Citrus College
Academic/Institutional Support
Comprehensive Program Review

Library

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General Information (Citrus College Academic/Institutional Support Comprehensive Program Review)

Standing Requirements

CITRUS COLLEGE MISSION STATEMENT

PROGRAM MISSION/DESCRIPTION (MISSION STATEMENT)

MISSION:The Hayden Memorial Library provides high quality, relevant information resources and services to Citrus College's demographically diverse community to support student success. DESCRIPTION:The Floyd S. Hayden Memorial Library/Learning Resource Center is a two-story, 33,000 square-foot facility containing approximately 34,780 print volumes, 21,846, e-books, 2,162 physical audiovisual items, 18 print periodical subscriptions, and a wide variety of textbooks on reserve as well as media items in traditional and streaming formats. The library also subscribes to 49 databases which are searchable on or off campus. The library catalog can be accessed online through the library's home page. Library facilities feature individual seating for over 650 including individual study carrels, tables, and soft seating. Students can reserve one of 18 study rooms online (12 on the first floor and six on the second floor). The first floor also includes access to a large multi-purpose study room and a Quiet Study Room. Students also have access to 185 student computers, including eight laptops and seven computers that are inside study rooms. Computers are available in the Research Help and Media areas, Adaptive technology is available to visually impaired students including adapted keyboards. Black and white, color printing is also available in the library. Students are invited to explore the library's many resources and services, to become acquainted with the staff, and to use the library as a pleasant place to study and relax. The library staff assists students with their research for term papers, speeches and personal information needs. The library staff includes two full-time faculty librarians, adjunct faculty librarians, a Library Services Supervisor, and 8 classified staff members including Library Media Technicians I & II, and Library Media Assistants. The Library Services Supervisor oversees general library operations. Library faculty oversee the program and services. Faculty librarians collaborate with faculty to customize information competency instruction for specific courses and assignments conducted in LI 118 classroom and online via Zoom. Students learn information literacy and the importance of finding credible sources beyond a basic internet search. Research Help staff assist students with research for class assignments through one-on-one instruction in person, by phone, e-mail, text message and online chat. Librarians are also available for one-on-one consultations with all students, including those with special needs. Data Sources: 2020-21 Chancellor's Office & Annual Library Data Survey2020-21 IPEDS Academic Libraries Data Collection Report

PROGRAM REVIEW TEAM (ALPHABETIZED BY LAST NAME, LEFT TO RIGHT, THREE COLUMNS)

Sarah Bosler, Public Services Librarian	Sandra Krause, Adjunct Librarian (E-Resources)
Elizabeth Cook, Instructional Design Librarian	Sarah Lanford, Library Media Technician I (Reserves)
Moses Crowder, Library Media Assistant (Reserves)	Carmen Mexia, Library Media Assistant (Reserves)
Teresa Grenot, Adjunct Librarian	Katherine Pollock, Library Media Technician II (Cataloging)
Tina Gutierrez, Library Media Technician II (Media)	Patricia Schneider, Library Media Technician I (Reserves)
Patricia Johnson, Adjunct Librarian	April Thompson, Library Media Technician II (Acquisitions)
Lari Kirby, Library Supervisor	Terri Worthington, Library Media Technician II (Circulation)

DEPARTMENT FUNCTIONS (DEPT. FUNCTION BY SECTION AND SPECIAL ACCOMPLISHMENTS)

Key Functions:

- To promote library resources and services on campus via bulk email, signage, social media, in-library displays and online resource guides and tutorial videos, faculty collaboration, and committee involvement.
- To curate library spaces and collections that reflect and support the campus community and college programs.
- Facilitate a quiet, safe, clean and comfortable space where students can collaborate with others or work independently.

Circulation/Check Out:

- Manage print book collection, including inventory and shelving/shelf-reading.
- Assist students in checking out/in circulating books, including reserve textbooks.
- Assist students in booking and checking out/in keys to first floor study rooms.
- Assist students with obtaining a Citrus College Photo ID card.
- Processes library lost book fees including charges on student accounts for long overdue items.

Media:

- Manage physical media and collaborate with librarians to manage streaming media.
- Assist faculty and students in checking out media (DVDs, audiobooks, etc.)
- Assist students in booking and checking out and in keys to second floor study rooms.
- Assist students in checking out/in and using equipment in second floor study rooms.
- Schedule laptop carts for faculty classroom use.

- Assist students using library computers and printers.
- Assist FLS students in obtaining wifi credentials.

Technical Services:

- Manage the ExLibris Library Services Platform (LSP) including establishing policies, adjusting configurations, maintenance and administration of Alma and Primo.
- Manage the electronic resource collection including all ebooks, articles and media.
- Maintain library budget and acquisitions, including purchasing and receiving.
- Catalog new print and ebooks and enhance MARC records as needed.
- Process new print books.

Reference/Instruction:

- Assist students with reference questions in-person and virtually via text, chat, email, phone and Zoom.
- Schedule sessions with faculty to teach information competency sessions to students in-person and online via Zoom.
- Create LibGuides on a variety of subjects to promote collections and how to use online resources.
- Assist students using library computers and printers.

Accomplishments:

2016

- July 2016 New Dean, James McClain of Math, Business, Health Sciences and Library
- Aug 30-31, 2016 Library Open House Event

2017

- Spring 2017 Offered various drop-in library research and counseling workshops in LI 112
- May 2017 "altar-NATIVE Art Showcase" (Latinos Unidos Student Association)
- July 2017 Hired Gina Hogan, Dean of Language Arts and Library
- Aug. 2017 Hired Elizabeth Cook, Instructional Design Librarian
- Nov. 2017 Hired Kathrine Pollock, Library Media Technician II, (Cataloging)
- Therapy Dog Event during Fall Finals Week Dec. 4-7, 2017

2018

- Winter 2018, we worked with TeCs to implement a print management system to curb excessive printing and reduce paper waste in the library.
- Jan-June 2018 Weekly Pop-Up Career Counselor in the Library
- May 2018 "altar-NATIVE Art Showcase" (Latinos Unidos Student Association-LUSA)
- April 2018 - Redesigned wayfinding and public desk signage to enhance library service environment, renaming Reference to Research Help, Circulation to Check Out and Audiovisual to Media. We also created a directory to display on both floors and added Printer signage. Staff at the Research Help Desk has also shifted to provide more faculty librarian presence to support.
- Therapy Dog Event during Finals Week June 4-7, 2018 & Dec 3-6, 2018
- May 2018 READ Poster Collaboration with Photography students - recruited students and faculty to pose with their favorite book for posters for the library.
- Aug. 2018 Supported Promise Program by checking out free textbooks to students in the art gallery.
- Oct. 17-Nov. 1, 2018 - LUSA Dia de los Muertos collaborative altar display in the library lobby

2019

- January 2019 New mobile tables for the library placed on the library mezzanine.
- February 2019 a water bottle refilling station was installed in the library foyer and the photocopy room was converted to a quiet study space with tables and ample electronic outlets.
- Spring & Fall 2019 Monthly Career Express Counselor Pop-up in the library
- March 2019 Lactation Station created for breastfeeding women on the first floor.
- June 2019 Installed six Wepa printer stations around campus including three in the library.
- July 2019 - Library Media Asst. position was reclassified to a Library Media Asst. to support the new printing system and change in staff management of media equipment.
- Mar 15 - May 16, 2019 Morocco: Crossroads and Meeting Ground Exhibition - Satellite exhibit in the library art gallery to accompany the main exhibit in the VA art gallery.
- June 2019 Also, replaced old fabric seating and updated our soft seating options to provide 20 mobile, flexible, and inclusive vinyl seating options for students including study tables and chairs with electrical outlets and USB ports.
- Therapy Dog Event during Finals Week June 3-6, 2019
- Fall 2019 Moved print reference collection to periodical area. Removed shelving from reference and replaced with nesting, mobile study tables. Dec. 2019 Completed year-long state-wide transition from OCLC Worldshare Management Services to ProQuests ExLibris Alma/Primo Library Services Platform (LSP)
- Oct. 29-Nov. 5, 2019 - LUSA Dia de los Muertos collaborative altar display in the library lobby

2020

- Jan 2020 - Library staff created a system for faculty to request a cart of laptops to be delivered to their classroom. We are able to provide one cart of 25 laptops to provide expanded access to computers during class time. We also installed blinds to better control visibility in the library and to enhance and expand safe rooms in the event of an emergency.

- Sept. 2020 - Clarion Digitization - Digitization of the Clarion was made possible through a generous College of Completion Innovation Grant from the Citrus College Foundation as well as a grant from the Citrus College Alumni and Friends Association. This digital collection includes over 40 million articles from 500,000+ California newspaper issues dating back to 1846. This collection includes Citrus College Clarion issues dating from Oct. 9, 1964 to Dec. 5, 2018. Access issues from Feb. 18, 2009 to Mar. 11, 2020 via Issuu. Access current content at the Citrus College Clarion website.

2021

- Aug 2, 2021 - Library staff and faculty returned to campus after 17 months working from home during the pandemic. Library faculty maintain a hybrid work schedule.

- Many safety precautions were put into place including the installation of seven large air purifying devices. Library continues to provide hand sanitizer, disinfecting wipes, face masks, and social distancing signage to maintain a clean and safe environment.

- Oct. 25-Nov. 3, 2021 - LUSA Dia de los Muertos collaborative altar display in the library lobby

SERVICE RECIPIENTS (STUDENTS, FACULTY AND STAFF, AND COMMUNITY)

The program serves students, faculty and staff as well as the residents of the District. According to the Chancellor's Office Annual Library Data Survey 2018-19, nearly 260,000 users enter the Library annually and one of the most popular resources used are the computers. Many students access library resources off campus.

DATA RELATED TO SERVICE RECIPIENTS (DEMOGRAPHICS, ELIGIBILITY, ACCESSIBILITY, SUCCESS RATES, COMPLIANCE AS APPROPRIATE)

The program serves all students, faculty and staff as well as the residents of the District. Per the fall 2021 enrollment data, out of 5,795 students 57% identified as female, 41% as male and 2% unknown. As for ethnicity, 65% of students identify as Hispanic/Latinx, 16% White, 11% Asian, 3% Black/African American. The remaining 5% are unknown and American Indian. Native Alaskan, Native Hawaiian/Pacific Islander are less than 1%. Students age 20-24 make up 36%, 19 or younger are 32%, 35-39 The following charts reflect this data:

Fall 2021 Enrollment by Demographics

Fall 2021	Collegewide Enrollment	
Gender	Count	Percent
Female	5,795	57%
Male	4,223	41%
Unknown	175	2%
Total	**10,193**	**100%**
Ethnicity	Count	Percent
Asian	1,079	11%
Black/African American	344	3%
Hispanic/Latinx	6,633	65%
American Indian/Alaskan Native	22	<1%
Native Hawaiian/Pacific Islander	22	<1%
White	1,583	16%
Unknown	510	5%
Total	**10,193**	**100%**
Special Populations	Count	Percent
DSPS	237	2%
Economically Disadvantaged	4,954	49%
Foster Youth	59	1%
Veterans	137	1%
Total	**10,193**	**100%**

Enrollment data provided by Office of Institutional Research

Report Area

	FTES Summary											
	Annual 2017-2018			Annual 2018-2019			Annual 2019-2020			Annual 2020-2021		
	Credit FTES	Non-Credit FTES	Total FTES	Credit FTES	Non-Credit FTES	Total FTES	Credit FTES	Non-Credit FTES	Total FTES	Credit FTES	Non-Credit FTES	Total FTES
Citrus	12,308.59	307.67	12,616.26	12,112.96	316.06	12,429.02	11,825.17	280.14	12,105.31	10,479.69	229.78	10,709.47

Report Area

	FTES Summary											
	Fall 2017			Fall 2018			Fall 2019			Fall 2020		
	Credit FTES	Non-Credit FTES	Total FTES	Credit FTES	Non-Credit FTES	Total FTES	Credit FTES	Non-Credit FTES	Total FTES	Credit FTES	Non-Credit FTES	Total FTES
Citrus	5,174.98	58.55	5,233.53	5,141.49	52.57	5,194.07	5,095.67	49.54	5,145.21	4,350.85	29.92	4,380.77

FTES data provided by California Community Colleges Chancellor's Office DataMart Full Time Equivalent Students (FTES) Summary Report (Recent annual and Fall term parameters)

STAFF RESOURCES (SUMMARY, ORGANIZATIONAL CHART, ASSIGNMENTS AND SPECIALITIES, STAFF PREP. AND TRAINING, COMMITTEES)

FALL 2021 ORGANIZATIONAL CHART FOR HAYDEN MEMORIAL LIBRARY AT CITRUS COLLEGE

Superintendent/President
Dr. Greg Schulz

Vice President of Academic Affairs
Dr. Joumana McGowan

Academic Dean of Language Arts & Library
Dr. Gina Hogan

Library Supervisor
Lari Kirby

Public Services Librarian
Sarah Bosler

Instructional Design Librarian
Elizabeth Cook

Technical Services Librarian
(VACANT since Jan 2016)

FT Library Media Tech II (Circulation)
Terri Worthington

FT Library Media Tech II (Acquisitions)
April Thompson

FT Library Media Tech II (Media)
Tina Gutierrez

FT Library Media Tech II (Cataloging)
Katherine Pollock

2 PT Research Help & Instruction Librarians
Teresa Grenot
Patricia Johnson

1 PT Technical Services/E-Resources Librarian
Sandra Krause

FT Lib Media Tech I
Sarah Lanford

PT Lib Media Tech I
Patricia Schneider

FT Library Media Asst.
Carmen Mexia

FT Library Media Asst.
Moses Crowder

Library Departments:

- Circulation/Check Out (Books, Periodicals, Reserves, Study Rooms, Photo ID)
- Media (Equipment, Laptops, Study Rooms)
- Technical Services (Acquisitions, Archives, Cataloging, Processing)
- Research Help/Instruction (Assessment, Collection Development,

Staff Summary - The library staff consists of:

- Library Supervisor (FT) Lari Kirby
  - Supervises the library staff and oversees library operations.
  - Schedules library staff
  - Serves as a liaison with facilities and TeCs as needed.
- Public Services Librarian (FT) Sarah Bosler
  - Oversees collection development of print and e-resources
  - Provides access and promotes library resources and OER via library website, social media, and campus email and committee communications.
  - Schedules adjunct librarians and manages the Research Help Desk
- Instructional Design Librarian (FT) Elizabeth Cook
  - Assists e-Resources Librarian with managing library e-resources.
  - Designs library instruction & library staff training.
  - Collaborates with faculty and curriculum committee on meeting information needs.
- Technical Services/E-Resources Librarian (53%) Sandra Krause
  - Assists students at the Research Help Desk in-person and virtually.
  - Manages all library e-resources in ExLibris including usage and usability
  - Manages library archive collection
- Reference Librarian (26%) Patricia Johnson
  - Assists students at the Research Help Desk in-person and virtually.

- Participates in collection development and library instruction
- Reference Librarian (26%) Teresa Grenot
  - Assists students at the Research Help Desk in-person and virtually.
  - Participates in collection development and library instruction
- Library Media Technician II (FT-Acquisitions/Check Out/Reserves/Media) April Thompson
  - Oversees library acquisitions and supports students at the Check Out, Reserves and Media desks.
  - Specializes in acquisitions including, but not limited to, maintaining the library budget, overseeing purchasing and receiving, communicating with librarians and vendors.
- Library Media Technician II (FT-Cataloging/Check Out/Reserves/Media) Katherine Pollock
  - Processes library materials including cataloging and enhancing records as needed.
  - Maintains periodical subscriptions.
  - Supports students at the Check Out, Reserves and Media desks.
- Library Media Technician II (FT-Circulation/Check Out/Reserves) Terri Worthington
  - Evaluates, develops, and maintains library procedures and practices including reserve policies.
  - Oversees the processing and maintenance of the periodical collection.
  - Supports students at the Check Out, Reserves, and Media desks.
- Library Media Technician II (FT-Media/Check Out/Reserves) Tina Gutierrez
  - Primarily oversees library media budget and collection including outreach to vendors, collection maintenance, and equipment and study room check out.
  - Circulates, stores, inventories, maintains, performs minor repair and operates a variety of audiovisual equipment used in the library.
  - Supports students primarily at the Media Desk but occasionally at the Check Out, Reserves desk as needed.
- Library Media Technician I (FT-Check Out/Reserves/Media) Sarah Lanford
  - Performs recurring clerical and para-professional library duties in a library involving requesting, receiving, basic cataloging, processing, and circulation of library materials. Provides information and assistance to library customers.
  - Maintains the Course Reserves in ExLibris.
  - Supports students at the Check Out, Reserves and Media desks.
- Library Media Technician I (49%-Check Out/Reserves/Media) Patricia Schneider
  - Performs recurring clerical and para-professional library duties in a library involving requesting, receiving, basic cataloging, processing, and circulation of library materials. Provides information and assistance to library customers.
  - Supports students at the Check Out, Reserves and Media desks.
- Library Media Assistant (FT-Check Out/Reserves/Media) Carmen Mexia
  - Performs recurring clerical library duties in a library.
  - Supports students primarily at the Check Out and Reserves desks.
- Library Media Assistant (FT-Check Out/Reserves) Moses Crowder
  - Performs recurring clerical library duties in a library.
  - Supports students at the Check Out, Reserves, and Media desks.

Campus Collaboration Partners:

Bookstore:

- The Public Services Librarian serves as the co-lead of the Bookstore Committee which includes members of the bookstore and reprographics staff. One goal of this group is to promote textbook affordability and transparency for students via the bookstore website.
- Library Media Technician I works with Bookstore personnel and/or division administrative assistants to obtain term-related textbook information including new editions or titles to support and maintain the reserve textbook collection.

Facilities:

- Library staff and faculty report facility issues to the Library Supervisor who submits and follow-up with "FixIt Requests" regarding the LI building. Select staff and faculty have access to submit requests to avoid duplication. Staff use Slack to keep track of what has been submitted and completed so everyone is updated.

Faculty Learning Institute (FLI):

- The Public Services Librarian serves as the co-lead of the FLI Committee and works with other faculty to plan professional learning experiences including Flex Day events and workshops throughout the year.

Fiscal Services:

- The Library Media Technician II works with personnel in Fiscal Services to resolve library fee/registration hold issues regarding students who have long overdue books caused by various reasons using Banner 9. For regular lost books, staff enter the charges into Banner and remove them when applicable.

Foundation:

- Librarians and staff often interface with donors who would like to contribute items to the archive collection, managed primarily by the part time Technical Services Librarian. Librarians have received Foundation Innovation Grant funds to archive the student newspaper and digitize historical images from the college's history.

Instruction:

- The instructional dean who oversees the library is in regular contact with the Library Supervisor and two full-time faculty librarians.
- Librarians, with the support from staff, collect and report data for the Chancellor's Office Annual Library Data Survey each fall. The survey includes data on library personnel, acquisitions, collections, facilities, circulation, e-resource usage, operations and expenditures). Submission is reviewed by the library dean and vice president of Academic Affairs.
- If staffing is available, librarians, with the support from staff, report data for the Association of College and Research Libraries (ACRL) each spring. A portion of this survey is required for IPEDS.
- Statistical analysis of library holdings in certain disciplines is provided to individual departments as needed to complete their accreditation process (i.e. nursing and dental).
- The Public Services Librarian communicates with the other instructional deans, sometimes attending department meetings to ensure faculty members are aware of the availability or pertinent information resources for students.

- Librarians often consult with faculty in making collection development decisions (acquisition and deselection). Faculty are encouraged to recommend purchases via the form linked on the library homepage.
- The Instructional Design Librarian serves on the Curriculum Committee to ensure that adequate library resources are available for all courses and programs. New courses and changes are reviewed via CourseLeaf.
- The Instructional Design Librarian serves as the co-lead with the Director of Institute for Completion and Grant Development/Oversight for the Instructional Methods Design Team for Guided Pathways to explore effective methods with faculty to promote retention and persistence. This involves book clubs, workshops and other opportunities for faculty to strengthen the Pathways.
- The Instructional Design Librarian serves as the library representative on the Online Education Committee to ensure the library is visible and accessible via Canvas and to stay abreast of instruction needs and tools to use for online instruction.
- The Public Services Librarian serves as the library representative and the Open Educational Resources Liaison on the Academic Senate to share information with faculty about the library but also promote OER across campus.
- Librarians provide library research instruction customized for classes in a variety of academic programs. This involves collaboration with individual faculty to ensure that instruction meets the information needs for each class so students develop information seeking skills. Sessions are conducted synchronous or asynchronous in-person or via Zoom.
- Librarians provide one-on-one interaction with students at the Research Help Desk, helping them in learning how to access the information resources provided by library services. Assistance is provided in person or via chat, text, email, phone or Zoom.

Office of Communications and External Relations:

- The Public Services Librarian serves as the co-lead with the Executive Director of this area on the Communication Design Team for Guided Pathways to create clear communication about the Pathways to the campus community.
- Librarians collaborate with various departments on campus as well as External Relations to promote campus events on the library's social media channels, library website, library lobby TV display and promotional displays and boards in the library.

Office of Institutional Research, Planning and Effectiveness :

- The Public Services Librarian regularly communicates with the Director of this area to create effective library surveys in fall and spring to collect data for accreditation and for program needs.
- Librarians, with the support from staff, collect and report data for the annual Integrated Postsecondary Education Data System (IPEDS) report each spring. Report includes data on library collections, circulation, and expenditures).

Program Review:

- Full-time librarians co-serve on the Program Review Committee in order to stay abreast of the program review process, needs and annual and comprehensive reviews submitted via Taskstream.

Strong Workforce Programs (SWFP):

- Librarians and library dean collaborate with SWFP staff regarding the resurrection and redesign of the Library Technology Program.
- Librarians and library dean collaborate with SWFP staff regarding grant funding applications for library-related projects to support SWF programs.

Student Services:

- Campus Safety - A Librarian and the Library Supervisor serve as the Emergency Incident Operators (IEO) for each of the two floors of the library. They participate in training annually and implement the emergency drills.
- Citrus College Promise - Library staff have assisted with checking out/distributing Citrus College Promise program textbooks to students.
- Disabled Student Programs and Services - Library staff work with DSPS & TeCs staff to update library computers with adaptive technology to support students.
- Student Equity & Achievement Program- Public Services Librarian submits the Student Equity Plan Activity Report twice a year to the Assistant Director of Student Equity and Dean of Counseling Programs and Services. This report provides library activities conducted to address issues related to students in disproportionately impacted (DI) groups and other target populations.
- Student Life & Leadership Development - Librarians collaborate with student clubs to promote library resources by occasionally attending club meetings or promoting clubs with library art shows or resource displays (Dia de los Muertos, Indigenous Student Assc. art show, etc.)
- Counseling- Hosted weekly/biweekly Pop-Up Career Express Counselor in the library in 2019-2020 to provide this service for students at their point of need.

TeC Services:

- The Instructional Design Librarian serves on the College Information Technology Committee (CITC) to stay abreast of campus technology issues and needs.
- The instructional dean and vice president of instruction approves any bulk email communication the library sends out to the campus. The Public Services Librarian submits bulk email requests via the Intranet for library (and other committee) communications.
- Library staff and faculty report facility issues to the Library Supervisor who submits and follow-up with "Footprint Requests" regarding technology in the LI building. Select staff and faculty have access to submit requests to avoid duplication. Staff use Slack to keep track of what has been submitted and completed so everyone is updated.
- Library staff and faculty participate in training with TeC Services staff and external vendor to implement and maintain the library printers and print management system (anticipated install for winter 2022 to replace printers that were removed during the pandemic).

File Attachments:

1. **Library Org Chart Fall 2021 Word.pdf** (See appendix)
   Library Organizational Chart Fall 2021

PHYSICAL RESOURCES (BUILDINGS AND FACILITIES, EQUIPMENT AND MATERIALS, APPLICATIONS AND SOFTWARE)

The Floyd S. Hayden Memorial Library/Learning Resource Center is a two-story, 33,000 square-foot facility. The LI building is the primary location of all library staff offices, resources, materials and equipment. Library facilities feature individual seating for over 650 including individual study carrels, tables, and soft seating. Students can reserve one of 18 study rooms online (12 on the first floor and six on the second floor). The first floor also includes access to a large multi-purpose study room and a Quiet Study Room.

Students also have access to 185 student computers, including eight laptops and seven computers that are inside study rooms. Computers are available in the Research Help and Media areas and include Microsoft Office 2019, Zoom, Teams, and Adobe Acrobat, among other common programs. Adaptive technology is available to visually impaired students including screenreaders like JAWS, low vision aids like ZoomText and handheld magnifiers, text to speech programs like Microsoft Narrator, and adapted keyboards.

Physical accessibility is also important in the library building and includes an elevator, adjustable computer workstations on both floors, adjustable study tables in the Research Help area (on wheels)

Staff need access to the software that accompanies our Photo ID system, access to online scheduling website, When2Work.com, and Our Library Services Platform, ExLibris' Alma & Primo systems to maintain our collection, circulation and online access. The library website is hosted by Springshare LibGuides and maintained by the librarians.

FISCAL RESOURCES (SUMMARY, BUDGET AND RESOURCES)

Per the Chancellor's Office Annual Library Data Survey 2020-21, library expenditures for physical books, e-books, physical audiovisual media, online audiovisual media came only from the General fund (state apportionment). In past years we have used Lottery funds to support library databases.

PROGRAM STUDENT LEARNING OUTCOMES

2021 Library SLOs

Library SLO 1

Students determine the nature and extent of the information need.

Mapping

2021-2026 Strategic Plan Focus Areas: Provide student support services contributing to a successful collegiate experience

Library SLO 2

Students access information effectively and efficiently.

Mapping

2021-2026 Strategic Plan Focus Areas: Provide student support services contributing to a successful collegiate experience

Library SLO 3

Students evaluate information and its sources critically and incorporate selected information into his or her knowledge base and value system.

Mapping

2021-2026 Strategic Plan Focus Areas: Address the needs of a diverse college community and continually foster a culture of equity, inclusion and collegiality

Library SLO 4

Students individually or as a member of a group, use information effectively to accomplish a specific purpose.

Mapping

2021-2026 Strategic Plan Focus Areas: Provide student support services contributing to a successful collegiate experience,

USA- WASC- ACCJC- Accreditation Standards (2017): II.B.1

Library SLO 5

Library users will utilize the library's virtual and physical resources.

Mapping

2021-2026 Strategic Plan Focus Areas: Provide student support services contributing to a successful collegiate experience,

USA- WASC- ACCJC- Accreditation Standards (2017): II.B.1

Library SLO 6

Students understand many of the economic, legal, and social issues surrounding the use of information and access and use information ethically and legally.

Mapping

2021-2026 Strategic Plan Focus Areas: Address the needs of a diverse college community and continually foster a culture of equity, inclusion and collegiality

Past 5 Years Assessment Cycle/Upcoming 5 Years Planning Cycle

EXECUTIVE SUMMARY WITH DATA (BRIEF SUMMARY, COMMENDATIONS, CHALLENGES, AND RECOMMENDATIONS)

Commendations

Having consistent leadership provided by our dean, Gina Hogan since 2017 has contributed to a clearer organizational structure and clarification of librarian, library supervisor and staff roles. The addition of the Instructional Design Librarian has also allowed us to improve our support of library instruction.

We responded to the evolving purpose of the library space and collections. We downsized and relocated much of our print reference book collection and have continued to expand the electronic reference collection. This transition included removing shelving in the Research Help area and replacing them with inclusive, mobile tables and seating. We also modernized and updated older seating to include built-in power outlets and mobile capability on both floors of the library.

Challenges

Since our last comprehensive program review in February 2016, we have experienced several staffing changes and a pandemic. Since 2017, we have been under the supervision of Dean Gina Hogan; however, we have had one librarian and six library technicians retire. In 2017, we hired one cataloging library technician and an Instructional Design Librarian. These retirements and hires have resulted in reconfigured job duties and staffing to include among other things only librarians at the Research Help Desk and an additional Library Media Assistant. The reconfigured staffing is not yet at optimum efficiency and may need to be revisited to streamline more functions.

During the pandemic, the library shifted operations and services to online. Post-pandemic, the library may undergo more changes as the needs of the students continue to evolve with online learning; thus, the need to support them in different ways is necessary for the library. The current job descriptions limit in some ways the ability to support students in these new ways and may need to be revisited.

Additionally, just before our last review, we migrated from the library services platform (LSP) Millennium to Worldshare in late 2014 and in 2020 we completed a new migration from Worldshare to ExLibris, both requiring a year of implementation, new ways of inputting data and detail, and more training for staff. This is still a work in progress.

Finally, funding for the library may need to be augmented to account for the cost of the LSP and other operations such as ebooks and electronic services/subscriptions such as Kanopy to keep up with the demand for more electronic resources in the world of online learning.

Recommendations

- Hire a Systems/Technical Services Librarian
- Hire additional librarians to meet the Title V minimum standards of four FTEF for colleges with 3,001-5,000 FTES
- May need to update job descriptions/duties
- Staff training so that they can perform specific duties

SUMMARY OF PAST LEARNING OUTCOMES ASSESSMENTS

The library continues to grow and evolve with the community around us and the past five years saw many changes. The impact we have on students and how the library can meet their changing needs is something that we have focused on during this program review cycle. We are here to serve the students and their voices are the ones that matter.

SLO1 states that students determine the nature and extent of the information need. In the last five years, we have measured this by keeping track of the number of reference questions asked via various methods (in person, chat, text, phone). The general trend has been an increase in all types of reference questions, with the exception being 2020. When the entire campus went remote due to the pandemic there was an adjustment period for everyone, including the students. Unsurprisingly, researched questions stilted as students and teachers slowed down their academic pace to adjust to the new normal. However, as students have returned to classes reference questions have begun to increase.

In examining SLO1 we discovered that the current wording and evaluation are not meeting our immediate needs. Reference transactions, although a vital part of library services, are not easy to evaluate and vary greatly between students. While it is helpful to keep track of these statistics it is not necessary or prudent to base an entire SLO around them.

Similarly, SLO2 which is written as "Students access information effectively and efficiently" also needs to be reevaluated in terms of
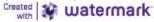
assessment. It is currently measured by the number of library instruction sessions offered per year (again, the trend shows a rise in sessions, excepting 2020), however, we tend to offer library instruction as "one-shots". This way of teaching is falling out of favor among information professionals as the trend is moving towards more embedded librarianship, flipped classroom lessons, and information literacy skills. These trends are what we will be focusing on in the coming years, especially with the implementation of Guided Pathways. Library instruction needs to be contextualized with other courses that students are currently taking in order to be the most beneficial.

Looking back at our past SLOAs has lead us to determine that we need to re-write and re-master our current SLOs to keep up with the direction of the campus and trends in library instruction.
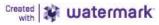
SUMMARY OF PAST RECOMMENDATIONS/GOALS

Year	Recommendations	Persons Responsible	Status/Progress	Completed
2017	Technology: Complete new reference area printer installation on the first floor to provide ADA accessibility for all students. Includes installing a virtual computer and networking it to the b&w and color printers.	Dean, TeC Services	ADA printer was installed, then a new vendor provided four ADA accessible printers that interfaced with the library computers. However, in April 2020, all printers were removed from the library. A new vendor was selected in fall 2021 and new printer implementation is imminent.	Yes
2017	Additional recycling bins in and around the library	Facilities	Paper recycling boxes were added to all staff desks and near the staff copier, but no recycling bins for plastic, paper, aluminum, etc. were added for student access. Some were added outside around campus.	No
2017-18	Create new student learning objectives and assessments	Faculty Librarians	Need to meet with Institutional Research to update these.	No
			Team building activities	

2017-18	Team building retreat	Dean	during library staff meetings were implemented in fall 2017 by the Dean.	Yes
2017-18	Hire new Library Media Technician II - 49%	Dean	Katherine Pollock was hired as a FT Library Tech II (Cataloging) in Nov. 2017	Yes
2017-20	Facilities: Carpet cleaning at least every two years due in 2018. Window cleaning inside and outside every year. Clean chair fabric every three years. Repainting every 3-5 years.	Library Supervisor, Facilities	July, 2021 Inside glass 2018 Outside glass 2021 Chairs 2019 (as needed) Paint areas 2021	Yes
2017-20	AV: Replace AV cart's batteries 2017-18, and tires 2019-20.	Dean	AV cart is no longer in use.	N/A
2017-23	Technology: Acquire wireless keyboard/mice. Establish a cycle for student, staff, and DSPS computers to be updated and replaced.	Library Supervisor, TeCS	Wireless keyboard and mice were acquired in 2017 Per Bob Hughes: Tom Cheng maintains a smartsheet called "Labs" that documents the age of computers used by students across campus. This smartsheet shows that most of the computers in the library were replaced in 2017. LI 120 computers were replaced in 2019. Computers used by students are replaced every 5 – 6 years, depending on resources. Computers used by	Yes. In part. Need cycle for DSPS updates.

			staff vary as these are replaced as 'one-offs' as equipment fails or doesn't run the necessary software.	
2017-23	Redesign audiovisual and circulation desks. Provide extra electric outlets at computer stations, an ergonomic workstation, seat cushions, and sound proofing/gallery space in periodical shelving. A new energy-efficient HVAC, carpeting and public address system. Hire vendor consultant to redesign library spaces. Remove inside glass wall from LI 204 to make the area an open study space. Build walls and doors under both first floor' stairs to make a storage closet and prevent students from hitting their heads.	Dean, Facilities	Circulation (now Check Out) desk was adjusted (not redesigned) to accommodate staff better - fall 2021	Yes
			Outlets @ computer stations	No, TeCs would not allow this.
			Ergonomic workstation (where?)	No
			Seat Cushions	No
			Sound Proofing	No
			HVAC Per 7/31/21 email from Fred Diamond "Citrus College's HVAC air filtering systems are compliant with the Division of the State Architect requirements, the California Mechanical Code requirements, and the CalOSHA recommendations."	???
			Carpeting cleaned summer 2021	Yes

			PA System	No
			Hire vendor consultant	No
			Remove glass @ 204	No
			Build storage walls	No
2017-23	Replace aging furniture.	Library Supervisor	January 2019 New mobile tables for the library placed on the library mezzanine. February 2019 copy room was converted to a quiet study space with tables and ample electronic outlets. June 2019 Also, replaced old fabric seating and updated our soft seating options to provide 20 mobile, flexible, and inclusive vinyl seating options for students including study tables and chairs with electrical outlets and USB ports.	Yes

LONG TERM RECOMMENDATIONS/GOALS

Recommendation/Goals 2022-2026

Library Recommendation 1 - 2022-2026
CTE Makerspace. Academic Affairs deans will collaborate on developing a dedicated CTE collaborative learning space (Makerspace) in the library that creates a physical area where students can borrow laptops and equipment to work on CTE course projects and assignment (AIP).

Mapping

2021-2026 Strategic Plan Focus Areas: Provide student support services contributing to a successful collegiate experience, Respond to regional economic and workforce demands,

Strategic Plan Objectives 2021-2026: By 2026, increase the number of workforce certificate* earners by 5%. (*CSUGE and IGETC excluded)

Library Recommendation 2 - 2022-2026

Embedded Librarian Pilot. Pilot and implement the Instructional Design Librarian as an "Embedded Librarian" in select course sections/Guided Pathways CAPs to provide direct support to students via Canvas.

Mapping

2021-2026 Strategic Plan Focus Areas: Deliver high-quality instructional courses and programs, Provide student support services contributing to a successful collegiate experience,

Strategic Plan Objectives 2021-2026: By 2026, increase the collegewide course success rate to 75%., By 2026, increase the fall-to-spring persistence rate of first-time freshmen to 84%.

Library Recommendation 3 - 2022-2026

Restructure librarian roles and support.

Mapping

2021-2026 Strategic Plan Focus Areas: Provide student support services contributing to a successful collegiate experience

Library Recommendation 4 - 2022-2026

Broaden outreach by partnering with programming with campus departments and/or student clubs to host fun, informative, educational workshops, book clubs, events, exhibits, etc. that create community and feature library resources and/or information competency skills.

Mapping

2021-2026 Strategic Plan Focus Areas: Address the needs of a diverse college community and continually foster a culture of equity, inclusion and collegiality, Deliver high-quality instructional courses and programs, Prepare students for success in a collegiate environment, Provide student support services contributing to a successful collegiate experience, Respond to regional economic and workforce demands

Library Recommendation 5 - 2022-2026

Hire additional faculty librarians

Mapping

2021-2026 Strategic Plan Focus Areas: Deliver high-quality instructional courses and programs, Promote the benefits of environmental sustainability and implement sustainable practices, Provide student support services contributing to a successful collegiate experience

Library Recommendation 6 - 2022-2026

Expand campus-wide marketing regarding library resources

Mapping

2021-2026 Strategic Plan Focus Areas: Provide student support services contributing to a successful collegiate experience

Library Recommendation 7 - 2022-2026

Improve 1st floor study room ventilation and air conditioning.

Mapping

2021-2026 Strategic Plan Focus Areas: Promote a safe and secure educational and workplace environment, Provide student support services contributing to a successful collegiate experience

Library Recommendation 8 - 2022-2026

Re-design library classroom LI 118 to be a more collaborative space.

Mapping

2021-2026 Strategic Plan Focus Areas: Deliver high-quality instructional courses and programs, Provide student support services contributing to a successful collegiate experience

Library Recommendation 9 - 2022-2026

Hire Technical Services/Systems Librarian.

Mapping

2021-2026 Strategic Plan Focus Areas: Address technological needs that foster an efficient and effective college environment for all, Address the needs of a diverse college community and continually foster a culture of equity, inclusion and collegiality

Library Recommendation 10 - 2022-2026

Redesign library website.

Mapping

2021-2026 Strategic Plan Focus Areas: Address technological needs that foster an efficient and effective college environment for all, Provide student support services contributing to a successful collegiate experience

Library Recommendation 11 - 2022-2026

Hire a Systems Technician.

Mapping

2021-2026 Strategic Plan Focus Areas: Address technological needs that foster an efficient and effective college environment for all, Provide student support services contributing to a successful collegiate experience

BUDGET PLANNING (NARRATIVE DISCUSSING MAJOR BUDGET PLANS FOR THE NEXT 5 YEARS)

Over the next five years we hope to expand the library to be a more collaborative hub for students and to also highlight the CTE

programs with the makerspace that will include laptops to check out and other CTE-related items. Per the SWP Local Share: 13490 – Library Services – CTE Collaborative Learning Center (2021-22 Allocation) the project will require approximately $84,000 to implement.
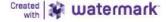
Other long term goals involve allocation of time and effort mostly by the part of the librarians regarding instruction and outreach. This involves focused time to collaborate with faculty regarding embedding a librarian in a section and/or Guided Pathways CAPs. Broadening outreach also requires time to plan and collaborate and carry out these programs as well as general library marketing efforts. Current staffing of the Research Help Desk with limited adjunct support does not allow full-time librarians adequate off desk time for these activities. Restructuring Librarian roles and corresponding support will help us to meet these goals. Additional adjunct funding would not only help support the Research Help Desk in-person and remote functions, but also to assist with planning. At minimum we request funding that would increase our FTEF to meet the Title V minimum standards based on our annual FTES. Currently we have 3 FTEF with 2 FT and 1 FTEF with current fall 2021 funding.

Hiring a Technical Services/Systems Librarian will provide administration and management of our LSP, and provide guidance for existing cataloging technician and new systems technician positions. This person will also oversee the redesign of our library website.

In the next five years we would like to maximize spaces for student collaboration including the use of our first floor study rooms which have been closed due to poor ventilation. This involves improving the air circulation as well as AC/heating. We also hope to redesign the Library Classroom (LI 118) with more mobile and collaborative technology and furniture to create a more inclusive and engaging teaching space.

REVIEW SUMMARY

Form: Academic Support Program Review Assessment (See appendix)

Appendix

A. **Library Org Chart Fall 2021 Word.pdf** (Adobe Acrobat Document)
B. **Academic Support Program Review Assessment** (Form)