

ANNUAL PROGRAM REVIEW AND PLANNING: Instructional Support and Other Units

*Includes: Instructional Services Office, Division Dean's Offices, Occupational & Noncredit Administrative Office, Workforce and Community Development and Extended Education (Centers and Site Operations), KKSM, PCTV, Library, Telescope, Boehm Gallery, Academic Technology, Tutoring, Planetarium, Service Learning, Wellness Center, Women's Studies, STEM Center, Teaching & Learning Center, etc.*



# Program Review & Planning (PRP)

## PART 1: BASIC PROGRAM INFORMATION

Program Review and Planning is the means by which faculty, staff, and/or administrators complete a self-evaluation of an academic discipline, program, or service. The self-evaluation includes an analysis of both quantitative and qualitative data on how the academic discipline, program, or service is supporting the mission and strategic planning of Palomar College in meeting the educational and career interests of students.

<b>Service Area:</b>	Instruction
<b>Department Name:</b>	Library
<b>Division Name:</b>	Social and Behavioral Sciences

**Please list all participants in this Program Review:**

Name	Position
Cunningham, April	Faculty
Doyle Bauer, Alexandra	Faculty
Forney, Marlene	Faculty / Department Chair
Lopez, Natalie	Faculty
Morrow, Linda	Faculty
Weintraub, Tamara	Faculty
Zou, Benhui	Faculty

<b>Number of Full Time Staff</b>	20 (7 Faculty, 11 Classified, 1 CAST ( <b>vacant</b> ), 1 Admin.)	<b>Number of Part Time Staff</b>	11 (10 Faculty, 1 <b>Long Term</b> Hourly)
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**Please list the Classified positions (and their FTE) that support this discipline:**

Library Technician II (3), Senior Library Technician (6), Library Systems Technician (1), Academic Department Assistant (1)

**What additional hourly staff support this discipline and/or department:**

At our Escondido Center we have 1 long time hourly staffer (Monday through Thursday evenings and Saturdays. We have no regular hourly staff at SM. We do employ them as needed on Saturdays and as backfill for absences.

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### PART 2: PROGRAM REFLECTION

#### **Describe your proudest moments or achievements related to student success and outcomes.**

Using funding awarded as part of last year's resource request, we were able to meet the information needs of students and faculty by obtaining new databases, commercial licenses for streaming films, DVDs for the College's streaming server, and ebooks.

We were able to meet the demands for increased requests by faculty for Library Instruction, teaching information literacy skills to more students.

As a result of Library Outreach efforts, we established partnerships with the College's Outreach Coordinator, Transfer Center, and Student Activities, which resulted in the Library getting an insert into the Student Planner given to students, and actively participating in College tabling events such as the Week of Welcome at both the San Marcos campus and Escondido Center. This resulted in more students learning about Library services and resources.

#### **What areas or activities are you working on this year to improve your program/service area? Please respond to new data as well as feedback from last year's program review.**

Deploying Credo INFOLit modules to provide more extensive Library Instruction.

Continuing to fulfill resource requests for streaming media and ebooks in support of the college's ZTC (Zero Textbook Cost) initiative.

Using SAO assessment results to plan learning spaces and Instruction classrooms for the new facilities (South & North Centers opening Summer 2018 and SM Library & Learning Resource Center - Fall 2018)

#### **Have there been any unanticipated factors that have affected the progress of your previous plan?**

The retirement of our Library Staff Supervisor, effective October 31, 2017, has created considerable uncertainty about a smooth transition in our move to the new San Marcos Library building. The new space is considerably bigger so having 1 less full time Classified Staff member will place additional strain on the Library Manager. We will also need to train and incorporate 2 additional staff members to man the new South and North Centers.

#### **What are your Service Area Outcomes (SAO)?**

1. Information Literacy: after visiting the Library as part of an assigned instruction session, 80% of the students will demonstrate an improvement in their familiarity with Library services and resources.
2. Public Services: after interacting with a Library staff member at a service desk, 80% of students will be satisfied with the assistance they receive.
3. Resources & Access: after interacting with the library either online or in-person, 80% of students will obtain the information resource to satisfy their information need.

#### **Summarize your planned Service Area Outcomes (SAO) results from last year and your implemented or planned follow-up:**

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Our last SAO assessment results showed that we are meeting and exceeding our standard of 80% satisfaction in our information literacy, public services, and resources & access outcomes. As part of our follow-up, we have responded to the qualitative feedback from students and faculty in the following ways:

- We allow students to reserve group study rooms in advance.
- We are selecting ebooks without usage restrictions whenever possible.
- We support printing from library laptops (though not from students' laptops yet).
- We are displaying student work in the library.
- We have added multimedia and analogy-based instructional materials to our in-person instruction sessions.
- We have added more graphing calculators that are available for students to check out for longer periods of time.
- We are updating our approach to creating instructional guides (i.e., LibGuides) and are addressing professors' need for information literacy instructional materials following the in-person instruction session in the library.
- We are making informed decisions about furnishing and layout in the new library based on students' expressed need for both individual and group study spaces, both silent and active study environments, and ample power outlets for their devices.
- We are supporting faculty efforts to reduce textbook costs by creating a guide to OER organized by discipline, providing one-on-one consultations regarding copyright and fair use, and by training faculty to search for materials in the library's collection and beyond.

Preliminary results from our Fall 2017 survey of public services faculty and staff showed that we need to strengthen our services in the following areas:

- Printing -- the current system is unreliable and even when it does work, it is not meeting our students' needs in the following ways:
  - The default printer selection on several computers regularly resets to an option that prevents printing.
  - Students need to be able to print from their own devices, especially because we often do not have enough computers available for all the students who need them.
  - Students need to be able to pay for printing using their debit card.
  - Students need an Express Printing Station that is quick to use instead of the current one that has a prohibitively slow log-in sequence, making it worthless as an alternative for students who have already created their documents and just need to print them.
  - Students at EJA need to be able to use the printing included with their Student Activities fee.
  - Planned follow-up: We will continue to explain to IS the barriers created by our current printing set-up in an effort to influence their decisions and help them to understand the urgency with which we should be working to improve the printing services for students.
- Computers -- at peak times we do not have enough computers for all of the students who need them. This problem becomes an even bigger barrier when scheduled library instruction removes 12-16 computers from the pool of available machines.
  - Planned follow-up:

Textbook reserves --

### Summarize your planned Service Area Outcomes (SAO) assessment activities for the current academic year:

During Fall 2017, we conducted a survey to assess our Public Services outcome to determine if students are obtaining the assistance they need after interacting with the library either online or in-person. Analysis of those results is ongoing. During Spring 2018, we will do a multi-dimensional assessment of our instruction program, including surveys of students and faculty as well as direct assessments of students' knowledge.

## PART 3: PROGRAM GOALS

**1. Progress on Previous Year's Goals: Please list discipline goals from the previous year's reviews and provide an update by placing an "X" the appropriate status box .**

Goal	Completed	Ongoing	No longer a goal
Fill staff vacancies to improve student access to library resources and services that fulfill our mission. Our major concern remains our lean		X The Library will be	

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<p>staffing and the ability to appropriately staff all our locations at all times. We use hourly staff at both locations and anticipate using hourlies at the Centers on Fridays and possibly during the evenings. Adequate staffing, both in numbers and qualifications, ensures the Library can meet the safety and security of our students, and contribute to their success at Palomar by providing them with resources and services</p>		<p>adding 4 new positions to provide services at the new facilities. However, we need to continue advocating for replacement of the Library Supervisor. The combination of increased area in the new SM building and the expansion of our library services to 2 new facilities will make it challenging for the Library Manager to <b>effectively</b> incorporate the duties of the Supervisor as well as her own responsibilities.</p>	
<p>Enhance our WorldShare Management System (WMS) to input new collections acquired for the South &amp; North Centers and the added users.</p>		<p>X We need to incorporate the new collections while continuing to maintain records for existing materials and library users.</p>	
<p>Collaborate with academic departments to offer resources that meet faculty and student needs.</p> <hr/> <p>Provide more flexible learning spaces for students, including online and on-site in order to meet students' needs and satisfy their expectations. The new San Marcos building has taken this into account but we must monitor use to address new changes as needed.</p>		<p>X Last year's form didn't allow us to successfully add a new goal, therefore, this continuing goal includes 2 pieces. We will continue to work on both of these. We will implement the planned expanded services to 2 new facilities, incorporate new Faculty and Classified Staff and</p>	

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		work with college partners to accommodate students' needs for more affordable textbooks.	
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**2. New Goals: Please list all goals for this three-year planning cycle (including those continued from previous planning cycle):**

<b>Goal #1</b>	
<b>Goal</b>	Purchase subscription to <b>LibCal (Springshare)</b> , a resource that will allow reserving use of group study rooms.
<b>Strategies for implementation</b>	We will monitor our current budget and request funding to cover the \$800 additional cost. Although the resource is subscription based and will require ongoing funding, it will provide great value for students. [In user surveys they have often requested the option to reserve group study rooms.] Because this tool allows for self registering, it will not be overly burdensome to manage the reservations (the new San Marcos facility more than triples the number of rooms) for our staff.
<b>Timeline for implementation</b>	We would like to subscribe by July 1, 2018 in preparation for the Fall 2018 opening of the new SM library. If funding is available we will begin the subscription in Spring 2018 to begin using the resource in the current SM facility.
<b>Outcome(s) expected (qualitative/quantitative)</b>	
<b>Goal #2</b>	
<b>Goal</b>	Participate in selection, planning and implementation of the statewide Integrated Library System (ILS) under the direction of the Chief Council of Librarians (CCL). This new product will serve as the public catalog and internal system for all community college libraries. Confer <a href="http://www.lao.ca.gov/Publications/Report/3694/3">http://www.lao.ca.gov/Publications/Report/3694/3</a> "\$6 million for the procurement of an integrated library system that allows every student to access a cloud-based, up-to-date library catalog."  **These cloud based systems are now referred to as Library Service Platforms (LSP) so the CCL will be issuing communications about the project using the newer acronym - <b>LSP</b> .
<b>Strategies for implementation</b>	The CCL will make a recommendation for the LSP vendor to the California Community College Chancellor's Office based on input from all members , including Palomar College Library. Our department will work to respond to requests from the CCL for product evaluations, local data collection, assessment, testing, piloting and migration phases for the product. This will include verifying if the LSP selected also provide a resource discovery layer. over the next 5 years of the state's allocated funding. While payment for the selected LSP will replace the need to pay for our current

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	WMS subscription, that change is might not happen until AY 2020/2021. Faculty will have to remain current of features for proposed vendors as the project advances. The Systems Librarian will be the lead on the project but input from all areas and staff will be needed.
<b>Timeline for implementation</b>	The statewide LSP project is funded for 5 years per the state's 2017/2018 budget. While payment for the selected LSP will replace the need to pay for our current WMS subscription, that change might not happen until AY 2020/2021.
<b>Outcome(s) expected (qualitative/quantitative)</b>	Selection of a vendor expected in AY 2018/2019, with implementation to occur over the following 2 years, availability of the catalog will be sometime in 2019 or 2020.

**Goal #3**

<b>Goal</b>	
<b>Strategies for implementation</b>	
<b>Timeline for implementation</b>	
<b>Outcome(s) expected (qualitative/quantitative)</b>	

**PART 4: FEEDBACK AND FOLLOW-UP**

This section is for confirming completing and providing feedback.

**Confirmation of Completion by Department Chair**

<b>Department Chair</b>	Marlene G. Forney
<b>Date</b>	November 30, 2017

**\*Please email your Dean to inform them that the PRP has been completed and is ready for their review**

**Reviewed by Dean**

<b>Reviewer(s)</b>	Justin Smiley
<b>Date</b>	11/28/2017

**1. Strengths and successes of the discipline as evidenced by the data and analysis:**

**2. Areas of Concern, if any:**

Is this a draft? There are many notes and it is incomplete. No goals listed. **[Updated and Finalized Nov. 30, 2017- mgf]**

**3. Recommendations for improvement:**

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<b>Reviewed by: Vice President</b>	
<b>Reviewer(s)</b>	Jack S. Kahn, Ph.D.
<b>Date</b>	1/28/18
<b>1. Strengths and successes of the discipline as evidenced by the data and analysis:</b>	
<ol style="list-style-type: none"><li>1. Great overview of the mission and structure/challenges of the library.</li><li>2. Your SAOS are also great—many areas are struggling with stating these correctly- you all do it well and measure it well- we can learn from you! SAO follow up is also excellent.</li><li>3. Previous (and current) goals make sense given the needs of the library and the students.</li><li>4. A great annual summary from a dedicated faculty and staff</li></ol>	
<b>2. Areas of Concern, if any:</b>	
<b>3. Recommendations for improvement:</b>	