibilities for the program in the future. For example, we could build and offer a CWE 1-unit course that collaborates with local organizations that can give students work experience and transferable units.
4. The board’s turn. We want to hear from you!
   1. Experience needed: Training on professional demeanor, library etiquette, writing skills are important (email and business writing). Support for having business writing and communication classes included in certificate. Most employees at UCI start out as a student worker, so we would be interested in CTE cooperative work experience. Customer service is key; most jobs are public facing. Balance customer service with library skills for those who want to advance beyond library tech. Need to hire people who can diffuse tense situations and handle challenging transactions. Important to manage expectations for working in a library. Many new hires do not want to work weekend and nights. Ability to work with diverse public and keep personal biases out of interactions when talking to patron is important. People with restaurant/retail experience have been successful candidates, balancing that with some research skills for those who want to go up. How to diffuse problematic or tense situations is an important skill. Library ethics, managing expectations with schedules (often you have to work nights and weekends), understanding how to maintain a neutral, unbiased perspective when providing help, not sharing too much personal information.
   2. Skills/knowledge needed: Public skills, creative thinking, Windows. Training on foundational library ethics like patron privacy, intellectual freedom, etc. Do not need to go in-depth but helpful to touch on. Thinking on your feet is important and problem solving. Being able to help people with all levels of experience, to not just be familiar with a program but be able to explain to someone else how to accomplish what they need using the skills/tools available. Being able to teach or model how to use technology.
   3. Changing/shifting responsibilities: Need to teach LC call numbers and the difference between the Dewey system. Being able to Interact more with people’s own devices rather than Library computers since many people have their own laptops or mobile devices. Need to be able to give clear instructions to people. Being comfortable with change. Change management is important. What they think a library job is like is not always what it looks like now or will look like in future. Change is a constant in our profession. People need to be flexible and learn how to deal with change.
   4. Additional thoughts: Genesis is interested in having students do a work experience at MVPL – project based. The importance of working with diverse populations should be highlighted. Students should be made aware of what types of jobs are available and what the job outlook is after graduating.
   5. Consensus is that Library Technician certification program would be beneficial and appreciated for library employers in the area. There is also interest in participation for a cooperative work experience course.
5. Next Meeting: Fall semester 2022
   1. Too soon for board to choose a date for fall 2022 semester. Carolyn will send out another Google form or Doodle Poll at the beginning of fall for an agreed upon day and time.