



## LIBRARY SERVICES INSTRUCTIONAL SUPPORT ANNUAL PROGRAM REVIEW and PLAN 2015

### 1. Program Description/Mission:

#### **MISSION:**

The Hayden Memorial Library is committed to providing quality library services and resources for Citrus College's diverse community, the residents of the Citrus Community College District, and other users of the Library.

#### **DESCRIPTION:**

The library includes the audiovisual, circulation, reference, reserves and technical services departments. Students have access to computers, group study rooms, photocopiers, printers, quiet reading areas and a library instruction classroom. The library staff includes two full-time faculty librarians, six adjunct faculty librarians, 12 classified staff members and several student workers. Faculty and staff members assist students, staff and community members in accessing information resources and library facilities in order to foster a productive learning environment. Assistance is offered face-to-face and online via chat and text as well. Faculty librarians teach information competency skills in library instruction sessions.

### 2. Key functions/goals of this Program:

#### **PROGRAM GOALS:**

- Affirm the vision and mission of Citrus College;
- Support the curriculum and meet the information needs of the Citrus community by acquiring, maintaining, and providing access and assistance to a comprehensive library collection to all populations, including those with special needs;
- Promote the Hayden Memorial Library as the focal point of quality information resources, regardless of format, for the college community;
- Provide prompt, unbiased, and knowledgeable responses to requests for assistance, focusing on student and faculty information needs beyond other library, campus, and community responsibilities;
- Provide professionally qualified librarians and skilled technical staff who support the use of information in learning;

- Administer fair and objective service policies to all populations, including those with special needs;
- Protect each individual's right to privacy with respect to information requested and materials consulted per the California Reader Privacy Act;
- Encourage and facilitate information competency, critical thinking, intellectual independence, and lifelong learning skills in all students, regardless of their educational goals (transfer, vocational and occupational, basic skills, noncredit education, or personal interest);
- Provide quality instructional services and programs in the use of information resources and in support of the college's curriculum;
- Provide a safe, clean, and secure library with enough space and resources (including books, periodicals, electronic databases, media, wireless network, networked computers, copiers, printers, media equipment, furniture, and individual and group study areas) so that library users can pursue their academic or personal goals.

### 3. **Assessment of Outcomes:**

Assessment: *How did you assess the outcomes? What method did you use?*

Result: *What was the product or consequence of your assessment?*

Change: *What will you do differently as a result of what you learned from the assessment?*

You may also include an analysis of workload/scope of work, and/or additional data (CCSSE, ARCC, surveys) to address this topic.

Outcome	Assessment	Result	Change
1. Students determine the nature and extent of the information needed.	Available statistics were compiled using bi-annual surveys from fall 2014 and spring 2015.	The average shows over 90% of students feel that the library instruction sessions are effective in enhancing student achievement.	Reevaluate current SLOs after ACRL releases updated standards.
2. Students access needed information effectively and efficiently.			
3. Students evaluate information and its sources critically and incorporate selected information into his or her knowledge base and value system.			
4. Students individually or as a member of a group, use information effectively to accomplish a specific purpose.			

<p>5. Library users will utilize the library's virtual and physical resources.</p>	<p>Available statistics were compiled during one week in each Fall semester of 2013 and 2014</p>	<table border="1"> <thead> <tr> <th>Resource</th> <th>Fall 2013</th> <th>Fall 2014</th> <th>% Change</th> </tr> </thead> <tbody> <tr> <td>Computer Use</td> <td>2,312</td> <td>2,330</td> <td>+1</td> </tr> <tr> <td>Study Space Use</td> <td>5,869</td> <td>1,181</td> <td>-80</td> </tr> <tr> <td>Material Checkouts</td> <td>1,608</td> <td>1,232</td> <td>-23</td> </tr> <tr> <td>Electronic Full-text Retrievals</td> <td>189,619</td> <td>190,541</td> <td>+&lt;1</td> </tr> </tbody> </table>	Resource	Fall 2013	Fall 2014	% Change	Computer Use	2,312	2,330	+1	Study Space Use	5,869	1,181	-80	Material Checkouts	1,608	1,232	-23	Electronic Full-text Retrievals	189,619	190,541	+<1	<p>Continue to promote library resources at program and/or division level meetings to raise awareness with faculty and students.</p>																
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	<p>Added CCSSEE question to find out how many students are aware of library electronic resources.</p>	<p>CCSSEE results:</p> <table border="1"> <thead> <tr> <th>Item</th> <th>Variable</th> <th>Responses</th> <th>Count</th> <th>Percent</th> </tr> </thead> <tbody> <tr> <td rowspan="5">13. I am aware that the library provides online resources such as eBooks, streaming videos, and eJournals that I could use to help with my course work.</td> <td rowspan="5">COLLO3301</td> <td>Strongly agree</td> <td>370</td> <td>40.6</td> </tr> <tr> <td>Agree</td> <td>319</td> <td>35.0</td> </tr> <tr> <td>Neutral</td> <td>143</td> <td>15.7</td> </tr> <tr> <td>Disagree</td> <td>59</td> <td>6.4</td> </tr> <tr> <td>Strongly disagree</td> <td>20</td> <td>2.2</td> </tr> <tr> <td rowspan="4">14. How much have you used the online resources provided by the library to help with your course work?</td> <td rowspan="4">COLLO3302</td> <td>Very often</td> <td>155</td> <td>17.1</td> </tr> <tr> <td>Often</td> <td>227</td> <td>25.1</td> </tr> <tr> <td>Sometimes</td> <td>257</td> <td>28.5</td> </tr> <tr> <td>Never</td> <td>264</td> <td>29.2</td> </tr> </tbody> </table>	Item	Variable	Responses	Count	Percent	13. I am aware that the library provides online resources such as eBooks, streaming videos, and eJournals that I could use to help with my course work.	COLLO3301	Strongly agree	370	40.6	Agree	319	35.0	Neutral	143	15.7	Disagree	59	6.4	Strongly disagree	20	2.2	14. How much have you used the online resources provided by the library to help with your course work?	COLLO3302	Very often	155	17.1	Often	227	25.1	Sometimes	257	28.5	Never	264	29.2	<p>Explore ways to incorporate information about library resources into existing new student campus orientation programs.</p>
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	<p>From Distance Education's (DE) Fall 2014 survey – 16 weeks (244 responses of 2,231 recipients)</p>	<table border="1"> <thead> <tr> <th>Question</th> <th>Responses</th> <th>Count</th> <th>Percent</th> </tr> </thead> <tbody> <tr> <td>How often do you utilize the library's virtual resources to complete class assignments?</td> <td>Very often</td> <td>30</td> <td>12.3</td> </tr> <tr> <td></td> <td>Often</td> <td>29</td> <td>11.9</td> </tr> <tr> <td></td> <td>Sometimes</td> <td>85</td> <td>34.8</td> </tr> <tr> <td></td> <td>Never</td> <td>100</td> <td>41.0</td> </tr> </tbody> </table>	Question	Responses	Count	Percent	How often do you utilize the library's virtual resources to complete class assignments?	Very often	30	12.3		Often	29	11.9		Sometimes	85	34.8		Never	100	41.0	<p>Collaborate more with DE faculty to encourage their students to use the library's virtual resources.</p>
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<p>6. Students understand many of the economics, legal, and social issues surrounding the use of information and access and uses information ethically and legally.</p>																							

#### 4. Recommendations/Next Steps:

A review of the status of previous recommendations. Indicate actual or estimated completion date.

	Previous Recommendations	Progress/ Persons Responsible	Status	Estimated Completion
1	<p>Fill the vacant Head Librarian position caused by the retirement of John Thompson, and to increase liaison with programs, to expand online resources for off-campus students, and to expand library instruction</p>	<p>Fall, 2012, 2013, and 2014 FNIC requests not funded. Submit new request Fall 2015</p> <p>Librarians, Dean</p>	Ongoing	Fall, 2016
3	<p>Continue to evolve online methods for guiding users to find relevant materials in databases, books, journals, and websites, with the goal of reducing the incredibly complex stream of information to 'clear and useful choices among a few relevant options'</p>	<p>Subscribed to LibGuides; Updated library website; Changed to new library system, WorldShare Management System; CCC Confer – Meet &amp; Confer sessions</p> <p>Librarians</p>	Ongoing	<p>Spring 2011 Winter 2013</p> <p>Sum. 2014 Fall 2014</p> <p>Continuous</p>
5	<p>Expand wireless network coverage to entire Library</p> <p>#2 ranked improvement from spring 2015 survey</p>	<p>Access point in LI 118 – Smr 2013; Access point in LI 137 – Win 2014 Upgrade – Spr 2015</p> <p>TeC Services</p>	Ongoing	Summer, 2015
7	<p>Work with the Facilities department to have the emergency doors alarmed during open hours of the library</p>	<p>All exit doors need to be checked weekly and batteries replaced as needed. New devices were installed on two doors.</p> <p>Library staff and Facilities</p>	Ongoing	Unknown
8	<p>Library faculty should continue to liaise with faculty in other departments through participation in Curriculum, Academic Senate, and other committees.</p>	<p>Librarians are committee members of Curriculum, Acad. Sen., FLI, CCFA, Program Rev., Instr. Tech., DE Faculty and attend other various</p>	Current	Ongoing

	Previous Recommendations	Progress/ Persons Responsible	Status	Estimated Completion
		div. mtgs. with other faculty.		
11	The <u>library faculty</u> should create a plan to revitalize the aging collection to meet the current needs of campus programs	Areas are evaluated with the campus' prog. rev. cycle, update collection development procedures  Librarians	Current	Ongoing
15	Library faculty and staff should continue to participate in classes, workshops, and other training opportunities to maintain and update their skills	Dean, Librarians	Current	Ongoing
17	Plan for funding needed for closed captioning media	Submit service quote to College of the Canyons; AV staff and Dean	Ongoing; titles continue to be weeded	Spring, 2016
18	Plan for funding for maintenance and replacement of <u>aging audiovisual equipment</u> , student, and staff computers, and the next library system upgrade over three to five year cycles	Dean  New lib. system, WorldShare Management System-Smr 2014	Ongoing	Spring, 2016
19	Replace VHS collection with DVD media titles	AV staff	Ongoing	Spring, 2017
20	Tablets/laptops for checkout	Dean	Ongoing	Spring, 2018
24	Increase Adjunct Librarian 1420 Budget	Dean, VP of Instruction	Ongoing	Spring, 2015
26	Hire Lab Supervisor to support virtual environment for student needs	Dean, HR	Ongoing	Fall, 2015
27	Sound <del>proofing</del> control for study/media rooms #2 ranked favorite item from Spring 2015 survey	Dean, Facilities	Ongoing	Unknown
28	Garden – Wireless Access south of LI 134	Dean	Ongoing	Unknown
30	Additional/improved study rooms for students #3 ranked improvement from spring 2015 survey	Dean, Facilities	Ongoing	Unknown
32	AV needs: Update film editing computer and software (Movie Maker), digital camcorder with good microphone pick up, and 4 Blu-ray players and 2 LCD monitors with wall mounts	Dean	Ongoing	Spring, 2016
33	Comfortable chairs, and more tables	12 wooden chairs were padded and upholstered - 2012; 20 more are due to be done – Spring 2015; Dean	Ongoing	Spring, 2020
35	Two heavy duty printers; one for 1 <sup>st</sup> Floor in Copy LI 121, and an additional one for 2 <sup>nd</sup> Floor LI 217	Dean		Fall, 2015
36	Better copiers for 1 <sup>st</sup> Floor Copy Room	Dean, Purchasing		Unknown
39	Sound control for a quieter library #1 ranked favorite from spring 2015 survey	Dean, Facilities		Unknown
40	Refigure the wire management for student computers	Dean, TeCServices		Spring 2015

	Previous Recommendations	Progress/ Persons Responsible	Status	Estimated Completion
41	Provide connectivity to LI 1 <sup>st</sup> Floor study carrels	Dean, Facilities		Unknown
42	AV needs: Acquire additional MACs for iMovie projects	Dean		Unknown
43	Create study room by relocating Archives	Dean, Facilities		Unknown

Add new recommendations here. Indicate estimated completion date. Include Strategic Plan objectives that require funding.

	New Recommendations	Progress/ Persons Responsible	Estimated Completion
1	Library Media Technician I	Dean	Fall 2015
2	New blinds for the two north media rooms (e.g. Campus Center)	Dean	
3	Replace blinds for four east media rooms	Dean	
4	Screens for door windows for lock-down security	Dean	
5	Ceiling or tower fans for fishbowl	Dean	
6	Relocate student printers from copy room into reference area	TeCServices	Spring 2015
7	LibAnswers Platform	Dean	
8	Comfortable sofa and end table for LI 107	Dean	
9	Cold and hot water cooler	Dean	

## Resources requested

### Library Services

(Add rows or attach additional pages as needed for complete description / discussion)

#### Certificated Personnel (FNIC)

Position	Discuss impact on goals / SLOs	Cost	Priority	Link to Planning
Librarian	According to the CA Ed. Code for our current FTES, we should have 4 faculty librarians. Provide professionally qualified librarians ... who support the use of information in learning.		1	EMP 9.

#### Classified Personnel

Position	Discuss impact on goals / SLOs	Cost	Priority	Link to Planning
Library Media Technician I	Provide ... skilled technical staff who support the use of information in learning.		2	EMP 9.
Lab Supervisor	"Given libraries reliance on current and functioning technology to meet even basic functions, the library should have as part of its staff a full-time computer or information technology maintenance and repair technician." (Academic Senate, 2010)*		2	EMP

**Staff Development (Division)**

Item	Discuss impact on goals / SLOs	Cost	Priority	Link to Planning

**Facilities (Facilities)**

Describe repairs or modifications needed include bldg./room	Discuss impact on goals / SLOs	Cost	Priority	Link to Planning
Update door alarms/new alarm system	Provide a safe, clean, and secure library ...		1	
Sound control for study/media rooms	Library users will utilize the library's virtual and physical resources.		2	
Garden – wireless access south of LI 134	Library users will utilize the library's virtual and physical resources.		3	
Additional/improved study rooms (e.g. ventilation, elect. outlets, reservations)	Library users will utilize the library's virtual and physical resources.		3	
Sound control for a quieter library in LI	Library users will utilize the library's virtual and physical resources.		1	
Provide connectivity (electrical outlets) to first floor's study carrels	Library users will utilize the library's virtual and physical resources.		3	
Create study room by relocating archive collection	Library users will utilize the library's virtual and physical resources.		2	
New blinds for the two north media rooms (e.g. Campus Center)	Library users will utilize the library's virtual and physical resources.		2	
Replace blinds for four east media rooms	Library users will utilize the library's virtual and physical resources.		2	
Screens for door windows for lock-down security	Library users will utilize the library's virtual and physical resources.		1	
Ceiling or tower fans for fishbowl	Library users will utilize the library's virtual and physical resources.		2	

**Computers / Software (TeCS)**

Item	Discuss impact on goals / SLOs	Cost	Priority	Link to Planning
Pay for printing	Library users will utilize the library's virtual and physical resources.			
Wireless printing	Library users will utilize the library's virtual and physical resources.	\$10,000	2	EMP 2.
Two heavy duty printers for student use	Library users will utilize the library's virtual and physical resources.	\$16,000	1	
Refigure the wire	Library users will utilize the library's virtual and physical resources.		1	

management for student computers	physical resources.			
ChromeBooks for checkout	Provide ... resources so that library users can pursue their academic or personal goals.			EMP 4.1.2
Relocate student printer from copy room into reference area	Provide ... resources so that library users can pursue their academic or personal goals.	\$5,000		
LibAnswers Platform	Library users will utilize the library's virtual and physical resources.	\$1,899		EMP 3.

## Equipment

Item	Discuss impact on goals / SLOs	Cost	Priority	Link to Planning
Digital camcorder with good microphone pick up	Provide quality instructional services and programs in the use of information resources and in support of the college's curriculum.			
Comfortable sofa and end table for LI 107	Provide professionally qualified librarians and skilled technical staff who support the use of information in learning.			
Cold and hot water cooler	Provide professionally qualified librarians and skilled technical staff who support the use of information in learning.			

## Supplies (Division)

Item	Discuss impact on goals / SLOs	Cost	Priority	Link to Planning

\*The Academic Senate for California Community Colleges. (2010). Standards of Practice for California Community College Library Faculty and Programs. Retrieved from <http://asccc.org/papers/standards-practice-california-community-college-library-faculty-and-programs>.

## General Budget Guidelines

### Budget Preparation Tips:

- Include items on the budget form that are needed for program success even if there is no financial need associated with the request (i.e. training that could be accomplished with on-campus resources, sharing of resources with another discipline or department etc.)
- Whenever possible, obtain actual cost for the items / equipment you wish to purchase. This avoids situations where items are considered for purchase but it is determined that the actual cost greatly exceeds the original estimate.
- Identify unit cost (cost per item) and the number of units desired in requests.
- Indicate if there is a lower level of financial support that would be workable in your educational plan – if you request \$30,000 for a classroom set of equipment (one item for each student), if \$15,000 were available, would it be possible for two students to share an item? Is the request “All or nothing”?

### Budget Priorities:



**When establishing priority, consider the following:**

Priority 1: This item is mandated by law, rule, or district policy.

Priority 2: This item is essential to program success.

Priority 3: This item is necessary to maintain / improve program student learning outcomes.

**Projections for the Library**

		2011	2012	2013	2014	2015	2016	SLOA	PR	+1 Repor t	D i v i s c u s s i o n s	O t h e r	Activities, progress, and outcomes
1.	Digitize archives	I											Local History Digital Resources Grant digitized over 400 images
2.	Collaborate with Technology and Computer Services to improve library services, such as wireless printing and converting the LI 120 classroom to a student computer laboratory			P					5				Wireless printing has workstation setup in copy room. Awaiting final steps to offer services.
3.	Track reference questions electronically				I								
4.	Answer reference questions via text messaging	C											
5.	Develop and implement a training program for student assistants to include strategies of how to provide support during library orientations												
6.	Develop and implement new information competency class(es)												
7.	Reduce waste, such as eliminating unnecessary printing and minimizing print catalogs, to support the College's goal of becoming a green college	P	I	I									
8.	Add a technology help desk to assist students using Library computers												
9.	Expand hours to include Saturdays							5	2	4			

**Link to Planning Key**

SP: [Strategic Plan](#) (Indicate Annual Implementation Plan sections)

EMP: [Educational and Facilities Master Plan](#)

ILO: Institutional Learning Outcomes

O: Other – Indicate other institutional plan  
 Human Resources Plan  
 Institutional Advancement Plan  
 Sustainability Plan  
 Technology Plan