



Northampton Community College

Library Technical Assistant Specialized Diploma

Program Audit 2013-2018

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Program Purpose

The purpose of the Library Technical Assistant (LTA) program is to provide training to individuals who want to enter the library workforce as paraprofessionals, capable of employment in a variety of libraries and information centers. As information resources expand and change formats, trained personnel are required to assist users in their quest for information.

Graduates of the LTA program can provide services requiring technical skills in the areas of reference, circulation, acquisitions, and processing of all types of materials. In addition, the program focuses on information resources, services to children and young adults, technology, and management of a small public library. The learning outcomes of the program reflect a variety of occupational skills necessary to function effectively in a small library setting.

Students completing our courses are eligible for Public Library Certifications through the Pennsylvania Department of Education, Library Division.

Curriculum

Program offerings consist of six three-credit courses of which two are required. Students who successfully complete five of the library courses are eligible to receive a Specialized Diploma. The six courses are:

- Introduction to Library Service – LIBT101
- Reference Resources and Services – LIBT115
- Technical Services – LIBT203
- Library Management – LIBT207
- Computers in Libraries – LIBT209
- Literature for Children & Young Adults – LIBT253

Students are required to take LIBT101, “Introduction to Library Service.” It is strongly suggested that they begin the program with this course. “Computers in Libraries” LIBT209 is also required, although there is no specified course sequence for this program. Those students who are working or volunteering in a library may have an immediate interest or need in specific courses and may make selections accordingly. To receive a specialized diploma, students can select three out of the four remaining elective courses to complete the 15-credit program. All of the courses are available exclusively online.

The rate of library course offerings continues to be monitored. By offering “Introduction to Library Service” and “Computers in Libraries” each semester, students have the opportunity to begin the LTA program any semester. Courses primarily offered in the fall semester are “Reference Resources and Services” and “Literature for Children & Young Adults.” The remaining courses, “Technical Services” and “Library Management” are offered in the spring

semester. The LTA Program Director reserves the option to offer courses during semesters other than those outlined above.

Changes to the Curriculum

In Spring 2016 the course outline and course descriptions for LIBT 203 Technical Services were both updated, effective Fall 2016. In Spring 2018 the course outline and course descriptions for both LIBT 115 Reference Resources and Services and LIBT 253 Literature for Children and Young Adults were updated, effective Fall 2018.

In Spring 2018 a Semester-by-Semester Program Map for Full-Time Students was created. The map provides the students and their Success Navigator or Faculty Advisor with a tool to see what completion of the LTA program requires, effective Fall 2018.

Beginning in Fall 2019, after the period covered by this audit, the one credit course COLS101 College Success was added to the Library Technical Assistant program. The College Success course is required for all students new to college, and is a best practice for promoting acclimation to college and increasing student retention. Northampton has been offering COLS101 College Success for a number of years and moved to include the course in all degree and certificate programs of study based on results demonstrated that students taking the course were retained at higher rates than students who did not. In addition to college orientation information the course imparts study skills, time management practices essential for college students, and content drawn from growth mindset literature. The course also helps students to become comfortable working in the learning management system Blackboard. The course runs on a half-semester format, and is offered both online and on campus.

See Appendix A: Curriculum 2017-18 Course Catalog

See Appendix B: Program Map (2018-19 Catalog)

Program Outcomes

Graduates of the Library Technical Assistant program will be able to:

- Identify the multiple functions of libraries and library services.
- Summarize the role and history of libraries.
- Use critical thinking skills to explore the planning process.
- Develop assessment skills for identifying, acquiring and organizing resource materials.
- Identify and use key research tools to locate relevant information.
- Evaluate information resources in both paper and electronic formats.
- Use knowledge of current challenges facing libraries to deal effectively with issues such as censorship, funding, service limitations, and technology.

- Develop skills in areas such as budget preparation, personnel, and facilities management to effectively manage a small library.
- Assess and manage technology as it pertains to libraries and library services.
- Use oral, written, and technological skills to communicate effectively with multiple stakeholders/audiences.

The following curriculum matrix aligns the Library Technical Assistant program learning outcomes with the individual course learning outcomes:

Curricular Alignment Division: HSS Program: LTA

Date of Last Review: 2019

Program Learning Outcomes and Curriculum Matrix
 Introduce = **I**; Reinforce = **R**; Emphasize Mastery= **M**

For each learning outcome, identify what specific course addresses the specific outcome. Then mark “**I**” for a learning outcome that is introduced (*addressed for the first time*), “**R**” for a learning outcome that is reinforced (*addressed again, but not emphasized in a major way*), and “**E**” for a learning outcome that is emphasized (*addressed in a major way*) under each specific course. [NOTE: Not every course will necessarily address every learning outcome.]

Outcome	LIBT 101	LIBT 115	LIBT 203	LIBT 207	LIBT 209	LIBT 253
Identify the multiple functions of libraries and library services.	I	I	R	M	R	M
Summarize the role and history of libraries.	I		R			M
Use critical thinking skills to explore library services, resources, and the planning process.	I	R	M	M	R	M
Develop assessment skills for identifying, acquiring and organizing resource materials.		R	I	R		M
Identify and use key research tools to locate relevant information.		M	R	R		M
Evaluate information resources in both paper and electronic formats.		M	R	R		M
Use knowledge of current challenges facing libraries to deal effectively with issues such as censorship, funding, service limitations, and technology.	I	R	R	M	R	R

Develop skills in areas such as budget preparation, personnel, and facilities management to effectively manage a small library.	I		I	R		
Assess and manage technology as it pertains to libraries and library services.	I	R	R	R	M	R
Use oral, written, and technological skills to communicate effectively with multiple stakeholders/audiences.	I	R	R	M	R	R

Learning & Assessment

During Fall 2018, a communication assessment was done in LIBT 101 Introduction to Library Service. The assignment required a written critique of a journal article, the fourth and final critique in this course. The assessment was used to measure student learning in terms of the program outcome: Use of oral, written, and technological skills to communicate effectively with multiple stakeholders/audiences.

For this assignment, the communication rubric rated the content development, organization, and language and presentation across a four-point scale of advanced, acceptable, needs improvement, and minimally evident. Of the nine students scored on the rubric, most fell at the middle range of acceptable. One student provided evidence of being advanced in content development, and two students scored advanced in their language and presentation. The bell curve was evenly distributed as one student scored as needs improvement in content development, and one student scored as needs improvement in language and presentation.

The table below shows the communication rubric for this assignment:

	Advanced	Acceptable	Needs Improvement	Minimally Evident
Content development Uses accurate, relevant, and compelling content and sources, with appropriate source citations, if applicable. Content illustrates awareness of the audience and knowledge of the topic.	1	7	1	0
Organization Assignment is organized and understandable. Distinct flow of information as appropriate to the discipline.	0	9	0	0
Language and Presentation Language is clear and understandable. Executes assignment within conventions of a specific discipline.	2	6	1	0

Program Faculty

The adjunct faculty teaching in the LTA program are all employed in a range of libraries across Pennsylvania and beyond, and embrace the opportunity to bring their passion for libraries to NCC students consistently. Our students are fortunate to have such dedicated adjuncts as instructors, including one that has taught for 15+ years, and another for 9 years.

LIBT101 – Introduction to Library Service

LIBT203 – Technical Services LIBT209 - Computers in Libraries

Scott Thomas received a B.A. in Literature /Creative Writing from Bard College, an M.L.S. from Columbia University, and his M.A. in English from the University of Scranton. In 1995 he became Head of Reference and Automated Services at the Scranton Public Library, coordinating automated services for the entire Lackawanna County Library System. From 2000 to 2016 he was Head of Information Technologies/Technical Services, for the Lackawanna County Library System. In 2015 Thomas became the Executive Director of the Pennsylvania Integrated Library System, a consortium that hosts and supports the open source Evergreen-based Spark ILS. In 2019 Thomas returned to the Scranton Public Library, as the Chief Executive Officer.

LIBT115 – Reference Resources and Services

Joan Farrell has a B.A. in Communications from Alvernia University, and an M.S.L.S. from Clarion University of Pennsylvania. She began her librarian career in 2000 as the Library Director of the Frackville Free Public Library, Frackville, PA. In 2008 she focused on completing her graduate studies and became the Health Science Librarian and Archivist at Schuylkill Medical Center, East Campus, Pottsville, PA. Joan became the School of Nursing Librarian in 2016 at the Good Samaritan Regional Medical Center/Schuylkill Health Center, Pottsville, PA. In 2018 Lehigh Valley Health (LVH) Network Farrell took over the Schuylkill Health Center, and is currently the Health Sciences Librarian for the Joseph F. McCloskey School of Nursing, Pottsville, PA and serves colleagues throughout the entire LVH Network.

LIBT203 – Technical Services

Rhonda Kauffman has a B.A. in Psychology from the University of Connecticut, and an M.S.L.I.S. from Long Island University. She worked briefly in marketing and communications before finishing her graduate studies, which included internships focused on cataloging, digital librarianships, and archives, at the Barnard College Library, Columbia University Libraries, and Zabar Art Library at Hunter College, City University of New York. Rhonda began cataloging in 2011 as a Cataloger and Library Assistant for the American Numismatic Society. From 2010-2012 she was an Adjunct Cataloger at New York University before moving on to Lehigh University from 2012-2014 as a Cataloger/Metadata Librarian and Consultant for their Quali Open Library Environment Project. Kauffman worked as a Bibliographic Metadata Associate at Massachusetts Institute of Technology from 2015-2018, and is currently a Metadata Librarian

there, supporting metadata creation and access across the Libraries' bibliographic catalog and digital repositories.

LIBT207 – Library Management

Mary Garm has a B.A. in Modern Languages, and an M.L.I.S. from Drexel University. She worked briefly as Head of Technical Services at Elmira College, before moving to the public library arena in 1983, as Director for Susquehanna County Historical Society and Free Library Association, Montrose, PA. In 1990 Mary became the District Library Consultant, based at the Scranton Public Library. Since 2003 she has been the Administrator for the Lackawanna County Library System, also based at the Scranton Public Library. Mary has been very active in the Pennsylvania Library Association for many years, serving as President in 2008, and founding their Academy for Leadership Studies. In 2010 Mary was appointed to the Governor's Advisory Council on Library Development, currently serving as Chair.

LIBT253 -- Literature for Children & Young Adults

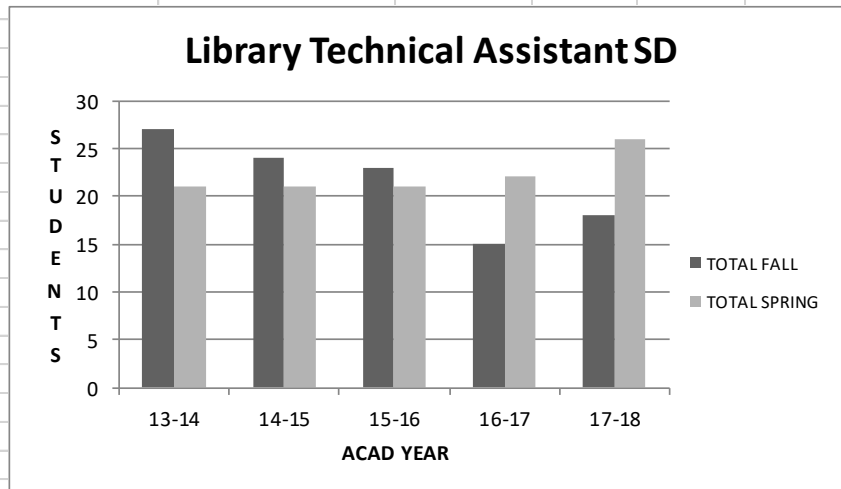
Mary Ann Lewis has a B.A. in Psychology from Skidmore College, and M.Ed. in Counseling Processes from the Harvard Graduate School of Education, a Library Technical Assistant Specialized Diploma from Northampton Community College, and an M.S.L.S. from Clarion University of Pennsylvania. Lewis had a range of positions beginning in 1989 that built on her education and mental health education. In 2003 Mary became the Young Adult Services Librarian at the Associated Libraries of Monroe County, and is currently the Teen Services Librarian, part of the Youth Services Department, based in Eastern Monroe. Lewis has been active in the Pennsylvania Library Association, the Young Adult Library Services Association, and the American Library Association, as well as a current member of the Evergreen Community Charter School Board of Trustees, the Greater Pocono Chamber of Commerce Education Committee, and a volunteer at the Barrett Paradise Friendly Library.

Beginning 2018/19, after the period covered by this audit, the teaching observations for the LTA instructors will begin to be handled by the program director. Previously they were handled by Online Learning, which was reorganized in Fall 2018.

Enrollment

Northampton Community College offers the only program in Pennsylvania to train library paraprofessionals. It is one of 34 programs nationally, nine of which are in California. Other library programs that currently exist in Pennsylvania cater to master's degree candidates or undergraduates preparing to become school librarians, such as the degree offered by Kutztown University (KU). Most students who register for NCC's program are already employed by a library. They are generally looking for promotion and certification opportunities.

Library Technical Assistant SD LIBS	TOTAL ENROLLMENT	ACAD YR	13-14	14-15	15-16	16-17	17-18
FALL							
FULL-TIME			2	1	0	0	0
PART-TIME			25	23	23	15	18
TOTAL FALL			27	24	23	15	18
SPRING							
FULL-TIME			0	0	0	1	1
PART-TIME			21	21	21	21	25
TOTAL SPRING			21	21	21	22	26



Smaller libraries across the Commonwealth send individuals to our program to meet Pennsylvania’s Library Code “Excellence Aid” requirements. Many of these libraries are in rural areas where Master’s degree candidates in Library Science are in short supply and funding for salaries is limited. These libraries receive state funding provided they employ paraprofessional staff with training in library services. The Pennsylvania Department of Education recognizes Northampton Community College’s LTA program as meeting their certification standards.

In Spring 2018 a group of eight library directors from public libraries in Somerset County began the Library Technical Assistant program. The Commonwealth of Pennsylvania requires all public libraries that receive state funding to have a director with a specific library science education based on the population of the community which the library serves. In the past few years there have been many retirements across the state leaving a large number of directors lacking the required education. A follow-up with the District Library Consultant from Somerset

County in Fall 2018 indicated a continued interest in NCC's program with additional individuals expected to enroll at NCC.

Due to the statewide demand for this program, the online format is invaluable. Courses are easily accessed regardless of geographic location and the program has attracted students from outside Pennsylvania, including students on US military bases across the globe.

The previous LTA audit, completed in Spring 2014, reported a drop in enrollment from Spring 2012 through Spring 2013. As can be seen in the table of enrollment data, below, that trend has reversed itself beginning in Fall 2013, and has remained fairly steady or improved through Spring 2018. The chart below shows the trending increase in the enrollment numbers from 2013/2014 through 2017/2018. The enrollment figures shown below represent the number of unduplicated head counts of students registered with an LTA major. A student enrolled in multiple LTA classes during a semester is counted as one enrollment. Students enrolled in other majors, such as General Studies are not counted in the enrollment figure. Although the general employment across the U.S. has improved in the past few years, state funding for PA public libraries has still not been restored to 2003 levels. In addition, many libraries suffered a drop in local funding as well which restricts their ability to send staff for additional training.

Current Students

Four LTA students responded to a "current students" basic survey in Spring of 2019. All are part-time students, ranging from one student just beginning the LTA program to one who is nearly finished. Each is currently employed in a PA public library, with three of them using the credits to meet the PA requirements for their library to receive state funding based on their academic credentials. It should be noted, and is applicable to this survey group, that often individuals already have college degrees at some level but need the library science credits to meet that PA state requirement. All respondents indicated they found the course content directly applicable to their job responsibilities.

Appendix C: Survey of current students

Program Cost & Income

The LTA program ranks 71st out of 126 in NCC program costs. Overall income from the LTA program per FTE is greater than the cost to NCC per FTE for this program. This program offers a "special tuition rate" which started in Fall 2009 and does not distinguish based on the student's location; there is no out-of-county rate. The design of the NCC LTA program has always been to educate paraprofessionals, who are often the backbone of their respective libraries, and many are from economically depressed areas

of Pennsylvania and beyond. Public libraries in Pennsylvania also mandate continuing education requirements, but reduced public funding has made it increasingly difficult to comply. The current LTA tuition structure very clearly demonstrates NCC's role in supporting libraries and education in communities locally, statewide, and nationally.

Change to Financial Aid Eligibility

As of March 8, 2019, a student taking the LTA program may qualify for financial aid if they successfully complete COLS 101 as part of their program, and complete the full specialized diploma. COLS 101 is required of all new students who have not taken any college courses in the past. This change may allow more students to enroll in the LTA program, whereas previously there have been students who were unable due to a shortage of financial resources.

Library Technical Assistant Endowment

An endowed scholarship was established in 1982 to provide funds for tuition and/or books for at least one student who has demonstrated scholastic achievement. The scholarship recipient(s) must have successfully completed two LTA courses, and be enrolled in a third LTA course for the next upcoming semester, usually Fall. This scholarship is administered jointly between the Northampton's Director of Scholarship Programs and the Director, Library Services.

See Appendix D: Financial Data

Program Outcomes for Graduates

Of the 44 LTA program graduates, 17 were employed in libraries or related positions, three were continuing their education, and 27 of the graduates did not respond to the survey. Just two were in the process of searching for a job, while none indicated they elected not to seek employment. Of those who were employed, it was pretty evenly split between holding the position of library technical assistants and library directors, and three were working in youth services or as programming coordinators. Other positions reported include bookmobile clerk, circulation technician, librarian, and library assistants. Two alumni were continuing their education at NCC and one transferred to the University of Valley Forge.

Graduates of NCC's LTA program work historically in a variety of libraries, including school, academic, public, and special libraries. However, in the past five years just one graduate responding to the survey was employed in a library in the Allentown School District, a Pennsylvania location that's not a public library. The nearby PA public libraries represented by this group of alumni are Bethlehem Area Public Library, Easton Area Public Library, Lower Macungie Library, Eastern Monroe Public Library, Clymer Library, Bernville Area Community Library, and the Orwigsburg Free Public Library.

Alumni living further from the Lehigh Valley are working in the Bucks County Free Library, Honey Brook Community Library, Swarthmore Public Library, Free Library of Springfield Township, Rostraver Public Library, Vernon, PA, and Salem Free Library in New Jersey. The beauty of an all-online program such as the LTA is demonstrated by alumni who obtain employment in a location distant from NCC, the Cumberland Public Library in Cumberland, Rhode Island. And in terms of salaries reported, the lowest was \$7.25 (2014) and the highest \$19.00 (2016) with the average salary range between \$10.41 and \$12.90.

See Appendix E: Placement Report Summary

See Appendix F: Placement Reports Classes 2013-2017

Discussion and Conclusions

The Library Technical Assistant program is a valuable asset to the library community across Pennsylvania. The program is meeting its goal of preparing students for paraprofessional roles within all types of libraries, especially small public libraries. The discounted tuition rate has allowed individuals from small libraries to participate in the LTA program, and students in the program feel it meets their goals.

The addition of COLS 101 College Success to the program moved the required credits from 15 to 16 effective Fall 2019. That change was just enough to meet the threshold of credits for the Department of Education to issue a Participation Agreement for financial aid to cover students in this program.

The remaining three course outlines and course descriptions were successfully updated and approved by the curriculum committee on first review. This brings all six course outlines up to date. Additionally, each course is using a textbook that is current, relative to the specific content of the course.

In January 2017, NCC announced implementation of a new initiative, Guided Pathways, that would redesign the college's alignment of majors and programs and its website for first-year students, with the goal of helping students make informed choices about their programs and courses. Program maps are an integral part of this new approach to major selection and advising, and the LTA program map was completed in Spring 2018. It is an invaluable tool, containing not only the course list, but the information about the Pennsylvania Department of Education's public library certifications.

The inaugural General Education Learning Outcome class assessment was completed in LIBT 101 Introduction to Library Service during Fall 2018. Gen Ed's Communication Rubric was used, creating an initial baseline for future assessments in the LTA program.

With the reorganization of NCC's Online Learning department, course oversights were strategically moved into the academic divisions. While the LTA program has received some guidance and assistance from the Dean of Humanities & Social Sciences, the LTA program has been assigned to one of the Assistant Deans of Humanities & Social Sciences. Along with that move, future teaching observations for the LTA adjuncts will be conducted by the program director. This allows for the proper support of the program director, who has primary responsibility for hiring qualified and credentialed adjuncts, in this subject specialty.

The group of eight library directors from Somerset County that began the LTA program in Fall 2018 was a unique recent event for this program. It was also a strong show of support for this "home-grown" LTA program, the only one in PA, and has been in existence for as long as NCC is old—52 years.

While the LTA program has shown progress since the last audit in some areas, time and attention is necessary for other aspects of successfully growing this niche program as follows:

- The program director should meet annually, in some form, with all current instructors
- Renew regular advertising and marketing efforts through the Office of Commonwealth Libraries' *Compendium* e-newsletter
- Work in conjunction with NCC's marketing department to advertise across PA
- Revisit transfer of LTA course credits to PA state institutions through PA TRAC
- Revisit the Library Support Staff Certification Program (LSSCP) that is overseen by the American Library Association (ALA), to complete the process for the LTA program to be certified for students upon completion
- Both the NCC library webpage and electronic research guide for the LTA program should be updated
- Additional courses for the LTA program should be considered

Addendums

Appendix G: 2017-18 Annual Program Report

Appendix H: NCC's LTA Program Highlighted, Winter 2018, *LTAEC Pages: Library Technical Assistant Education Committee newsletter*

Appendix A: Curriculum (2017-18 Course Catalog)

Library Technical Assistant

Humanities & Social Sciences

Specialized Diploma conferred

Overview

Narrative

Today's libraries aren't simply repositories of books and journals, they are technologically-advanced media centers, managing large amounts of information in digital, print and multimedia formats. Library patrons need help navigating this new world, and libraries need trained staff who are able to organize diverse forms of information. The Library Technical Assistant program at Northampton prepares you to enter the workforce as a paraprofessional capable of working in a variety of libraries and information centers.

Northampton's convenient online program focuses particularly on information resources, services for children, and management of small public libraries. Courses address technical skills in such vital areas as acquisitions, electronic formats and cataloging of all types of materials.

Features

Members of Northampton Community College's admissions staff can assist you in planning your program of study. Although this program is offered only online, you will be required to visit libraries to investigate print resources and explore types of library services, in addition to reading assigned textbooks and performing online research.

The specialized diploma is a 15-credit program, although courses also can be taken on an as-needed basis to improve skills in specific areas. The specialized diploma is also a good way to start your library science education if you are interested in pursuing a degree.

Professionals in Northampton's Career Services and counseling offices, as well as instructors within the program, can help you meet your employment and career goals.

Career Potential: Library Technical Assistant

Outcomes

Graduates of the program will:

- Identify the multiple functions of libraries and library services.
- Summarize the role and history of libraries.
- Use critical thinking skills to explore library services, resources, and the planning process.
- Develop assessment skills for identifying, acquiring and organizing resource materials.
- Identify and use key research tools to locate relevant information.
- Evaluate information resources in both paper and electronic formats.

- Use knowledge of current challenges facing libraries to deal effectively with issues such as censorship, funding, service limitations, and technology.
- Develop skills in areas such as budget preparation, personnel, and facilities management to effectively manage a small library.
- Assess and manage technology as it pertains to libraries and library services.
- Use oral, written, and technological skills to communicate effectively with multiple stakeholders/audiences.

Courses

Specialized Diploma:

This diploma is offered via the College Online Learning program.

LIBT101	Introduction to Library Service
LIBT209	Computers in Libraries
LIBT	LIBT Elective Courses*
	Total:

*LIBT Elective Course Options:

LIBT115	Reference Resources & Services	
LIBT203	Technical Services	
LIBT207	Library Management	
LIBT253	Literature for Children and Young Adults	

Students must take [LIBT101](#) Introduction to Library Service; it is strongly urged that they begin the program with this course.

Students must take [LIBT209](#) Computers in Libraries.

To receive the Specialized Diploma, student can select three of the four elective courses to complete the 15 credit program.

Appendix B: Program Map (2018-19 Catalog)



LIBRARY TECHNICAL ASSISTANT – Specialized Diploma (2018-2019 Catalog)

Student Name: _____

Advisor Name: _____

SEMESTER-BY-SEMESTER PROGRAM MAP FOR FULL-TIME STUDENTS

Courses are listed in preferred order of completion

Plans can be modified to fit the needs of part-time students by adding more semesters

Choose your courses with your Success Navigator or Faculty Advisor.

Complete	Semester 1				
	Course #	Course Title	Credits	Term/Location Offered (Fall, Winter, Spring, Summer) (Bethlehem, Monroe, Towler, Online)	Pre-requisites / Co-requisites (PRE / CO)
<input type="checkbox"/>	COLS101	College Success	1	FA, SP, SU; BETH, MROE, DIST	
<input type="checkbox"/>	LIBT101	Introduction to Library Service	3	FA, SP, SU; DIST	
<input type="checkbox"/>	LIBT209	Computes in the Library	3	FA, SP, SU; DIST	
	Total Semester Credits:			7	
Complete	Semester 2				
	Course #	Course Title	Credits	Term/Location Offered	Pre-requisites/Co-requisites
<input type="checkbox"/>	LIBT _____	LIBT Elective*	3	DIST	
<input type="checkbox"/>	LIBT _____	LIBT Elective*	3	DIST	
<input type="checkbox"/>	LIBT _____	LIBT Elective*	3	DIST	
	Total Semester Credits			9	
	Total Degree Credits			16	

Notes:

- ALL LIBT courses are only available through Online Learning.
- *Students must complete 9 credits of LIBT electives by completing three (3) of the following four courses:
 - LIBT 115 – Reference Resources and Services (3 credits) – available FA or SP
 - LIBT 203 – Technical Services (3 credits) – available FA or SP
 - LIBT 207 – Library Management (3 credits) – available SP only
 - LIBT 253 – Literature for Children & Young Adults (3 credits) – available FA only
- For individuals with library experience, please contact the Northampton Community College's Director, Library Services.
- These courses can be combined with other NCC degree requirements to complete a General Studies AA. Students are able to transfer the General Studies AA to all the PASHHE universities to complete a bachelor's degree

Program Narrative:

- The Library Technical Assistant Specialized Diploma prepares students to enter the workforce as paraprofessionals capable of working in a variety of libraries and information centers. This online program includes focus on research techniques, services for children, and management of small public libraries.
- Library technical assistants support librarians with all aspects of running today's technologically-advanced libraries. They assist patrons, organize library materials and information, and handle circulation responsibilities. Library technical assistants work in public, school, special, and college and university libraries.

Program Learning Outcomes:

- Identify the multiple functions of libraries and library services.
- Summarize the role and history of libraries.
- Use critical thinking skills to explore library services, resources, and the planning process.
- Develop assessment skills for identifying, acquiring and organizing resource materials.
- Identify and use key research tools to locate relevant information.
- Evaluate information resources in both paper and electronic formats.
- Use knowledge of current challenges facing libraries to deal effectively with issues such as censorship, funding, service limitations, and technology.
- Develop skills in areas such as budget preparation, personnel, and facilities management to effectively manage a small library.
- Assess and manage technology as it pertains to libraries and library services.
- Use oral, written, and technological skills to communicate effectively with multiple stakeholders/audiences.

Transfer Information:

- These courses are also accepted by Kutztown University towards the BA in Library Science.

Career Information:

- This specialized diploma prepares students to become library paraprofessionals, working alongside librarians, assisting with all aspects of running a library. Various places of employment include public and school libraries, college and university libraries, and special libraries.
- These courses are accepted by the Pennsylvania Department of Education for public library certifications:
 - "All public library directors in libraries receiving state aid are required to have a certification level based on the population of the service area of the library where they are employed. The certification levels are: library assistant, provisional librarian, and professional librarian. A library assistant has completed at least 2 academic years of college education and completed 9 credit hours of library science courses. A provisional librarian has at least a bachelor's degree from a 4-year college or university and has completed at least 12 credit hours of library science courses. A professional librarian has at least a bachelor's degree from a 4-year college or university and a master's degree in library science. More information about certification levels can be found in the Public Library Code." Office of Commonwealth Libraries, 2/26/2014

Appendix C: Survey of Current Students

Questions used to survey current LTA students, Spring 2019

1. What is your current position?
2. How will this certification assist you in your professional career?
3. What did you find most valuable in the coursework you have completed so far?
4. What recommendations can you offer for future iterations of the program?

Appendix D: Financial Data

	SD: Library Technical Assistant				
	FY2018	FY2017	FY2016	FY2015	FY2014
Program Income					
Tuition	37,919	37,139	34,640	31,402	37,091
Local Reimb	6,293	6,093	5,563	5,097	5,976
Operating Reimb	14,368	14,015	10,136	8,827	10,519
Stipend Reimb					
Total Income	58,580	57,247	50,339	45,326	53,586
Program Costs					
Direct Costs	26,018	24,333	20,810	23,934	21,925
Indirect Costs	27,050	25,010	22,772	20,725	23,121
Total Costs	53,068	49,343	43,582	44,659	45,046
FTE	7.84	7.86	7.43	7.02	8.64
Income per FTE	7,472	7,282	6,776	6,456	6,205
Cost per FTE	6,769	6,277	5,866	6,361	5,216
Inst Avg Cost per FTE	7,075	6,703	6,416	6,144	5,730
Rank	71 of 126	85 of 132	98 of 129	50 of 119	97 of 122

Appendix E: Summary of Placement Reports

SD: Library Technical Assistant	Aug. '12	Aug. '13	Aug. '14	Aug. '15	Aug. '16	Aug. '17
	Dec. '12	Dec. '13	Dec. '14	Dec. '15	Dec. '16	Dec. '17
	May '13	May '14	May '15	May '16	May '17	May '18
# of Graduates	5	13	7	13	6	
employed	2	6	4	5	3	
job hunting	0	0	0	1	1	
continuing ed.	0	1	0	2	0	
other	3	6	3	5	2	
Employed Graduates	2	6	4	5	3	
Additional Data Not Avail.	—	—	—	—	—	—
related	1	6	3	4	3	
unrelated	1	0	0	0	0	
unrelated by choice	0	0	1	1	0	
Median starting salary (if>2 reported)	—	—	—	—	—	—

Appendix F: Placement Reports Classes 2013-2018

Library Technical Assistant Specialized Diploma

Graduate Survey Results

<i>Number of Graduates</i>	<i>Continuing Education</i>	<i>Employed</i>	<i>Job Hunting</i>	<i>Not Seeking Employment</i>	<i>Moved</i>	<i>No Report</i>
5	0 0%	2 100%	0 0%	0 0%	0 0%	3

Of the Total Number of Graduates Employed:

<i>Employed Related</i>		<i>Employed Unrelated</i>		<i>Employed Unrelated by Choice</i>	
1	50%	1	50%	0	0%

Employers of Graduates
 Easton Area Public Library

Positions Secured
 Library Technical Assistant

Summary of Hourly Starting Salaries

<i>Number Reporting Salary</i>	<i>2013 Lowest Salary</i>	<i>2013 Highest Salary</i>	<i>2013 Mean Salary</i>	<i>2013 Median Salary</i>	<i>Previous Year Median Salary</i>	<i>Median Percent Change</i>
0					\$13.50	

Library Technical Assistant Specialized Diploma

Graduate Survey Results

<i>Number of Graduates</i>	<i>Continuing Education</i>	<i>Employed</i>	<i>Job Hunting</i>	<i>Not Seeking Employment</i>	<i>Moved</i>	<i>No Report</i>
13	1 14%	6 86%	0 0%	0 0%	0 0%	6

Of the Total Number of Graduates Employed:

<i>Employed Related</i>		<i>Employed Unrelated</i>		<i>Employed Unrelated by Choice</i>	
6	100%	0	0%	0	0%

Employers of Graduates

Bucks County Free Library
 Clymer Library
 Eastern Monroe Public Library
 Free Library of Springfield Township
 Orwigsburg Free Public Library
 Salem Public Library

Positions Secured

Bookmobile Clerk II
 Branch Manager
 Head Technician
 Library Clerk
 Library Director
 Youth Services

Summary of Hourly Starting Salaries

<i>Number Reporting Salary</i>	<i>2014 Lowest Salary</i>	<i>2014 Highest Salary</i>	<i>2014 Mean Salary</i>	<i>2014 Median Salary</i>	<i>Previous Year Median Salary</i>	<i>Median Percent Change</i>
2	\$7.25	\$7.50	\$7.38	\$7.38		

Institutions To Which Graduates Transferred

Northampton Community College

Library Technical Assistant Specialized Diploma

Graduate Survey Results

<i>Number of Graduates</i>	<i>Continuing Education</i>	<i>Employed</i>	<i>Job Hunting</i>	<i>Not Seeking Employment</i>	<i>Moved</i>	<i>No Report</i>
7	0 0%	4 100%	0 0%	0 0%	0 0%	3

Of the Total Number of Graduates Employed:

<i>Employed Related</i>	<i>Employed Unrelated</i>	<i>Employed Unrelated by Choice</i>
3 75%	0 0%	1 25%

Employers of Graduates

Allentown School District
 Bernville Area Community Library
 Bucks County Free Library

Positions Secured

Assistant Manager
 Co-Director
 Librarian

Summary of Hourly Starting Salaries

<i>Number Reporting Salary</i>	<i>2015 Lowest Salary</i>	<i>2015 Highest Salary</i>	<i>2015 Mean Salary</i>	<i>2015 Median Salary</i>	<i>Previous Year Median Salary</i>	<i>Median Percent Change</i>
1	\$10.00	\$10.00	\$10.00	\$10.00	\$7.38	36%

Library Technical Assistant Specialized Diploma

Graduate Survey Results

<i>Number of Graduates</i>	<i>Continuing Education</i>	<i>Employed</i>	<i>Job Hunting</i>	<i>Not Seeking Employment</i>	<i>Moved</i>	<i>No Report</i>
13	2 22%	5 56%	1 11%	1 11%	0 0%	4

Of the Total Number of Graduates Employed:

<i>Employed Related</i>	<i>Employed Unrelated</i>	<i>Employed Unrelated by Choice</i>
4 80%	0 0%	1 20%

Employers of Graduates

Bethlehem Area Public Library
 Cumberland Public Library
 Easton Area Public Library
 Honey Brook Community Library

Positions Secured

Circulation Technician
 Director & Youth Services Coordinator
 Library Assistant
 Youth Services Technician

Summary of Hourly Starting Salaries

<i>Number Reporting Salary</i>	<i>2016 Lowest Salary</i>	<i>2016 Highest Salary</i>	<i>2016 Mean Salary</i>	<i>2016 Median Salary</i>	<i>Previous Year Median Salary</i>	<i>Median Percent Change</i>
2	\$10.80	\$19.00	\$14.90	\$14.90	\$10.00	49%

Institutions To Which Graduates Transferred

Northampton Community College
 University of Valley Forge

Library Technical Assistant Specialized Diploma

Graduate Survey Results

<i>Number of Graduates</i>	<i>Continuing Education</i>	<i>Employed</i>	<i>Job Hunting</i>	<i>Not Seeking Employment</i>	<i>Moved</i>	<i>No Report</i>
6	0 0%	3 75%	1 25%	0 0%	0 0%	2

Of the Total Number of Graduates Employed:

<i>Employed Related</i>	<i>Employed Unrelated</i>	<i>Employed Unrelated by Choice</i>
3 100%	0 0%	0 0%

Employers of Graduates

Lower Macungie Library
 Rostraver Public Library
 Swarthmore Public Library

Positions Secured

Librarian Assistant
 Library Associate
 Programming Coordinator

Summary of Hourly Starting Salaries

<i>Number Reporting Salary</i>	<i>2017 Lowest Salary</i>	<i>2017 Highest Salary</i>	<i>2017 Mean Salary</i>	<i>2017 Median Salary</i>	<i>Previous Year Median Salary</i>	<i>Median Percent Change</i>
2	\$10.50	\$14.50	\$12.50	\$12.50	\$14.90	-16%

Appendix G: 2017-18 Annual Program Report

Library Technical Assistant – Specialized Diploma

Executive Summary & General Reflections on the Year:

In Spring 2018 a group of eight library directors from public libraries in Somerset County began the Library Technical Assistant program. The Commonwealth of Pennsylvania requires all public libraries that receive state funding to have a director with a specific library science education, based on the population of the community which the library serves. In the past few years there have been many retirements across the state, leaving a large number of directors lacking the required education. A follow-up with the District Library Consultant from Somerset County in Fall 2018 indicated a continued interest in NCC's program, with additional individuals expected to enroll at NCC.

During Spring 2018 the last two course outlines were updated and approved by the Curriculum Committee: LIBT 115 Reference Resources and Services, and LIBT 253 Literature for Children & Young Adults. The Semester-by-Semester Program Map was also completed and approved by the Curriculum Committee, and a new adjunct was hired and trained by Online Learning to teach LIBT 253. Teaching observations for the LTA instructors will begin to be handled by the program director in 2018-19.

By the Numbers:

Enrollment 2017-18: 18
Graduates 2017-18: 6
PT Faculty 2017-18: 5
FT Faculty 2017-18: 0
ICH % 2017-18: 100

Events / Alumni We're Proud of:

During 2016-17 the program director exhibited at the Pennsylvania Library Association's (PaLA) annual conference at Kalahari, Mount Pocono. This promoted the LTA program, and many conference attendees stopped by the booth to thank NCC for having the exhibit, but also to say they were proud LTA graduates. We have been asked to exhibit again in 2018-19, when the conference is in Harrisburg.

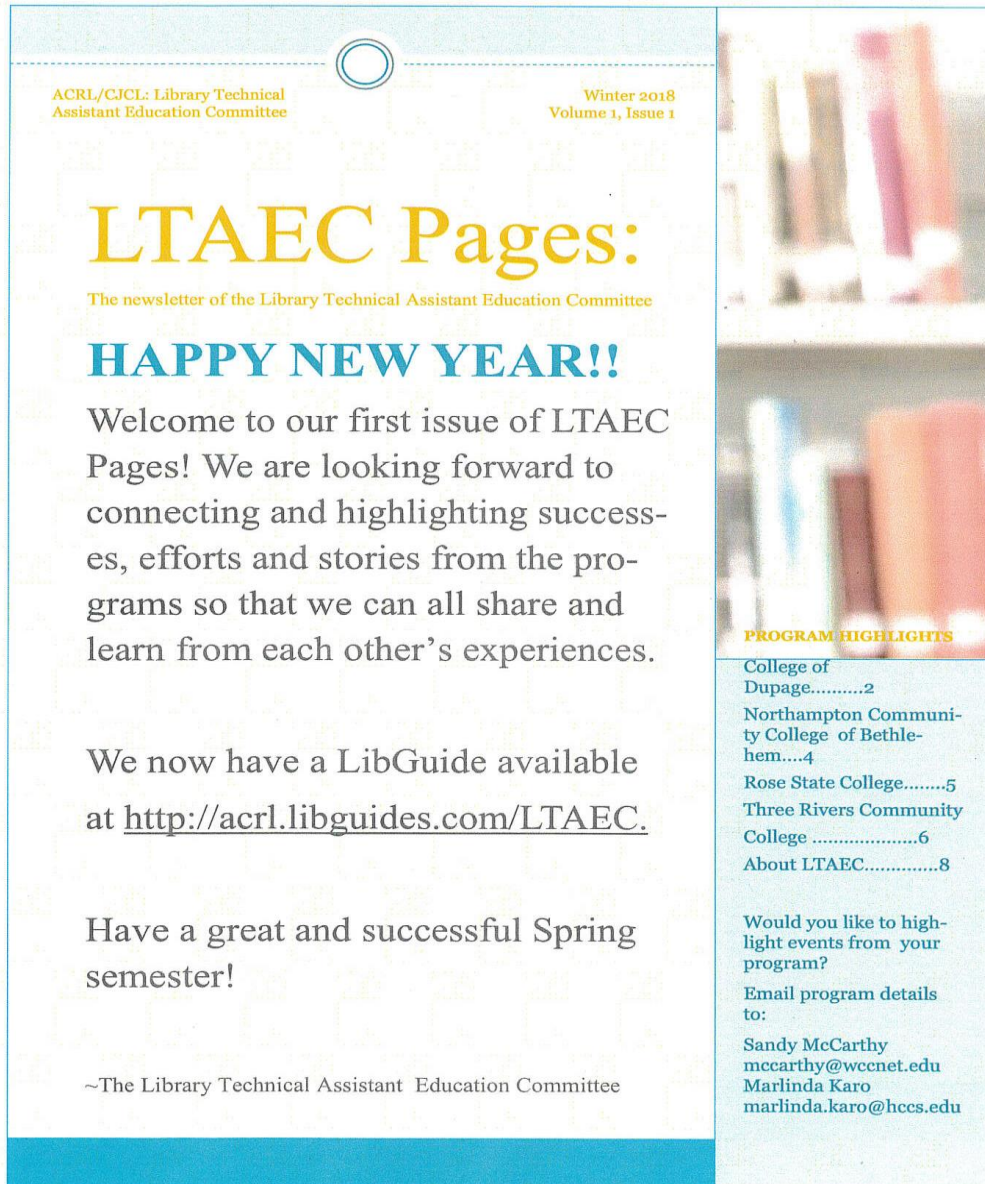
Assessment:

In 2018-19 a class assessment will be undertaken, using an assignment from LIBT 101 Introduction to Library Service. This will pioneer the GEN Ed rubric in the LTA program.

Looking Ahead:

In 2018-19 a program review will be completed. Exhibiting at PaLA has started to become a regular opportunity, which may become a more lucrative recruitment avenue. A regular assessment process will begin to take shape, building on the inaugural one in LIBT 101. The program director needs to contact marketing for review of the program advertisement for suggestions, and a budget for advertising should be planned. The second phase of program mapping will be completed, which focuses on program-related co-curricular activities and transfer/career planning ideas.

Appendix H: NCC's LTA Program Highlighted, Winter 2018, LTAEC Pages: Library Technical Assistant Education Committee newsletter



The newsletter cover features a light blue background with a faint grid pattern. At the top left, it reads 'ACRL/CJCL: Library Technical Assistant Education Committee'. At the top right, it says 'Winter 2018 Volume 1, Issue 1'. The main title 'LTAEC Pages:' is in large yellow font, followed by the subtitle 'The newsletter of the Library Technical Assistant Education Committee' in smaller yellow font. Below this is a blue banner with 'HAPPY NEW YEAR!!' in white. The main body of text is in black, welcoming readers to the first issue and mentioning a LibGuide. At the bottom left, it says '~The Library Technical Assistant Education Committee'. On the right side, there is a vertical sidebar with a blurred image of bookshelves at the top. Below the image is the heading 'PROGRAM HIGHLIGHTS' in yellow, followed by a table of contents listing various colleges and their page numbers. At the bottom of the sidebar, there is a call to action for highlighting events and contact information for Sandy McCarthy and Marinda Karo.

ACRL/CJCL: Library Technical Assistant Education Committee

Winter 2018
Volume 1, Issue 1

LTAEC Pages:

The newsletter of the Library Technical Assistant Education Committee

HAPPY NEW YEAR!!

Welcome to our first issue of LTAEC Pages! We are looking forward to connecting and highlighting successes, efforts and stories from the programs so that we can all share and learn from each other's experiences.

We now have a LibGuide available at <http://acrl.libguides.com/LTAEC>.

Have a great and successful Spring semester!

~The Library Technical Assistant Education Committee

PROGRAM HIGHLIGHTS

College of Dupage.....	2
Northampton Community College of Bethlehem....	4
Rose State College.....	5
Three Rivers Community College	6
About LTAEC.....	8

Would you like to highlight events from your program?

Email program details to:

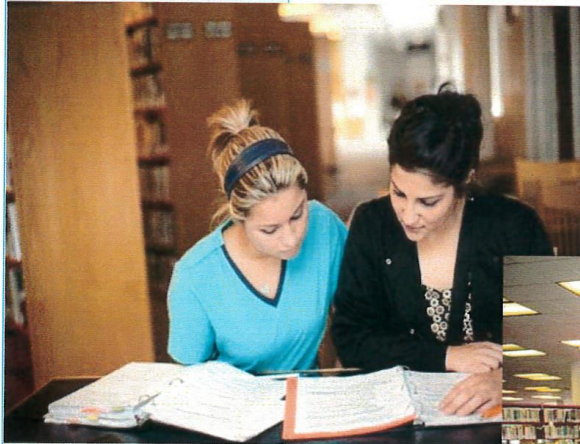
Sandy McCarthy
mccarthy@wccnet.edu
Marinda Karo
marlinda.karo@hccs.edu

NORTHAMPTON COMMUNITY COLLEGE

Library Technical Assistant Program

Northampton Community College of Bethlehem, Pennsylvania offers a completely online Library Technical Assistant Specialized Diploma, now in its 48th year. This program was originally designed to support public libraries in PA, but over the years has been completed by individuals living and working across the United States, other countries, and US military bases around the world.

Completion of the specialized diploma requires 15 credits, and can be used as free electives in obtaining the General Studies AAS. In 2016 fifteen students completed the LTA Specialized Diploma. Several of those students used the credits to meet the Pennsylvania Department of Education's Public Library Certification levels to serve as library directors in smaller public libraries receiving state aid. The library assistant and provisional librarian are defined in the PA Public Library Code, and can be met when an individual combines either 2 years of college education with 9 credits of undergraduate library science courses, or a bachelor's degree with 12 credits of library science courses.



Interior of the Paul and Harriet Mack Library.

For more information contact: Director,
Library Services, Sandra Sander
ssander@northampton.edu

