Diablo Valley College (DVC), in the city of Pleasant Hill in the San Francisco Bay Area, is situated on one hundred acres of gently rolling hills in view of Mt. Diablo. Established in 1949, DVC offers degrees and certificates in transfer programs and career-technical education programs, workforce skill building, developmental education and adult education to a diverse student body, and is well known as one of the top-performing community colleges in the state.

The Library Technology (LT) program at DVC is almost half a century old. It is a small program, currently offering 3-4 courses per semester with an average of 12 graduates per year, who move on with a transferrable set of skills and knowledge to be applied to a variety of settings. One graduate, who went on to become an archivist at Pixar Studios told us, “The program was rigorous and varied, and I left encouraged and wanting more. I always felt like the instructors were rooting for us.”

To earn an LT Certificate of Achievement or, as part of an LT Associate Degree in Science program, students complete:
13 units of required coursework:

- Foundations of Library and Information Services
- Access and Technical Services in Libraries
- Information Literacy and Research Skills
- Reference and Research Services
- Cataloging for Paraprofessionals

2 units of required internship/work experience

4 elective units, with such options as:

- School Library and Media Services
- Digital Assets
- Storytelling

All courses are taught partially online, and class sessions take place in the evenings or on Saturdays.

Recent News: Twelve Oakland Unified School District (OUSD) library clerks graduated in February 2018 from an 18-month partnership with the DVC LT program, which was designed especially for the group to elevate their skills and qualifications. One of the graduates shared: “This program has meant so much to me. I never felt that I could go back to school after being out for 28 years... I have learned so much through these classes that I have
been able to take back to my library and share...” One year later we are presenting a panel discussion, which includes the LT Program Coordinator, the OUSD District Librarian, a program instructor, and a program graduate, at the California School Library Association conference. The purpose of this session is to share with other school librarians and administrators how school districts can come together with Library Technology programs to provide career ladders for staff.

Fall 2018 the DVC Library Technology program joined the ranks of community colleges nationwide to have received a Library Support Staff Certification (LSSC) recognition agreement from the American Library Association-Allied Professional Association (ALA-APA), which permits DVC LT graduates to receive the LSSC certificate.

Spring 2019 brings a new elective class: "Digital Assets: Tools and Methodologies". Students will learn to create, assess, preserve, and manage digital assets, such as documents, photographs, and audiovisual media, and can look forward to informative field trips and hands-on experience using state-of-the-art scanning equipment.
The State Library of Louisiana has been a part of the ALA-APA's Library Support Staff Certification (LSSC) Program since the beginning. In 2009, the State Library of Louisiana offered its first LSSC course, Supervision and Management, at that time, a ten-week course with two in-person classes and eight webinars, taken by twenty pioneering participants. In the past ten years, the
State Library course catalog has grown to six ten-week online courses: Supervision and Management, Communication and Teamwork, Foundations of Library Services, Reference and Information Services, Technology, and Cataloging and Classification. It was always a goal for the State Library to be able to provide all the courses needed to complete the certification—six courses are required—a milestone we met after adding the Cataloging course. The State Library of Louisiana is the only state library agency to provide these courses.

The State Library’s emphasis on the program and excellence in providing these courses for library support staff have shown positive results, especially for public libraries. As of 2018, the State Library of Louisiana has had 366 successful course completions by 247 students. Those students represent fifty-five different libraries and forty-five parishes in Louisiana. To date, twenty-four Louisiana library staff have completed the certification program—only California has a higher number of certified library support staff with twenty-seven. Louisiana has the highest per capita percentage of certified library support staff in the United States.

Interest in the State Library’s successful LSSC participation and courses continues to grow. There have been students from American Samoa and Mariana Islands who took our courses despite having to get up in the early hours of the morning to do so. The courses fill almost as soon as we advertise the schedules. Recently,
we’ve received emails from international library students and professors interested in our course offerings.

In October 2018, the State Library surveyed all those who had taken our LSSC courses. Seventy-nine participants responded. Over 80% agreed that they had more confidence in doing their job, were producing higher quality work, had an increased understanding of library operations, were more comfortable with the public, had improved their communication skills, were better able to answer reference questions, and were making greater use of library technology. An impressive 73% of respondents reported receiving salary increases while 40% said they had received promotions. As one respondent said, “I feel I am better prepared to work in the library field because of this program. All the courses taught me things I didn’t know or reinforced what I do. It gave a stronger meaning and understanding to all library services.”

“Earning a Library Support Staff Certification has a variety of benefits, giving participates the power to demonstrate their value to their libraries,” said State Librarian of Louisiana, Rebecca Hamilton. “Most importantly, with an increased awareness of library operation and boosted self-confidence, LSSC recipients are better able to serve their patrons, and empowering and educating library staff to best serve their communities is a central goal of the State Library.”

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The University of Maine at Augusta’s online Information and Library Science (ILS) program believes modern librarianship is about engaging in our wider communities; helping our patrons and members enhance their knowledge; and developing relationships with the different forms of information around us.
Grounded in a very traditional library science core reviewed by the ALA Library Support Staff Certification program, we have been working online with students around the United State and the world for more than 20 years.

The ILS program offers a Certificate (22 cr), Associate (66 cr), and Bachelors (120 cr). Many of the students in our Bachelor’s program have transferred to UMA upon completing their LTA program and build upon those degrees by earning a Bachelor of Science. UMA has transfer agreements with LTA programs around the US and sometimes we travel to meet students. If someone is interested in continuing their education with UMA, we can evaluate prior coursework before a student applies to help them see how the BS degree builds upon prior coursework or degrees. ILS students pay a reduced tuition rate.

The Senior Capstone experience (undertaken at a location close to the student) allows graduating seniors to bring background experiences, skills, and knowledge and continue that learning in library information agencies like Owls Head Transportation Museum library, the James Melville Gilliss Library at the US Naval Observatory, the New York Times, the Shaker Community, the Maine State Library and many small to large public libraries. We even had a student complete an amazing internship with the National Archives and another with PBS.
For those who wish to pursue graduate study, many of our graduates have been accepted at ALA accredited graduate programs around the United States.

*My education of how the theoretical and practical aspects of librarianship come together have stretched me in a multitude of ways, giving me confidence that I can be the kind of librarian that makes a difference.* – *Joseph T., Class of ’18*

Recently, the ILS program, along with two other UMA programs, received a [Davis Educational Foundation Grant](https://www.uma.edu/academics/programs/ils/). The work of this grant will cover the development of an information science minor, the creation of a soft skills taxonomy for library information professionals, and faculty development on working with neural-diverse students in the online environment. The ILS program is also excited to introduce a first-year experience course, which will focus on digital literacies, the core skills of critical thinking and writing, collaboration skills and working in virtual teams, basic document and visual presentation of information, emotional, social, and cognitive intelligence, and the creation of personalized educational and career pathway plans for students.

To learn more about the Information and Library Science Program@UMA, please see: [https://www.uma.edu/academics/programs/ils/](https://www.uma.edu/academics/programs/ils/) or contact Jodi Williams: Email: Jodi.Williams@maine.edu Phone: 207.621.3341
Each year, students fly in to attend graduation. The annual ILS “selfie” has made the front page of our local newspaper twice now! (ILS Coordinator Jodi Williams with a few graduates!)

Tarrant County College

I have had a career long dream of creating a pathway to librarianship that would train entry level position holders. In 2009 what was initially started as a job interview conversation morphed into the development of the only program in Texas to certify library paraprofessionals. At that time in Texas, the Masters in Library and Masters in Information Systems programs were the only training opportunities for people seeking to develop a career the
This lack of access left a strata of potential library workers with no way to enter and excel through a library organization without committing to an advanced degree. The need to expand access to training opportunities and broaden the applicant pool of library workers was apparent.

After the interview, I inventoried the requisite skills for individuals interested in training for entry level library position and researched related programs at Alamo College in San Antonio and other states’ programs. I met with administrators at Tarrant County College Trinity Campus and successfully advocated for the development of the program. Tarrant County College was ideally positioned as a feeder school to two of the three ALA accredited library schools in Texas. The strong working relationship with the University North Texas in Denton facilitated the acceptance of credits into their BAAS program that leads to their MIS program.

Tarrant County College administrators enthusiastically pursued the journey to offer a new career program. They were successful in achieving two levels of external accountability agency approvals necessary to institutionalize the program. The Texas Higher Education Coordinating Board approved the request to add an additional career technical program to the college and the Southern Association for Colleges approved a substantive change to the program curriculum.
In 2011 college administrators organized an Advisory Board of practicing librarians, community leaders, and university representatives to custom design a curriculum based on employer needs and prerequisites for Master’s programs. The first class was offered in the Spring semester with fifteen students. This learner cohort was dubbed program pioneers because they helped to shape learning experiences for the courses and permitted the Public Relations and Marketing Office of the college to use their testimonies in marketing campaigns.

Students who enter the program typically are seeking a quality of life profession. Because of this dedication, they quickly demonstrate the requisite skills to contribute to the growing information industry. Course preparation and a sixty-four hour practicum increases graduate’s marketability and popularity with hiring authorities in the North Texas area.

Today the Library Technology Program at Tarrant County College is the only program in Texas to train paraprofessionals for libraries and information centers. Over two hundred students have entered the program since its inception. The options of a 19-hour certificate or the Associates of Applied Science Degree makes the program popular with veteran library professionals seeking retraining programs and those students seeking second careers. - Carol Everhart, Founding Coordinator - Library Technology Program
ABOUT ACRL - LTEAC
The purpose of this committee is "to explore, collect and disseminate information on Library Technical Assistant Programs; to provide channels of communication for sharing information on these programs; to explore establishing liaisons with Library Technical Assistant Programs; to encourage publication of textbooks and other training materials."

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