



Reaching Across Illinois Library System

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September 4, 2018

TO: RAILS Resource Sharing Committee

FROM: Jane Plass, RAILS Associate Executive Director

ABOUT: Community Colleges and the Unserved

At the June 11, 2018 meeting of the Resource Sharing Committee, we began a discussion of community colleges and the unserved. Ashtin Trimble (Director of Library Services at Black Hawk College) and Terra Jacobson (Dean, Learning Resource Center/Library at Moraine Valley Community College) are both planning to attend the committee's meeting on September 10 so that we can continue the discussion.

Some discussion-starter questions:

- What challenges do community college libraries face in providing services to those who reside in their community college district but are not students?
- Are such services limited to cardholders from a public library (e.g. reciprocal borrowing), or are services also available to community college district residents without public library service?
- Are such services to nonstudents in the district publicized? If so, how?
- How can we (systems, the Illinois State Library, and libraries) cooperate to reach the unserved? What are some next steps?

The June meeting packet included a memo with results of a 2017 survey of community college libraries. That memo is attached for your convenience.



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June 4, 2018

To: RAILS Resource Sharing Committee

From: Amanda Musacchio, RAILS Resource Sharing Specialist
Veronda Pitchford, RAILS Director, Membership Development and Resource Sharing

Re: Illinois Community College Library Service to District Residents

In 2017, staff from RAILS, Illinois Heartland Library System (IHLS), and the Illinois State Library (ISL) met several times to discuss the unserved issue (i.e. Illinois residents without any public library service). During these discussions, it was decided that RAILS and IHLS would survey Illinois community colleges about their library services to nonstudent residents in their districts. Since July 1990, the entire state has been included within community college district boundaries.

The Illinois Community College Library Service to District Residents Survey was emailed to all Illinois community college libraries on November 27, 2017, with responses requested by December 4, 2017. This document includes the summary of the survey.

100% of respondents reported that their community college library allows district residents to use the library, and 91% allow district residents to check out books. 35% of respondents allow district residents to use assistive services. 26% of respondents allow district residents to request interlibrary loan materials.

Illinois Community College Library Service to District Residents Survey

| | Libraries Invited to Complete Survey | Completed Survey? |
|----|--|--------------------------|
| 1 | Black Hawk College | Yes |
| 2 | Carl Sandburg College | Yes |
| 3 | City Colleges of Chicago Harold Washington College | No |
| 4 | City Colleges of Chicago Harry S Truman | No |
| 5 | City Colleges of Chicago Kennedy-King | No |
| 6 | City Colleges of Chicago Malcolm X | Yes |
| 7 | City Colleges of Chicago Olive Harvey | No |
| 8 | City Colleges of Chicago Richard J Daley | No |
| 9 | City Colleges of Chicago Wilbur Wright | No |
| 10 | College of DuPage | Yes |
| 11 | College of Lake County | Yes |
| 12 | Danville Area Community College | Yes |
| 13 | Elgin Community College | Yes |
| 14 | Heartland Community College | Yes |
| 15 | Highland Community College | Yes |
| 16 | Illinois Central College | Yes |
| 17 | Illinois Eastern Community College – Frontier | Yes |
| 18 | Illinois Eastern Community College – Lincoln Trail | Yes |
| 19 | Illinois Eastern Community College – Olney | No |
| 20 | Illinois Eastern Community College – Wabash Valley | Yes |
| 21 | Illinois Valley Community College | Yes |
| 22 | John A. Logan College | Yes |
| 23 | John Wood Community College | No |
| 24 | Joliet Junior College | No |
| 25 | Kankakee Community College | Yes |
| 26 | Kaskaskia College | Yes |
| 27 | Kishwaukee College | Yes |
| 28 | Lake Land College | Yes |
| 29 | Lewis and Clark Community College | Yes |
| 30 | Lincoln Land Community College | No |
| 31 | McHenry County College | Yes |
| 32 | Moraine Valley Community College | Yes |
| 33 | Morton College | Yes |
| 34 | Oakton Community College | Yes |
| 35 | Parkland College | Yes |
| 36 | Prairie State College | Yes |
| 37 | Rend Lake College | Yes |
| 38 | Richland Community College | Yes |
| 39 | Rock Valley College | No |
| 40 | Sauk Valley Community College | Yes |
| 41 | Shawnee Community College | No |
| 42 | South Suburban College | Yes |
| 43 | Southeastern Illinois College | Yes |
| 44 | Southwestern Illinois College | Yes |
| 45 | Spoon River College | Yes |
| 46 | Triton Community College | No |
| 47 | Waubonsee Community College | No |
| 48 | William Rainey Harper College | Yes |

Illinois Community College Library Service to District Residents Survey

| | Total number of libraries invited to complete survey | Total number of libraries completed survey | Percentage of libraries completed survey of those who were invited |
|--|--|--|--|
| Library System | | | |
| IHLS | 16 | 13 | 81% |
| RAILS | 32 | 21 | 66% |
| Total: | 48 | 34 | 71% |
| Notes: Two colleges submitted the survey twice. The duplicate responses were excluded from the survey results. | | | |

| Questions Included in Survey | |
|------------------------------|--|
| 1. | Community College Name |
| 2. | Library Contact Name and Title |
| 3. | Library Contact Email Address |
| 4. | Library Contact Phone Number |
| 5. | Does your library allow district residents to use the library? |
| 6. | Please provide a link to your library's policy regarding district residents' library usage or email your library's policy to resourcesharing@railslibraries.info |
| 7. | Please check what library services your library provides to district residents Options include: Book checkout AV material checkout Use resources in library Interlibrary loan Computer use Programs Remote access to library's e-resources Assistive services (accessibility software and hardware) All of the above Other services (comment box) |
| 8. | Other comments |

| Question 5: Does your library allow district residents to use the library? | | | |
|--|-----|----|---------------------------------|
| | Yes | No | Percentage of total respondents |
| Library System | | | |
| IHLS | 13 | 0 | 100% |
| RAILS | 21 | 0 | 100% |

Illinois Community College Library Service to District Residents Survey

| | Library | Question 6: Please provide a link to your library's policy regarding district residents' library usage or email your library's policy to resourcesharing@railslibraries.info |
|----|------------------------------------|--|
| 1 | John A. Logan College | https://www.jalc.edu/library/faq |
| 2 | Carl Sandburg College | A brief statement appears on our home page http://www.sandburg.edu/Academics/Library/index.html |
| 3 | Southwestern Illinois College | COMMUNITY LIBRARY CARDS-- Residents of District #522 who are 18 years of age or older and not enrolled or employed by Southwestern Illinois College may register for a community library card. An annual card fee of \$25 is charged. Proof of age and residence (tax, utility bill, etc.) are required. |
| 4 | Morton College | http://www.morton.edu/mclibrary/about/policies/ |
| 5 | Lewis & Clark Community College | http://www.lc.edu/Library_Policies/ |
| 6 | Oakton Community College | http://www.oakton.edu/library/info_for/resident/index.php |
| 7 | Elgin Community College | http://ecclibrary.elgin.edu/c.php?g=305977&p=2040566#18003847 |
| 8 | Sauk Valley Community College | https://www.svcc.edu/departments/learning-commons/library/about-the-lrc.html |
| 9 | Kaskaskia College | We don't have one. |
| 10 | Illinois Central College | http://icc.edu/library/about-us/guest-user-policy/ |
| 11 | College of DuPage | will email (note: did not receive email, found this on website https://www.codlrc.org/district) |
| 12 | Kankakee Community College | http://www.kcc.edu/library/policies/Pages/default.aspx |
| 13 | Highland CC | This policy is not currently published in any electronic format. |
| 14 | Illinois Eastern Community College | http://www.iecc.edu/files_user/LIBF/files/Library_Card_Application_Form_FCC.pdf |
| 15 | Heartland Community College | https://www.heartland.edu/library/services/community.html |
| 16 | Southeastern Illinois College | https://sic.edu/library-resources/general-library-information |
| 17 | Richland Community College | http://www.richland.edu/lrc |
| 18 | Black Hawk College | https://www.bhc.edu/academics/academic-resources/library/policies/ |
| 19 | Kishwaukee College | https://www.kish.edu/sites/default/files/Academics/catalog/2017-18_KC_CATALOG.pdf |
| 20 | Harper College | we are currently updating this information |
| 21 | Oakton Community College | http://www.oakton.edu/library/info_for/resident/index.php |
| 22 | Moraine Valley CC | http://lib.morainevalley.edu/Policies/PriorityOfService.html http://lib.morainevalley.edu/Policies/LendingPolicies.html |
| 23 | Danville Area CC | http://dacc.libguides.com/c.php?g=76117&p=4073367 |
| 24 | Spoon River College | https://www.src.edu/services/lrc/library/Documents/SRCLibraryCirculationPolicy.pdf and https://www.src.edu/services/lrc/library/Documents/SRCCollectionDevelopmentPolicy.pdf |
| 25 | Prairie State College | http://library.prairiestate.edu/borrowingmaterials.aspx |
| 26 | South Suburban College | www.ssc.edu library |
| 27 | McHenry County College | http://libguides.mchenry.edu/information |
| 28 | Lake Land College | https://www.lakelandcollege.edu/library/ {Check FAQ} |
| 29 | Rend Lake College | https://rlc.edu/student-services/111-learning-resource-center/302-lrc-policy |
| 30 | College of Lake County | https://researchguides.clcillinois.edu/residents |
| 31 | Parkland College | http://library.parkland.edu/about/community |

Illinois Community College Library Service to District Residents Survey

| Question 7: Please check what library services you provide district residents | | | | | | |
|--|-------------|------------|--------------|------------|--------------|------------|
| | IHLS | | RAILS | | Total | |
| | Total | Percentage | Total | Percentage | Total | Percentage |
| Survey Option | | | | | | |
| Book Checkout | 13 | 100% | 18 | 86% | 31 | 91% |
| AV Material Checkout | 9 | 69% | 15 | 71% | 14 | 41% |
| Use resources in library | 12 | 92% | 21 | 100% | 33 | 97% |
| Interlibrary Loan | 5 | 38% | 4 | 19% | 9 | 26% |
| Computer Use | 13 | 100% | 19 | 90% | 32 | 94% |
| Programs | 11 | 85% | 11 | 52% | 22 | 65% |
| Remote Access to library's e-resources | 0 | 0% | 2 | 10% | 2 | 6% |
| Assistive Services (accessibility software and hardware) | 7 | 54% | 5 | 24% | 12 | 35% |
| Other** | 2 | 15% | 6 | 29% | 8 | 24% |

| **Other Services - Please include other library services you provide to district residents | | |
|---|--|--|
| Library System | Library | Comment |
| IHLS | Richland Community College | Reference, study/meeting room use |
| | Rend Lake College | Copying/printing |
| RAILS | Morton College | We provide free faxing of documents |
| | Kankakee Community College | We sell a community patron card for \$5.00, allowing access to check out materials. Computer access is offered free to any district resident |
| | Highland Community College | Interlibrary loan through placing holds in our PrairieCat ILS, but not beyond that catalog. |
| | Harper College | Study rooms, makerspace when complete, and librarians. |
| | Moraine Valley Community College Library | Reference services and as a government documents depository, community members have access to these items as well. |
| | Prairie State College | Fax, scan, copy, reference services |

Illinois Community College Library Service to District Residents Survey

| Additional Comments | | |
|----------------------------|-------------------------------|---|
| Library System | Library | Comment |
| IHLS | Southeastern Illinois College | Community patrons may not borrow materials through I-Share. For community patrons, the library uses WorldShare for ILL. |
| | Wabash Valley College | In our rural county, only city residents are taxed for the public library. The cost for county resident families to use the public library is significant so our college library is their library. We particularly assist with children's literacy programs (Summer Reading & Science) and with home school families. (Note: Mount Carmel Public Library serves this area.) |
| | Lake Land College | ILL for district residents is limited |
| | Southwestern Illinois College | We are in the process of phasing out ILL service for community members. |
| RAILS | Black Hawk College | The Black Hawk College Library is also working on a reciprocal agreement with Moline Public Library. (Update: This reciprocal agreement is officially in place.) |
| | Kishwaukee College | District residency is defined on pg. 27. Library resources available to district residents is found on p. 151 of https://www.kish.edu/sites/default/files/Academics/catalog/2017-18_KC_CATALOG.pdf . |