

PROGRAM REVIEW – ANNUAL REPORT

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Program Area:	Library
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Address completely each of the following topics. Use extra pages as needed. Attach your Action Plan reflecting program/division goals, objectives, and priorities.

1. Please identify all progress towards your goals as stated in the last formal Program Review and/or previous annual report.

Goal 1: Plan library services for the Education Center

- a. A library materials reserve process has been established at the Education Center and is being reviewed by library staff to assess needed improvements including the addition of e-reserves.
- b. The librarians provide instruction at the Education Center as requested by faculty. All credit-bearing library courses are available to students online.
- c. References services are available by phone, email and the librarians have implemented an Instant Messaging reference service where students, faculty and staff can text for assistance with research.
- d. Students, faculty and staff can access all of the library's resources through our web page. Our databases are used extensively and we have asked for an increase in the amount for subscriptions to online databases in our action plan. Due to reductions in our TTIP budget, we will be reducing the number of databases in fall 2009.
- e. With the enrollment growth at the Education Center, staff would like to offer basic services such as reserve items, reference and instruction. Therefore, we have asked for additional adjunct faculty and a part-time classified position to help at the Center.

Goal 2: Analyze all library collections for relevancy, use, currency, etc. in order

to provide the most appropriate collection of all types of information resources for this college.

- a. Without a library director, three of the full-time librarians have assumed the administrative responsibilities of personnel, budget and the building. Therefore, there has not been time to weed the entire circulating collection although some areas have been weeded.
- b. We continue to analyze our reference collection to provide the highest quality resources for students, faculty, staff and the community. The reference collection has been weeded and updated.
- c. We continue to review and revise our Standing Orders to reflect the current needs of the college library. Since we are purchasing some materials in electronic format, we have been able to discontinue some of our more expensive print sources. However electronic sources, while more up to date, are often more expensive than print.

Goal 3: Continue to explore more effective ways to teach information competency in class and online.

- a. In the fall, 2006, Information Competency was made a graduation requirement. Two of our online courses satisfy this requirement, LIBR 50 and LIBR 80. We have added several additional sections of LIBR 50 including during the summer to accommodate increasing enrollments.
- b. Student Learning Outcomes (SLOs) and assessments have been developed for the library and for all library courses.
- c. The librarians developed and implemented an information competency component for the Maurine Church Coburn School of Nursing. Each fall the librarians provide a three-hour session that satisfies the information competency graduation requirement.
- d. Our LIBR 50 class in conjunction with CSIS 50 now articulates with CSUMB. LIBR 80 also articulates with CSUMB.
- e. Several online tutorials and podcasts are now available on our web page. More tutorials and the creation of short instruction sessions/workshops are being developed while the electronic resources librarian is on sabbatical.
- f. We would like to develop hybrid classes of face to face instruction combined with online instruction because students with low digital skills would benefit enormously from face to face instruction.

Goal 4: Restore District funds for library materials along with a yearly annual

increase based on inflation.

This has not been done; however, we are asking that district funds be restored for library materials in our action plan. Funding for library materials has remained stagnant at \$33,500 for the last 25 years. We are asking for increased funds to purchase print and digital materials; our collection is suffering because we cannot afford to replace an outdated print collection.

Goal 5: Continue to analyze reference and public services for the most effective student assistance.

- a. Reference services are available on the main campus at the reference desk, and remotely by phone, email, and the librarians have implemented an Instant Messaging reference service where students, faculty and staff can text for assistance with research.
- b. With a new Circulation Coordinator, public service policies and procedures are being reviewed and updated.
- c. Databases are being reduced because the budget for online sources has been reduced.
- d. We have not been able to develop and plan for future library services because 3 of the 4 librarians are managing the day to day management of the library.

Goal 6: Assess library staffing patterns for maximum effectiveness

- a. After two unsuccessful recruitments to hire a library director, the college hired a consultant to advise us on how to succeed with hiring a new director. The consultant's recommendations included coordination of services and resources in the LTC under an Associate Dean of Library and Learning Resources rather than a Library Director. The office of Human Resources is in the process of developing a job description for that position.
- b. We were successful in combining two part-time temporary Instructional Technology Specialist positions (SvC7) 19 hours/week to one full-time permanent Instructional Technology Specialist.
- c. We were successful in filling three full-time positions, the Systems Technology Coordinator, the Circulation Coordinator and the Unit Office Manager plus one part-time Library Specialist.
- d. Since our usage statistics continue to increase, we still need additional help at the Circulation desk. In our action plan we are asking for 2 Library Specialist positions for the Circulation desk (SvC4) 19 hours/week for nine months. With the new Education Center, reserve material checkout will increase

which is a function of circulation. The number of current library cardholders has increased almost 83% and reserve material checkouts have increased nearly 32% since the library opened. Without additional help, we will have to reduce the number of hours the library is currently open. If we get the 2 Library Specialist positions we will be able keep the hours we are currently open and we will be able to provide some library services at the Education Center. With the tremendous increase in statistics, these positions are crucial not only to maintain our current level of service but to improve the quality of our services for students, faculty, staff, and the community.

- e. We also need 2 Instructional Assistants in the computer labs. In addition to our regular workload in the computer labs, there is a newly implemented student email system and students come to the library for assistance setting up their accounts. This increased our workload tremendously; therefore, we need additional help in the computer labs.

Goal 7: Plan for expansion and delivery of information resources

- a. The electronics resources librarian has developed several podcasts and online video tutorials that are available on our web page. Additional tutorials and the creation of short instruction sessions/workshops are being developed while the electronic resources librarian is on sabbatical.
- b. The Electronics Resources Librarian will update the librarians on innovative ways to incorporate new mediated experiences into instruction.

Goal 8: Analyze the most effective and affordable technology necessary to deliver information within and from the library.

- a. Library staff attends conferences, workshops and webinars to assess technological advances. In addition, staff will participate in site visits to Cabrillo College's Watsonville Center and Hartnell College's King City center to explore methods of providing library service to MPC's new Education Center at Marina.
- b. The technology in the library is on a technology replacement schedule with the Instructional Technology Department. Nearly 70% of the computers in the library labs (78) were upgraded during the 2008-09 academic year. All of the computers in the library classrooms have been replaced with new equipment. As computer use by students continues to increase and the demand for electronic databases changes the way students conduct research, the need for new equipment is critical for effective research and information competency skills.

Goal 9: Seek opportunities to provide staff development funds for all levels of

staff

- a. The library's Integrated Library System was upgraded in January of 2009. Several staff members attended training on the upgrades.
- b. Librarians attend the annual "Internet Librarian" conference and the California Clearinghouse on Library Instruction workshop.
- c. We are asking for an annual budget of \$4000 for staff training. With the rapidly changing technology affecting all of us, it is vital that staff be trained to obtain essential skills and knowledge.

Goal 10: Plan for and establish archives and special collections.

This will be achieved through an outside consultant.

2. Please identify any changes in plans to meet any of the stated goals.

- a. After two unsuccessful recruitments to hire a library director, the college hired a consultant to advise us on how to succeed with hiring a new director. The consultant's recommendations included coordination of services and resources in the LTC under an Associate Dean of Library and Learning Resources rather than a Library Director. The office of Human Resources is in the process of developing a job description for that position.
- b. Without a library director, three of the full-time librarians have assumed the administrative responsibilities of personnel, budget and the building. Therefore, there has not been time to weed the entire circulating collection although some areas have been weeded.
- c. We had to hire three new full-time employees (due to resignations) and one part-time employee which required training in their job tasks as well as helping them develop an understanding of library services which has resulted in some of our projects being postponed.
- d. Our professional staff has been reduced by one member as she is on sabbatical for 1 semester. This resulted in a net loss of 16 hours of professional time as well as duties being reassigned to the remaining librarians. We have also had to train the part-time librarian we hired to replace the sabbatical leave person.

3. Please identify any new challenges and/or opportunities that have emerged since the last report.

Opportunities:

- a. As a result of a reclassification of classified staff, several positions in the library were upgraded to reflect their current duties and responsibilities.
- b. We hired three full-time classified employees and one part-time classified employee. The library is now fully staffed with the exception of the library director.
- c. The electronics resources librarian took a sabbatical during spring 2009 to develop online video tutorials using many of the library resources. Part of this sabbatical was devoted to updating LIBR 80: Internet Literacy which meets the information competency graduation requirement.
- d. All of the computers in our 3 classrooms have been replaced with new ones and nearly 70% of the computers in the labs were replaced.
- e. All of the genealogy courses, LIB 60, 61, 62, 63 were updated and will be presented to CAC.

Challenges:

- a. The usage of the library's resources continues to increase every year and if we don't receive additional staff, we will need to cut our hours. Additional staff and funds have been requested in our action plan.
- b. We need to increase the amount for subscriptions to online databases to meet the needs of all of our students, faculty, staff, the community and the new Education Center at Marina.
- c. The archive collection remains untended. An inventory is in progress; however, materials are missing and the former Library Director still possesses knowledge of the content that are not documented anywhere. Materials not only need to be inventoried but also cataloged. Guidelines must be developed to add, protect, loan, view and organize the collection.

4. Please identify any revisions to your goals or plans due to new challenges and/or opportunities that have emerged since the last report or ineffective previous plans.

- a. Without a library director, some of our objectives have not been addressed (e.g. weeding) due to the increased workload of the full-time librarians.

- b. With four new employees going through training, it has been difficult to fully analyze reference and public services to better serve our students, faculty, staff and the community.
- c. If some of the positions that we have requested are not filled, it is possible that we will need to decrease the hours the library is open to the public to allow the staff to accomplish their regular work load.
- d. The librarians feel like they are putting out daily fires and have not been able to spend time planning or analyzing services.