Non-Instructional Program Review

Program Information for: Library
Year: 2009/2012

College of the Canyons’ Mission Statement
College of the Canyons provides relevant academic education at the lower division level, workforce training for businesses and lifelong learning programs for all who seek those opportunities. College of the Canyons will help students with diverse interests and needs meet their educational goals and develop learning strategies required of productive citizens in an ever-changing world.

Program Description
Describe the Department's Mission (e.g. services offered and functions performed by this department). (50 words max)
The Library carries a full range of materials to support the curriculum and the lifelong learning needs of our students, staff and community members. Key services and collections include: reference, bibliographic instruction, circulation/reserves, print materials, audiovisual materials, electronic resources, internet access and individual and group study areas.

Who are the customers/recipient of the services and functions? (50 words max)
COC students, faculty, staff, and the community-at-large. The numbers of potential users: Students: Total student enrollment (Fall 2007) is 21,300 (per IRO) Faculty/staff: 454 (Fall 2007; per Fact Book 2008); and District population: 251,265 (The 2008 North Los Angeles County Real Estate and Economic Outlook, Nov, 2007)

Provide a current organizational chart for the department, including all full-time and part-time staff. Show the full-time equivalent of each staff member. Also, you may want to include a proposed organizational chart if you are proposing changes.
Chart #1: COC Org Chart - Distance Learning Library TLC.pdf

Provide a short description of the history of your department, including how it has changed over the years. (100 words max)
The library moved from a relocatable building, to the third floor of Bonelli Hall (8,000 sq ft), to a new dedicated library building in 1997 (27,000 sq ft). The library has grown from a small print collection to a collection of 55,000+ volumes. Increasingly, library services are automated and our collections are both in print and electronic formats. One thing that hasn’t changed, since the day the library opened in 1969, is the commitment to serving students and the community which is shared by all our staff members. We consider ourselves primarily a public service operation. We’re not here to "guard the books"; but here to share all our resources.

Internal Factors

Administrative Unit Outcomes (AUOs) Assessment Model:
The purpose of this assessment process is to improve the unit’s service.

<table>
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<tr>
<th>Department Goals</th>
<th>Specific Objectives</th>
<th>Means of Assessment and Criteria for Success</th>
<th>Summary of Data Collected and Number of Cycles</th>
<th>Use of Results</th>
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<tr>
<td>To support excellent teaching and student success</td>
<td>Expand access to learning resources necessary to complement and enhance scholarship</td>
<td>Add library and TLC resources and computer labs at Canyons Country</td>
<td>TLC usage data indicates the need to expand the physical plant. The library offers a basic reserve collection and reference services</td>
<td>The TLC lab has been expanded; the library has been moved to a different location. The library will use focus group information to plan new services</td>
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### Status of Objectives. *(Glossary of Terms)*

**Objective 1:** Provide access to current, academic level-appropriate library information, in a variety of formats, to support instruction in all academic programs offered at the College

- Provide access to current, academic level-appropriate library information, in a variety of formats, to support instruction in all academic programs at the college.

- Purchase of new subscription databases, or ebook collections.

- Purchase print and audiovisual materials to support new programs of instruction.


- New online resources are available in the library and for distance learning students at home and other off-campus locations. New programs of instruction are able to offer enriched classroom experiences through the availability of new resources.

### (SLO) Students that use library services will perceive the library as a comfortable place to meet and do research

- Perceive library as comfortable place to meet and do research.

- Annual Student Surveys: Satisfaction rating with library services/criteria for success is 75% approval.

- Annual student surveys from 2006, 2007, and 2008: satisfaction rates are 79%, 82%, and 82%.

- For all years surveyed, the library is the highest-rated student service on campus. No changes needed.

### (SLO) Students that use library services will familiarize themselves with, and navigate successfully, a variety of subscription databases available at the college

- Familiarize selves with and navigate databases.

- Ten-question library research quiz: 80% correct is the pass level. Test given as pre and post-test to selected classes that come to the library for an instruction session.

- Cycle 1 (Spring 2008): One section Counseling 130/ pass rate more than doubled after library orientation. Two sections English 101/pass rate increased from 59% to 73%. Cycle 2 (Fall 2008): Two sections English 101/pass rate incr. from 50% to 85%.

- The librarians are working on new methods of teaching the difference between popular and academic journals. This concept continues to be troublesome for all students tested.

[Click Here to update AUO's]
Objective 2: Provide training in a variety of formats (one-on-one, online classes, workshops, etc.), for both students and faculty, in the effective use of the Internet as a tool supporting college-level research

Objective 3: Improve access to library resources and services through expansion of library hours and availability of an increased number of subscription online resources that are available off-campus

Objective 4: Purchase library materials, in a variety of formats, to appeal to students with diverse learning styles, ethnicities, age groups, and abilities. Additionally, the library will develop its collection of books in languages other than English

Objective 5: Provide basic information about library collections and services in languages other than English

Objective 6: Promote the use of the library as a gathering place for students, faculty, and staff

Objective 7: Expand outreach activities to increase public awareness of the college library as a resource for community members.

Additional Accomplishments (Glossary of Terms)

Positions in your department. What changes have occurred in the last three years and what changes are expected in the next three years within your department/program? (100 words max)

The library staff size has remained unchanged for the past three years, with the exception of additional adjunct librarian and adult hourly personnel hired to staff the Canyon Country Campus library. In the next three years we expect to add at least one new full-time certificated staff member and one full-time classified staff member.

Technology. How is technology being used for service delivery? What specific changes in the use of technology should be implemented? (100 words max)

The library uses technology extensively for all functions. Library processes are almost completely automated. Many resources are available in electronic format; including online journal and current events databases, full-text ebooks, and many image collections. The library features wireless internet access, which is extremely popular with students and the public. Desired changes include: regular upgrading of our student computers with new equipment; updated audiovisual equipment to support student viewing of educational and feature films; increased use of social networking applications to communicate the library's message; and more extensive use of electronic interlibrary-loan and reserves.

Interdisciplinary Collaboration. Describe any relationships with other departments/programs. (100 words max)

The library collaborates with many academic departments to purchase the resources needed to supplement classroom instruction. The librarians also work with faculty to offer library instruction to dozens of classes each semester. We are currently supporting the TRIP Committee in providing rental textbooks to financial-aid eligible students. Our technicians assist faculty and students by maintaining a reserve collection of textbooks and readings (collabor

Challenges. Please indicate any challenges your department or program has faced which may affect services. Also, please indicate how you plan to address these challenges. (100 words max)

1. Inadequate staffing--request new full-time certificated staff member and two new classified staff members. 2. Inadequate materials budget--request budget augmentation to support new programs of instruction, using a formula developed in conjunction with the Instruction Office and Dean of New Programs.

Department/Program Changes. Please describe any changes (institutional or within the broader academic discipline/program area) that require changes in the department or program structure, focus, or emphasis. (100 words max)

1. Growth in the number of distance learning students and in the general student population. 2. Growth in the number of students/faculty/staff members that want to use online resources in preference to print resources. 3. The addition of AOC students and University partner students to our service population. 4. The increasing popularity of communication through Web 2.0 apps (Wikis, blogs, MySpace, etc.).

Canyon Country Campus. Please describe your department’s services that are available at the Canyon Country Campus and any plans for changes. (100 words max)
Library services are offered in 1/2 of a relocatable building at CCC. The library contains seven student-use computer stations with access to the library’s online subscription databases. A small collection of textbooks are available on reserve, and the library is purchasing books for a small circulating collection featuring reference books, leisure reading, and a few other high-demand subject areas. Focus groups (faculty and student) are planned for Spring 2009 semester to help determine how library services at CCC should develop.

**Connection to Educational and Facilities Master Plan.** How is the department progressing in implementing plans identified in the Educational and Facilities Master Plan? (100 words max)

1. The library has added new collections of ebooks, accessible to onground and online students 24/7. The library is developing a MySpace page and a series of library orientation videos to mount on the library web page. 2. The library staff is working with the Foundation (successfully) to increase awareness of and contributions to the Library Endowment Fund. 3. The library will be expanded in the planned remodel breaking ground in 2009. We will be connecting closely with the TLC lab through our shared facilities in the remodeled space.

**Other Information.** Summarize any other relevant information. This could include, but is not limited to, the following: surveys, general trends in how people do business that might have implications for your department, Comparison of your department with similar departments, including strengths and weaknesses; externally imposed regulations; partnerships with industry, community-based organizations, government, or other entities. (200 words max)

See attachment emailed to S. Gribbons. J. Glapa-Grossklag on 03/06/09: includes Age of collection spreadsheet, comparison with other California community colleges of similar size, and other statistical tables and charts.

**Use of Data.** Describe department trends, including measures identified in the Administrative Unit Objectives and other data described above. What are the specific implications of the data collected? State each result and the implication.

| Data Result #1: Approval rate 82% (Student Survey 2008) | Implication #1: No changes needed | Remove |
| Data Result #2: CC libraries comparison shows COC lib underfunded | Implication #2: Request more funding | Remove |
| Data Result #3: Age of Coll. Rept. shows high % of books from 70s | Implication #3: Request more funding | Remove |
| Data Result #4: CC libraries comparison shows COC lib understaffed | Implication #4: Request more staff | Remove |

**Note:** Please leave the ‘–‘ mark appended by the end of entry.

| Data Result | Implication |

**Strengths/Weaknesses/Objectives**

**Departmental Strengths.** Describe the department’s strengths or unique features. This should principally include information from the data summarized above. (100 words max)

1. Commitment to student service reflected in high ratings for the library in every Annual Student Survey. 2. Active program of bibliographic instruction, which reaches many classes in many disciplines. 3. Strong selection of subscription databases and well-maintained and designed library web site.

**Departmental Weaknesses.** Describe the department’s weaknesses. This should principally include information from the data summarized above. (100 words max)

1. Inadequate staffing (see comparison chart w/cc's of similar size) 2. Inadequate funding for materials (see comparison chart w/cc's of similar size)

**Three-year Objectives.** List department objectives for the coming three-year period. These should follow from the needs listed above. Also, they should be specific and measurable. Also, identify the Strategic Goal to which the objective relates. (Glossary of Terms)

**Objective 1:** The library will ensure access to adequate learning resources for the distance learning community and invest in a variety of electronic resources that facilitate the demand for off-campus access to information. (Goal: Teaching and Learning)

**Objective 2:** The library will collaborate with the TLC lab staff and other relevant departments to coordinate a smooth opening and operation of services in the remodeled library/TLC building. (Goal: Teaching and Learning)

**Objective 3:** The library will improve access to library resources and services through expansion of library hours/facilities and/or through use of online reference services and Library 2.0 apps such as wikis, blogs, MySpace, etc. (Goal: Student Support)

**Objective 4:** The library will strive to secure appropriate staffing and leadership for the remodeled library/TLC building and the library facility at the Canyon Country Campus. (Goal: Human Resources)

**Objective 5:** The library staff will work with the Instruction Office and the Dean of New Programs to develop stable mechanisms for funding resources for new, cost-intensive programs of instruction. (Goal: Financial Stability)

https://intranet.canyons.edu/offices/FiscalServices/AAPRBudget/ANPRForm.asp?Program... 5/6/2010
Objective 6: The library will collaborate with other departments to develop, promote and facilitate the use of OER (Open Educational Resources) in support of (Goal: Innovation)

Objective 7: The library will develop its role as a campus center of cultural and community activities by offering a menu of cultural events and regular displays of student, faculty and staff work and creativity. (Goal: Campus Climate)

Program Needs

Describe the needs in each of the following areas that will be necessary to meet the program objectives described above:

Supplies and Services

Equipment
The library will need equipment in many categories to furnish/equip the planned remodeled space in the Library/TLC building, slated to start construction in 2009.

Facilities and facility modification
The library remodel is due to start in the summer of 2009. Detailed plans for the remodel are available from the Facilities Department.

Personnel
One new certificated Librarian by 2010. Two new Library/Media Technicians (I and II), by 2011.

Who do you need to coordinate with to make this happen? (e.g. other departments on campus, four-year college, high school, local business or other community colleges)
All academic departments and the Distance Learning Department; University Center Partner schools; AOC administration and faculty; TLC staff; the CCL Consortium; the Gold Coast Library Network; the SCILNET Libraries; Facilities.

The following staff participated in conducting this program review.

Leslie Bretall, Ron Karlin, Isao Uesugi, Sara Arson, Verlee Terwilliger, Edwin Pejoro, Eneida Bejko, Sylvia Black and our administrator, James Glapa-Grossklag