Program: Library
Division: CATSS
Date: 9/5/2017
Writer(s): Tina Inzerilla, Frances Hui, Angela Amaya, Kali Rippel
SLO/SAO Point-Person: Tina Inzerilla

Audience: Deans, Vice Presidents of Student Services and Academic Services, All Planning and Allocation Committees. This document will be available to the public.

Uses: This Program Review will be used to inform the campus and community about your program. It will also be used in the processes of creating Division Summaries, determining College Planning Priorities and allocating resources. A final use is to document fulfillment of accreditation requirements.

Time Frame: This Program Review should reflect on program status during the 2016-17 academic year. It should describe plans starting now and continuing through 2017-18. This document also provides the opportunity to describe more long-term plans (optional).

Sections: The first section of this Program Review focuses on general program reflection and planning. The second section is a review of curriculum. Only programs with curriculum need to complete Section 2. The third section is a CTE update, to be completed by CTE programs only.

Topics: A list of topics of particular interest to Program Review readers can be found here:
https://goo.gl/23jrxt
Help: Contact Karin Spirn: kspirn@laspositascollege.edu

Instructions:

1) *Please respond to each question as completely as possible.*
2) *If the requested information does not apply to your program, write "Not Applicable."*
3) *Optional: Meet with your dean to review this document before October 13.*
4) *Send an electronic copy of this form to Karin Spirn and your Dean by October 16*

Links:

Program Review Home Page: https://goo.gl/XATgjJ
Fall 2016 Program Review Updates : https://goo.gl/YV8QOt
Frequently Asked Questions: https://goo.gl/iIhRtt

A. Data Review: Describe any significant changes to your program's data since last year's Program Review Update (Fall 2016).

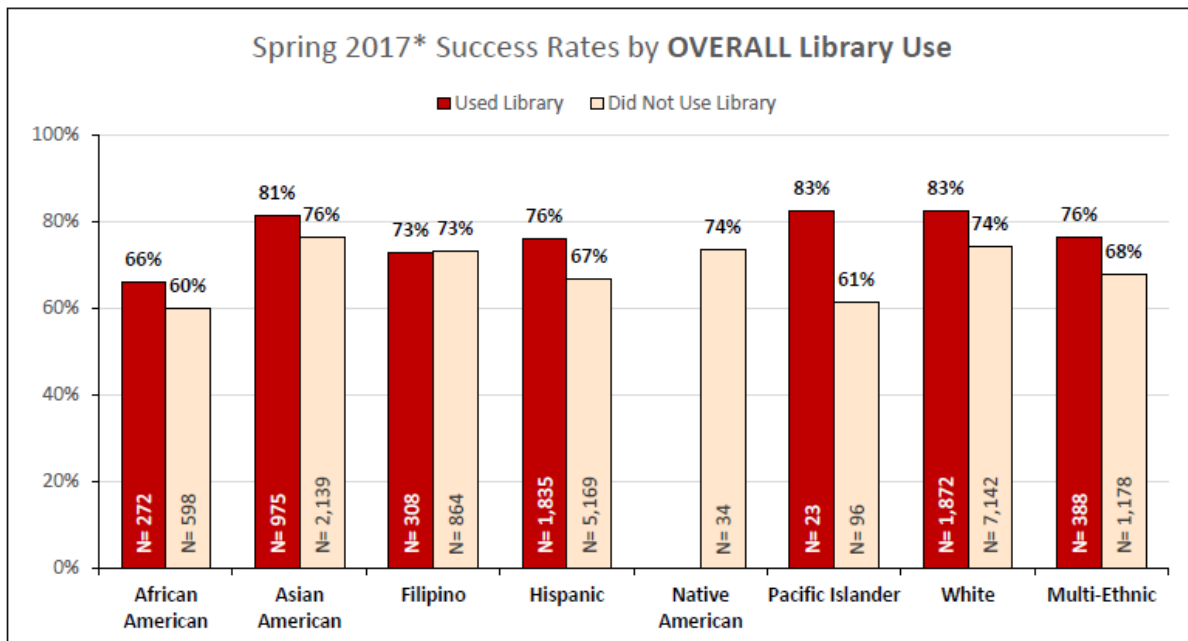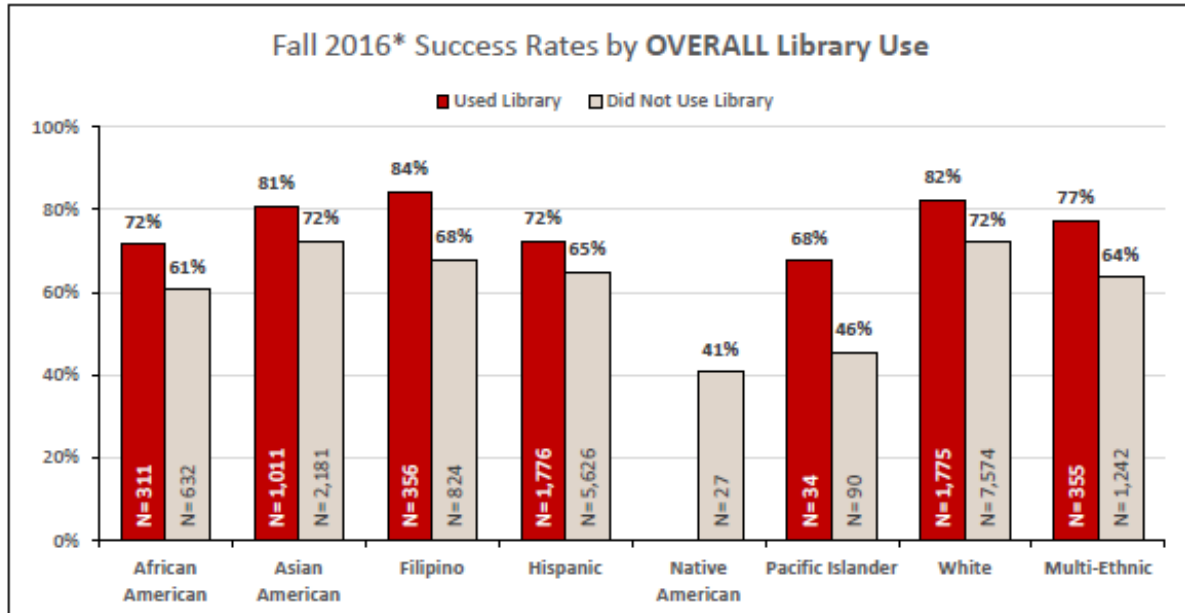Possible sources of relevant information might include, but are not limited to, the following:

- Data generated by your program
- Data from the Office of Institutional Research (https://goo.gl/WuR9cQ)
- CEMC Data
- Labor Market Data
- SLO/SAO Data

Library users are proportionally more diverse than the overall LPC student population. Underrepresented Minorities (URMs) made up 45% and 44% of Library Users in Fall 2016 and Spring 2017, respectively, compared to 41% for LPC Overall during both terms. (URMs include African American, Hispanic, Native American, Pacific Islander, and Multi-Ethnic race-ethnicity groups).

Fall 2016, by Headcount						
	Library User		Not Library User		LPC Overall	
	Num	Pct	Num	Pct	Num	Pct
Race-Ethnicity						
African American	84	5%	245	4%	329	4%
Asian American	277	18%	864	13%	1,141	14%
Filipino	100	6%	293	4%	393	5%
Hispanic	511	32%	2,053	30%	2,564	30%
Native American	3	<1%	10	<1%	13	<1%
Pacific Islander	11	1%	34	<1%	45	1%
White	481	30%	2,855	42%	3,336	40%
Multi-Ethnic	100	6%	436	6%	536	6%
Unknown	11	1%	62	1%	73	1%
Total	1,578	100%	6,852	100%	8,430	100%
Gender						
Female	784	50%	3,347	49%	4,131	49%
Male	777	49%	3,407	50%	4,184	50%
Unknown	17	1%	98	1%	115	1%
Total	1,578	100%	6,852	100%	8,430	100%

Spring 2017, by Headcount						
	Library User		Not Library User		LPC Overall	
	Num	Pct	Num	Pct	Num	Pct
Race-Ethnicity						
African American	72	5%	238	4%	310	4%
Asian American	266	17%	878	13%	1,144	14%
Filipino	85	5%	294	4%	379	5%
Hispanic	508	32%	1,972	30%	2,480	30%
Native American		0%	17	<1%	17	<1%
Pacific Islander	7	<1%	35	1%	42	1%
White	520	33%	2,715	41%	3,235	39%
Multi-Ethnic	109	7%	432	7%	541	7%
Unknown	19	1%	64	1%	83	1%
Total	1,586	100%	6,645	100%	8,231	100%
Gender						
Female	845	53%	3,126	47%	3,971	48%
Male	722	46%	3,420	51%	4,142	50%
Unknown	19	1%	99	1%	118	1%
Total	1,586	100%	6,645	100%	8,231	100%

Students that use the library are approximately 10 percent more successful than non-library users. The charts below display success rates for Fall 2016 and Spring 2017.

Fall 2016* Success Rates by OVERALL Library Use

Legend: ■ Used Library □ Did Not Use Library

Ethnicity	Used Library	Did Not Use Library
African American	72% (N=311)	61% (N=632)
Asian American	81% (N=1,011)	72% (N=2,181)
Filipino	84% (N=356)	68% (N=824)
Hispanic	72% (N=1,776)	65% (N=5,626)
Native American		41% (N=27)
Pacific Islander	68% (N=34)	46% (N=90)
White	82% (N=1,775)	72% (N=7,574)
Multi-Ethnic	77% (N=355)	64% (N=1,242)

Spring 2017* Success Rates by OVERALL Library Use

Legend: ■ Used Library □ Did Not Use Library

Ethnicity	Used Library	Did Not Use Library
African American	66% (N=272)	60% (N=598)
Asian American	81% (N=975)	76% (N=2,139)
Filipino	73% (N=308)	73% (N=864)
Hispanic	76% (N=1,835)	67% (N=5,169)
Native American		74% (N=34)
Pacific Islander	83% (N=23)	61% (N=96)
White	83% (N=1,872)	74% (N=7,142)
Multi-Ethnic	76% (N=388)	68% (N=1,178)

B. Changes to Program and Needs: Describe any significant changes to your program or your program's needs since the previous Program Review Update (Fall 2016).

	Mark an X next to each area that is addressed in your response.

- **Saturday hours for the library and extended hours for finals (last 2 weeks of the semester).** Student equity provided funds for Spring 2017 to have the library open 7 hours on Saturday, have the library open an additional hour (until 10 pm, Monday-Thursday) and open 2 extra hours on Friday for Finals (last 2 weeks of the semester). Estimated cost of extra hours is $25,200. This also assumes the student assistants will be funded at 24,955.
- <mark>**Library has been allocated $300,000/year from Measure A funds.** Planning for use of the funds needs to be completed, including meeting with the divisions, creating a way to capture department needs, and meeting with each department to determine needs.</mark>
- **A Library Technician has resigned.** A replacement library technician must be hired as soon as possible. Without an additional library technician, the library will have to cut its hours.

Mark an X next to each area that is addressed in your response.

Definitions of terms: https://goo.gl/23jrxt

	Community Partnerships/Outreach
	Curriculum*
	Enrollment Management
	External Factors
	Facilities,** Supplies and Equipment (Including Software)
X	Financial/Budgetary
X	Human Resources
X	Learning Support
	LPC Planning Priorities https://goo.gl/LU99m1
	Pedagogy
	Professional Development
X	Services to Students
	SLO/SAO Process
	Technology Use

*Curriculum will also be addressed in Part 2 (Curriculum Review).

**Facilities will also be addressed in Question H.

C. Reflection: What plans from the [2016 Program Review Update](#) or any [previous Program Reviews/Updates](#) have been achieved and how?

- **Establish a stable Library budget (a minimum of $300,000 per year from Measure A)** (Achieved). The library was notified Thursday, Sept. 28, the executive team unanimously agreed to allocate $300,000/year to the library for the life of the bond for library materials. This addresses ACCJC Recommendation 6.
- **Increase the general funds book budget**. (Achieved by Measure A allocation). Since the library will receive $300,000/year for the life of the bond, an increase is not necessary at this time.
- **Utilize instructional equipment funds to purchase books, databases, and other Library Material.** (Achieved). Instructional equipment funds, approximately $12,000, were used to purchase books.
- **Hire a Library Technician to replace retired classified professional.** (Achieved). Loida Sarcia was hired as

Mark an X next to each area that is addressed in your response.

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Library Technician in December, 2016. • **Add collaboration technology to an additional study room**. (Achieved). Instructional equipment funds were used to purchase the technology and IT has been installing the technology. We are only waiting on a plate for the wall to keep the electrical wires unexposed. • **Extended the Embedded Librarian Program** by increasing collaboration with faculty and have more embedded librarians in classes. (Partially achieved). LIBR 1 has been added to the Umoja learning community. • **Increase access to course textbooks** in support of the student equity plan, SSSP, and basic skills initiatives. (Partially achieved). Student equity provided funds to purchase textbooks that students commonly use. • **Library workshops:** (Achieved) The library partnered with Psych-Counseling and English to develop and offer the Smartshop Series. • **Establish a reliable proxy server** (Partially Achieved)**:** provide a stable secure login process for accessing the library's online resources from off-campus. Work with ITS and vendor to implement hosted EZProxy. Need funding to pay annual maintenance costs. Hosted server has been ordered. • **Update course SLOs** (Achieved): New SLOs for LIBR 4, 5, 6, 7, and 8 have been added to eLumen. • **Update curriculum** (Achieved): the one-unit library skills class (LIBR 1) course curriculum has been updated.			Pedagogy
	Professional Development
X	Services to Students
X	SLO/SAO Process
X	Technology Use | *Curriculum will also be addressed in Part 2 (Curriculum Review). **Facilities will also be addressed in Question H.

D. Impacts to Students (Optional): Discuss at least one example of how students have been impacted by the work of your program since the last Program Review Update (only if you did not already answer this in Questions A, B or C).

• Students consistently come to thank librarians that assisted them in finding books, magazine and journal articles (library material). They have repeatedly commented they have a high grade on their paper based on the sources the librarians helped locate. • Students are always appreciative of the library classified professionals for providing access to the course textbooks, checking out study room keys and markers which helps the students be successful in their classes. • Student satisfaction increased from 58% to 82.7% in Spring 2016, when we extended the librarian hours to 9p and then again to 90.8% in Spring 2017, when we extended Friday hours and added Saturday hours. With the loss of funding for extended Friday hours and Saturday hours in	Mark an X next to each area that is addressed in your response. Definitions of terms: https://goo.gl/23jrxt |	Community Partnerships/Outreach
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	Enrollment Management
	External Factors
	Facilities,** Supplies and Equipment (Including Software)
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	Human Resources	

Fall 2017, we anticipate satisfaction will be negatively affected.	X	Learning Support
		LPC Planning Priorities https://goo.gl/LU99m1
		Pedagogy
		Professional Development
	X	Services to Students
		SLO/SAO Process
		Technology Use
	*Curriculum will also be addressed in Part 2 (Curriculum Review).	
	**Facilities will also be addressed in Question H.	

E. Obstacles: What obstacles has your program faced in achieving plans and goals?

• **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. $5,000 has been added to the student assistant budget. • **Increase program operating supplies budget to $8,500**. The 2017-18 budget is $2,600 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 2017-18 budget is $1,500 and still needs to be restored to $2,500 • **Increase funds for part-time librarian hours (currently at $70,000) and increase to $86,000:** this is needed because of raises to the part-time librarians wages and to work on initiatives that enhance student learning and equitable access and/or to provide coverage in order for the full-time librarians to focus on collaborative projects such as Basic Skills, Puente, etc. In addition, there is a greater and greater need for them to be at reference and to teach an increasing number of new and more demanding orientations (from 13-14 to the 16-17 academic year the number of orientations has increased by 45%). Especially if we want to expand having more librarians be embedded or be liaisons in certain classes (including DE), and teaching workshops. • **Lack of consistent and effective IT support.** Due to the lack of hiring additional IT personnel, this has led to a lack of consistent and effective IT support.	Mark an X next to each area that is addressed in your response.	
	Definitions of terms: https://goo.gl/23jrxt	
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	*Curriculum will also be addressed in Part 2 (Curriculum Review).	
	**Facilities will also be addressed in Question H.	

F. Short Term Planning: What are your most important plans (either new or continuing) for next year?

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. **Hire a new Librarian.** Due to the increasing demands on the current full-time librarians, a new librarian is necessary. The new librarian's duties would include collaborating with faculty by participating in new learning communities, collaborate with distance education faculty to provide the best library service for LPC's online students. **Increase program operating supplies budget** to $6,100. **Increase the office supplies budget** to $2,500. **Extended the Embedded Librarian Program** by increasing collaboration with faculty and have more embedded librarians in classes. This can only be done with additional part-time librarian funds. **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 access to course textbooks** in support of the student equity plan, SSSP, and basic skills initiatives. **Increase funds for part-time librarian hours (currently at $70,000) and increase to $86,000:** this is needed because of raises to the part-time librarians wages and to work on initiatives that enhance student learning and equitable access and/or to provide coverage in order for the full-time librarians to focus on collaborative projects such as Basic Skills, Puente, etc. **Increase summer library hours from $27,000 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; yet, this can only be done with additional Part-Time librarian funds. **Library workshops:** Pilot offering of library workshops covering focused aspects of information competency and the research process.	Mark an X next to each area that is addressed in your response. Definitions of terms: https://goo.gl/23jrxt <table><tr><td></td><td>Community Partnerships/Outreach</td></tr><tr><td></td><td>Curriculum*</td></tr><tr><td></td><td>Enrollment Management</td></tr><tr><td></td><td>External Factors</td></tr><tr><td></td><td>Facilities,** Supplies and Equipment (Including Software)</td></tr><tr><td>X</td><td>Financial/Budgetary</td></tr><tr><td>X</td><td>Human Resources</td></tr><tr><td>X</td><td>Learning Support</td></tr><tr><td></td><td>LPC Planning Priorities https://goo.gl/LU99m1</td></tr><tr><td></td><td>Pedagogy</td></tr><tr><td></td><td>Professional Development</td></tr><tr><td>X</td><td>Services to Students</td></tr><tr><td></td><td>SLO/SAO Process</td></tr><tr><td>X</td><td>Technology Use</td></tr></table> *Curriculum will also be addressed in Part 2 (Curriculum Review). **Facilities will also be addressed in Question H.

- **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.
- **Establish a reliable proxy server:** provide a stable secure login process for accessing the library's online resources from off-campus. Work with ITS and vendor to implement hosted EZProxy. Need funding to pay annual maintenance costs.
- **Additional laptops:** Currently the library has 10 laptops and would like to increase to 30 laptops to provide overnight/weekend access to students.
- **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.
- **WiFi Hotspots**: To support students with limited home access to computers and internet the library would like to work with IT to pilot a WiFi hotspot checkout program. This would complement the addition of overnight/weekend laptops for checkout to ensure that students would have an option for home access to a computer and internet.
- **Establish a 24/7 Chat Service to support DE students and faculty**. While we currently manage a chat service while the library is open, we recognize that many of our students, especially our DE students need help outside of our hours. A 24/7 chat service would allow us to supplement our current chat tool and better serve our students who do the majority of their studying late at night and on the weekends.

G. 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.	Mark an X next to each area that is addressed in your response.
	Definitions of terms: https://goo.gl/23jrxt

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H. Do you have any facilities needs that are currently unmet? If yes, please describe.

Yes. Assist in the development of an integrated academic support center (building 2100, 1st floor): Students are in need of a centralized academic support center housed in one convenient location to provide crucial services. Many students approach the library reference desk in need of tutoring, writing assistance, math skills, basic skills remediation, proctoring, etc.

The Library seeks to add:
- additional study rooms, from small (1-2 students) to Large (5-15 students).
- additional check out desk and reference desk.
- storage space for all of the textbooks that the ASLPC, Umoja, HSI, and future learning communities have requested us to store for them.
- a flexible library classroom that would have movable furniture that can be arranged to meet the needs of the library class.
- a community room (with a kitchen) that would serve multiple functions. The main goal is to host more and larger community outreach events such as guest speaker series with local authors, emergent literacy programs with ECD, programs with campus groups including the learning communities, science research symposium, etc. When the space is not in use, the community room will be available to students for quiet study space.

I. Mission: Explain how your program's plans and accomplishments support the mission of Las Positas College:

> *Las Positas College is an inclusive learning-centered institution providing educational opportunities and support for completion of students' transfer, degree, basic skills, career-technical, and retraining goals.*

The library is an inclusive setting for students to study, complete their homework, and write their research papers. The library supports student success and completion by providing students access to study rooms, research help, and course textbooks faculty have put on reserve.

J. Program-Set Standard (Instructional Programs Only): Did your program meet its program-set standard for successful course completion? _X___yes _____no

(This data can be found here: https://goo.gl/b59nCy)

If your program did not meet your program-set standard, discuss possible reasons and how this may affect program planning or resource requests.

N/A

K. SLO/SAO Reflection: Describe an example of how your program used course SLO data (CSLOs), Student Service Area Outcome (SAO) data or Program SLO data (PSLOs) from last year (2016-17) to impact student learning or achievement. <u>Focus on PSLOs or CSLOs where you have multiple semesters of data to analyze</u>. (Copy the box below if you would like to discuss multiple examples.)

Course Name, Program Name or Student Service Area: Library
Text of the CSLO, SAO, or PSLO: SAO: The library hours meet student academic needs
Describe the quantitative or qualitative results: In the Spring 2015 library survey, only **58** percent of the students reported the library hours met their needs. The library was only open until 8 pm (Monday-Thursday). In the Spring 2016 library survey, **82.7** percent of the students reported the library hours met their needs after the library increased the open hours to 9 pm (Monday-Thursday). In the Spring 2017 library survey, **90.8** percent of the students reported the library hours met their needs after the library increased the open hours on Fridays, from 8-2pm to 8-4pm and opened the library on Saturday 10-6 pm.
Discuss and reflect upon student achievement for this CSLO/PSLO/SAO. Discuss any actions taken so far (and results, if known) and your action plan for the future: Students had more access to the library's resources. As shown in A. (above) approximately 10 percent of students are more successful when using the library resources.
What changes in student achievement are evident across the semesters you analyzed? What are some possible explanations for these changes in student achievement? Each semester the satisfaction of students increased due to the extended hours of the library. Due to the cut in Saturday and later Friday hours for the library, it is anticipated that student satisfaction will decrease.

L. Plans for Analysis of SLO/SAO Data: Identify the PSLOs, CSLOs, or SAOs that your program plans on focusing on the upcoming year with subsequent analysis. (Copy the box below as needed.)

Circle One: (CSLO)   PSLO   SAO

Course, Program Name, or Student Service Area: LIBR 1
Text of CSLO/PSLO/SAO: One of the CSLO's for LIBR 1 will be focused on in the upcoming year. LIBR 1 is a new/updated course being offered for the first time in Fall 2017. Upon completion of LIBR 1, the student should be able to examine sources for characteristics that will impact its value as a research source; such as, currency, authorship, authority, relevance, bias, and purpose; Upon completion of LIBR 1, the student should be able to identify main ideas to be extracted from the information gathered; Upon completion of LIBR 1, the student should be able to formulate citations in the appropriate format and style.
If you plan on analyzing a PSLO, identify the CSLOs that feed into the PSLO that will need to be assessed.

Section Two: Curriculum Review
(Programs with Courses Only)

The following questions ask you to review your program's curriculum. To see the last outline revision date and revision due date:

> **1. Log in to CurricUNET**
> **2. Select "Course Outline Report" under "Reports/Interfaces"**
> **3. Select the report as an Excel file or as HTML**

Curriculum Updates

A. Title V Updates: Are any of your courses requiring an update to stay within the 5 year cycle? List courses needing updates below.

All LIBR courses are up-to-date.

B. Degree/Certificate Updates: Are any degrees/certificates requiring an update to do changes to courses (title, units) or addition/deactivation of courses? List needed changes below.

N/A

C. DE Courses/Degrees/Certificates: Detail your department's plans, if any, for adding DE courses, degrees, and/or certificates. For new DE degrees and/or certificates (those offered completely online), please include a brief rationale as to why the degree/certificate will be offered online.

N/A

Section Three: CTE Updates
(CTE Programs Only)

A. Labor Market Conditions: Examine your most recent labor market data. Does your program continue to meet a documented labor market demand? Does this program not represent unnecessary duplication of other training programs in the college's service area? (Please note: your labor market data should be current within two years. Contact Vicki Shipman or the current CTE Project Manager for access to data).

> **N/A**

B. Advisory Boards: Has your program complied with advisory board recommendations? If not, please explain.

>

C. Strong Workforce Program Metrics: Utilizing LaunchBoard, review the Strong Workforce Program Metrics. Review the data and then answer the following questions.

(Contact Vicki Shipman or the current CTE Project Manager for help accessing the data).

C1. Does your program meet or exceed the regional and state medians **for increased enrollments, completions, and/or transfer since your last program review**? If not, what program improvements may be made to increase this metric?

>

C2. Does your program meet or exceed the regional and state medians **for students gaining employment in their field of study**? If not, what program improvements may be made to increase this metric?

>

C3. Does your program meet or exceed the regional and state medians **for student employment rates after leaving the college**? If not, what program improvements may be made to increase this metric?

C4. Does your program meet or exceed the regional and state medians **for increased student earnings and median change in earnings?** If not, what program improvements may be made to increase this metric?