

## Requirement 3.8.3

### Library and Other Learning Resources: Qualified staff

The institution provides a sufficient number of qualified staff—with appropriate education or experiences in library and/or other learning/information resources—to accomplish the mission of the institution.

#### Judgment

Compliant  Partial Compliance  Non-Compliant  Not Applicable

#### Narrative

Haywood Community College (HCC) is in compliance with Comprehensive Standard 3.8.3.

HCC's Freedlander Learning Resources Center (FLRC) currently employs two full-time professional librarians, one part-time professional librarian, and two to four work-study students (fall and spring semesters).

#### Freedlander Library and Learning Resources Center Staff

Each FLRC librarian possesses a master's degree in library science from an accredited institution, and these three professionals hold over fifty years of combined experience in community and technical college libraries. Librarians' names and contact information appear on the FLRC's Web page ([FLRC Web page](#)). Evaluations of current library staff, along with their academic credentials and accomplishments, are located in a privacy-secured library staff credentials file.

A basic overview of the FLRC's staff and its experience levels, along with a comparison of staff numbers at other libraries in HCC's peer group, is presented below:

**Table 1: FLRC Staff Experience and Credentials**

Staff Name	Title	Degree	Years Library Experience	Years FLRC Library Experience
Mary Kautz	Director	Master of Library & Information Science	15	4

Polly Sloan	Librarian	Master in Audio-Visual Education	34	34
Clay Couch	Evening Librarian	Master of Library & Information Science	10.5	3

**Table 2: NCHED Comparison of HCC's Library Staff with the Staff at Similar Community Colleges**

HCC Community College Library Peers	2003 Library Staff*		2005 Library Staff**	
	No. of Librarians	No. of Total FTE Staff	No. of Librarians	No. of Total FTE Staff
Beaufort County CC	2	7.33	1	5.77
Carteret CC	2	5	2	5.5
Halifax CC	1.62	3.77	1.62	6.09
<b>Haywood CC</b>	<b>1</b>	<b>2.25</b>	<b>2.5</b>	<b>3.5</b>
Mayland CC	1.5	3.3	1.5	3.19
Richmond CC	4	6	3	5
Sampson CC	1.9	4.15	1.9	4.03
* <a href="#"><i>NCHES 2003 Academic Library Survey</i></a>				
** <a href="#"><i>NCHES 2005 Academic Library Survey</i></a>				

### FLRC Staff Evaluation

The 2006-07 HCC Annual Services Satisfaction Survey ([2006-07 Survey](#)) indicated that 96.43% of faculty/staff respondents found the accessibility of the Library's employees to be "very satisfactory"

or "satisfactory." Likewise, 92.86% indicated that they were "satisfied" or "very satisfied" with the "courteous treatment" that they received while interacting with staff members.

The 2006 LibQUAL+ Survey ([LibQUAL Survey](#)) results, which included both student and faculty/staff respondents, denoted a satisfactory level of performance in the "Affect of Service" category. The strongest results were seen in the "Giving users individual attention" component, which received a superiority mean score of +0.13. However, Weakness was observed in the "Employees who instill confidence in users" and "Employees who deal with users in a caring fashion" components. Ongoing improvements to the library instruction program represent one effort toward addressing these concerns.

## Supporting Documents

-  [06\\_LibQual\\_Freedlander\\_Library](#)
-  [HCC0607ServRep-LRC](#)
-  [HCC\\_Library\\_Website](#)
-  [nched\\_a6\\_03](#)
-  [nched\\_a6\\_05](#)