## College of the Canyons' Mission Statement

College of the Canyons offers an accessible, enriching education that provides students with essential academic skills and prepares students for transfer education, workforce-skills development, and the attainment of learning outcomes corresponding to their educational goals. To fulfill its mission, College of the Canyons embraces diversity and engages students and the community in scholarly inquiry, creative partnerships, and the application of knowledge.

## Program Description

Describe the Department's Mission (e.g. services offered and functions performed by this department).

*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/recipients of the services and functions?

*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.

Provide a short description of the history of your department, including how it has changed over the years.

*The library moved from a relocatable building, to the third floor of Bonelli Hall (8,000asf), to a new dedicated library buling in 1997 (27,000asf). The library has gone 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.

Administrative Unit Outcomes

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

<table>
<thead>
<tr>
<th>Department Goals (Overarching AUOs)</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>
</tr>
</thead>
<tbody>
<tr>
<td>(SLO) Students that use library services will perceive the library as a comfortable place to meet and do research.</td>
<td>Perceive library as comfortable place to meet and do research</td>
<td>Annual Student Surveys: Satisfaction rating with library services/criteria for success is 75% approval.</td>
<td>From 2006--2010 the library is the highest-rated student service on campus. No changes needed. The drop in satisfaction in 2010 is undoubtedly related to the loss of half the full-time library staff since Fall 2009. No other service parameters have changed. We will work with HR to ensure speedy replacement of at least one more full-time position (one LMTECH II position was filled in February of 2010).</td>
<td>Cycle 5</td>
</tr>
</tbody>
</table>

Annual student surveys from 2006, 2007, 2008, and 2009: satisfaction rates are 79%, 82%, 82%, and 81%. In the 2010 Annual student survey the satisfaction level dropped to 71%, 4% below our criteria for success.

Cycle 1 (Spring 2008): One section Counseling 150/ pass
(SLO) Students that use library services will familiarize themselves with, and navigate successfully, a variety of subscription databases available at the college.

Familiarize yourselves 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.

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 86%. Cycle 3 (Spring 2010): Four sections of Biology classes took the new quiz (also 10 questions; same pass rate), which is focused on the ProQuest Database. In 3 of 4 sections the pass rate increased by 5-10%; in one section the pass rate dropped 5%. The most-

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. One solution has been to bring print copies of popular and academic journals into the demo; the differences are more easily perceived in the hard copy. For cycle 3: The librarians now spend a larger proportion of each instruction session concentrating on how to narrow searches in ProQuest and other databases and explaining in more detail why it is important to learn techniques to narrow searches.

missed question during this cycle concerned how to narrow searched in the ProQuest database.

Objectives

Status of Objectives. (Glossary of Terms)

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. The library will facilitate reference service to students wherever their information needs arise, through implementation of mobile reference services. (Goal: Teaching and Learning; Status: In progress)

2). 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, Facebook, etc. The library will expand wireless services to the campus community (i.e. provide wireless printing). The library will investigate the use of ADA-compliant e-book readers to expand the reading choices available to the campus community. (Goal: Student Support; Status: In progress)

3). 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; Status: In progress)

4). 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; Status: In progress)

5). The library will collaborate with other departments to develop, promote and facilitate the use of OER (Open Educational Resources) in support of (Goal: Innovation; Status: In progress)

6). 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; Status: In progress)

7). 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 (Goal: Teaching and Learning; Status: In progress)
8). 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 (Goal: Student Support; Status: In progress)

9). Provide basic information about library collections and services in languages other than English (Goal: Cultural Diversity; Status: In progress)

10). Promote the use of the library as a gathering place for students, faculty, and staff (Goal: Campus Climate; Status: In progress)

11). Expand outreach activities to increase public awareness of the college library as a resource for community members. (Goal: Campus Climate; Status: In progress)

12). 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 (Goal: Teaching and Learning; Status: Completed)

13). 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. (Goal: Cultural Diversity; Status: Completed)

14). 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; Status: Yet to be started)

Additional Accomplishments. (Glossary of Terms)

Other External/Internal Factors

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?

The library has lost three full-time staff members in the last year and a half (one position was replaced in February 2010). In addition to replacing the two remaining unfilled positions, the library will need to hire at least one new classified staff member and one new certificated staff member to staff the expanded library and provide more appropriate staffing for the CC campus library.

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

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.

The library staff collaborates with most 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.

**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.

1. Inadequate staffing--request new full-time certificated staff member and one to 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.

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.

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?

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.

See attachment (emailed to B. 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.

<table>
<thead>
<tr>
<th>Data Result</th>
<th>Implication</th>
</tr>
</thead>
<tbody>
<tr>
<td>1). Approval rate 82% (Student Survey 2008)</td>
<td>No changes needed</td>
</tr>
<tr>
<td>2). CC libraries comparison shows COC lib underfunde</td>
<td>Request more funding</td>
</tr>
<tr>
<td>3). Age of Coll. Rept. shows high % of books from 70s</td>
<td>Request more funding</td>
</tr>
<tr>
<td>4). CC libraries comparison shows COC lib understaffe</td>
<td>Request more staff</td>
</tr>
</tbody>
</table>

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

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 website.

**Departmental Challenges.** Describe the department’s challenges. This should principally include information from the data summarized above.

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)

**New 2008/09 to 2010/11 Objectives.** Please list new 2008/09 to 2010/11 department objectives. 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.

**Budget Review**

**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, scheduled for completion in Fall 2012.
Facilities and facility modification

The library remodel started in November 2010 and is scheduled for completion in Fall 2012. 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, Edwin Pejoro, Sylvia Black, Fern Jones and our administrator, James Glapa-Grossklag

Additional Uploaded Documents.

Upload additional files.