

	Spring 2019* Course Success Rates								
	Library User			Not Library User			LPC Overall		
	Success	Total	Rate	Success	Total	Rate	Success	Total	Rate
Race-Ethnicity									
African American	218	307	71%	359	529	68%	577	836	69%
Asian American	1,022	1,221	84%	1,969	2,513	78%	2,991	3,734	80%
Filipino	321	381	84%	546	710	77%	867	1,091	79%
Hispanic	1,297	1,698	76%	3,349	4,786	70%	4,646	6,484	72%
American Indian	9	9	100%	10	20	50%	19	29	66%
Pacific Islander	15	17	88%	48	69	70%	63	86	73%
White	1,201	1,423	84%	4,788	6,123	78%	5,989	7,546	79%
Multi-Ethnic	285	336	85%	929	1,267	73%	1,214	1,603	76%
Unknown	32	39	82%	147	183	80%	179	222	81%
Total Course Enrollments	4,400	5,431	81%	12,145	16,200	75%	16,545	21,631	76%
Gender									
Female	2,292	2,769	83%	6,087	7,903	77%	8,379	10,672	79%
Male	2,041	2,575	79%	5,827	7,998	73%	7,868	10,573	74%
Unknown	67	87	77%	231	299	77%	298	386	77%
Total Course Enrollments	4,400	5,431	81%	12,145	16,200	75%	16,545	21,631	76%
Financial Aid Status									
PELL or College Promise (CCPG)	1,850	2,359	78%	3,756	5,192	72%	5,606	7,551	74%
Not a PELL/CCPG Recipient	2,550	3,072	83%	8,389	11,008	76%	10,939	14,080	78%
Total	4,400	5,431	81%	12,145	16,200	75%	16,545	21,631	76%

Note: Success means a grade of "A", "B", "C", or "P".

Mark an X before each area that is addressed in your response.			Definitions of terms: https://bit.ly/2LqPxOW		
Community Partnerships/Outreach		Facilities, Supplies and Equipment, Software	X	LPC Planning Priorities	Services to Students
Course Offerings		Financial/Budgetary		LPC Collaborations	SLO/SAO Process
Curriculum Committee Items		Human Resources		Pedagogy	X Student Equity
External Factors	X	Learning Support		Professional Development	Technology Use

D. Accomplishments: What plans from the [2018 Program Review](#) or any [previous Program Reviews/Updates](#) have been achieved and how? You may also describe achievements that were not planned in earlier Program Reviews. Please highlight any positive impacts to students.

- Support RAW on Fridays by providing them space to tutor in the library. The RAW center is open 2 hours on Fridays and Saturdays to support the students that need reading and writing assistance.
- Support the Tutorial Center by providing them up to 2 study rooms on Saturdays and during the summer session for tutoring. The library provides the Tutorial Center study rooms on an as-needed basis.
- Maker Space: Participate in meetings for Maker space activities across LPC and in the Library. Two librarian faculty members participated in Maker space meetings and training.

- Additional laptops: Currently the library has 10 laptops and would like to increase to 25 laptops to provide overnight/weekend access to students. IT purchased the laptops for the library. The library now owns 25 laptops that are available for student use.
- Library Services Platform: Two librarians earned certificates in Ex Libris.
- Library workshops: Each semester, the library offers SmartShop workshops to students. These workshops teach aspects of information competency and the research process. Fall semester 2019 we offered 11 workshops. Spring semester 2019, we offered 10 workshops.
- Outreach (Community): Hosted area public and high school librarians for a workshop to discuss shared issues in May 2019.
- Outreach (Campus and Community): Hosted local public libraries for an annual library card drive on campus.
- Learning Communities: The library continues to actively participate in both the Umoja and Puente learning communities by offering a section of LIBR 1 for each of these programs during Fall semester.

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	Curriculum Committee Items		Human Resources		Pedagogy	Student Equity
	External Factors	X	Learning Support		Professional Development	X Technology Use

E. Uncompleted Plans: What plans from your 2018 Program Review have not been achieved and why?

All of the uncompleted plans may be found in sections: F, G and H. Every plan has been accounted for in this program review.

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F. Challenges, Obstacles and Needs: Describe any significant challenges, obstacles or needs for your program. Please highlight any negative impacts for students.

- <<NEW>> The acquisition's Library Technician resigned as of 8/1/19. **A replacement library technician must be hired or the library hours will be cut.** Three library classified professionals are not enough to cover all of the open hours of the library. The library is open 71 hours a week: 8 am to

10 pm, Monday through Thursday, 8 am to 4 pm, Fridays, and 11-6 pm on Saturdays. 22 hours will be cut from the current hours of the library if we are not able to replace the position. In other words, **30 percent of the current library hours will be reduced.** The new hours in Fall, 2020 may be 9 am to 8 pm, Monday through Thursday, 9 am to 2 pm Fridays, and closed on Saturdays/Sundays. This is a huge impact to students. The disproportionately impact students will be the most affected by the library's reduced hours. The college talks about students first so the college should allow the library to hire a replacement library technician. The library impacts all disciplines, students and faculty. If the library is closed on Saturdays, the RAW tutoring will not be able to take place in the library on Saturdays. The library is the only place on campus where students can seek academic assistance on a Saturday.

- **Increase funds for summer library hours to \$30,000** to allow for raises in salary for the librarians. In 2019-20, the summer library hours budget is \$23,100. The library is the only place on campus where students can seek academic assistance during the summer. College tutoring services are not available.
- **Provide needed library and computer lab service by budgeting and hiring student assistants/computer lab tutors.** Restore budget of \$21,455 for student assistants and computer lab tutors. To support the expanded hours of the library, an additional \$4,000 (totaling \$25,455) to the budget needs to be added. In 2019-20, the student assistant budget is \$15,310.
- **Increase program operating supplies budget to \$8,500.** The 2019-20 budget is \$2,000 and in addition to the budget being restored to \$6,100 an additional amount of \$2,400 is needed for the increased supplies are needed to process an increased orders of books and DVDs with the increase of Measure A funds.
- **Increase the office supplies budget to \$2,500.** The 2019-20 budget is \$1,000 and still needs to be restored to \$2,500
- **Lack of consistent and effective IT support.** Campus demands on our amazing IT department have been increasing more rapidly than we have been able hire and add staff. This has resulted in an overloaded department and a lack of consistent, effective library IT support. The library has added several new technology services offered to students in the library's circulating collection such as: wifi hotspots, tablets, and laptops). To support these technologies and ensure our systems are consistently meeting the needs of our students, the library requests a dedicated library IT person or granting of administrative access to library systems and training for librarians.

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External Factors	X	Learning Support		Professional Development		Technology Use

G. Short Term Planning: What are your most important plans (either new or continuing) for next year? Describe plans starting now and continuing through AY 20-21.

- **Effectively utilize and establish a plan to efficiently support Measure A funds.** Continue to collect and encourage requests of library material from the disciplines. Continue working with the discipline faculty on determining what their needs are for their students. Need to ensure that we not only use the funds to purchase library materials on behalf of the campus, but also to support these purchases throughout the processing, training, outreach, and management of the requested resources.
- **Increase program operating supplies budget** to \$8,500.
- **Increase the office supplies budget** to \$2,500.
- **Increase the student assistant budget** to \$25,455.
- **Extended the Embedded Librarian Program** by increasing collaboration with faculty and have more embedded librarians in classes.
- **Marketing:** The librarians will explore new ways to market: the streaming videos, music, eBooks, DVDs, and CDs to students, faculty, and staff; and online services with emphasis on chat service, study room reservations, and research guides.
- **Outreach:** Do more outreach and offer more training to faculty on collection development, assignment development, and use of library's online resources.
- **Increase funds for summer library hours to \$30,000** to allow for raises in salary for the librarians.
- **Increase DE student and faculty engagement of library services** and usage of library resources through an increase in research support through online orientations, chat, and research help. This is becoming increasingly important for equitable access.
- **Library workshops:** Continue to offer SmartShop workshops teaching aspects of information competency and the research process to students.
- **Annual library retreats** for all librarian faculty in order to discuss SLOs/SAOs and other important library issues that need to be communicated to all of the librarians. This can only continue with an increase of part-time librarian funds.
- **Collaborate with ESL faculty:** in purchasing books and categorizing them to be the most efficient way for students to locate the BELL (Basic English Language Learner) books.
- **Implement Library Services Platform:** The Library Services Platform technical transition is in progress for Ex Libris: Alma and Primo. The Librarian Project Manager will train the library faculty and staff in the new procedures necessary for the new Library Services Platform. Two librarians will work together to troubleshoot and fix any glitches and issues which may arise before and after it is made available to the public.

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H. Long Term Planning (Optional): Please detail any long-term plans for the next 3-5 years. (Only if you have significant plans, such as implementation of a grant project, creation of long-term initiatives including those using restricted funds such as Equity or SSSP, construction and outfitting of a new building).

Establish a plan for utilizing the Measure A funds. Create a way to collect requests of library material from the disciplines. Work with the discipline faculty on determining what their needs are for their students (ongoing).

Participate in the planning and implementation of library expansion and building 2100. There will be meetings, architecture selection, and blueprint review for the library and 2100 building (ongoing).

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