Program Review Annual Update

1. **Department:** Library

2. **Reporting year:** 2013-2014

3. **Names of the individuals participating in the review:** Marita Dimond, Library Director; Stephney Stuart, Library Technician II; James McLarty, Library Technician I; and Dr. Tammy Robinson, Dean of Instruction.

4. **Progress Report: Review previous IPR or NIPR and/or annual update. Describe progress made on any recommendations and any changes made within the program.**

   1. Purchase and replace or rebuild the shelving units in order to secure them and comply with earthquake standards. *In-progress*
      - A work request was made to secure the shelving units on the mezzanine during fall 2013.
      - A contractor reviewed the units early spring 2014.
      - Mid-spring 2014, two of the shelving units were relocated to the first floor of the Library in order to relieve the cantilevered mezzanine of excess weight.

   2. Improve climate control in the Library to provide a reasonable working environment year round for students, staff, and equipment. *In-progress*
      - Discussions have occurred with the Dean and Director Facilities to install ceiling fans.

   3. Continue to provide individual research assistance in person, over the phone, or via email. *Completed/On-going*
      - Staff has recorded all reference transactions and resolutions since fall 2012.
      - Data is used on national and state surveys.
      - Spring 2014 the Librarian created a reference transaction Adobe LiveCycle form.
      - Spring 2014 discussions with the Librarian and GoToMeeting to discuss use in an online reference transaction module.
      - Recommendation by the Accreditation team members during 2014 visit to provide more research assistance and information competency instruction to online classes and to the correspondence students.

   4. Increase professional librarian's paid hours to 37.5. *In-Process.*
      - Presented to the Consultation Council in the 2014-2015 Budget Priority List 3-11-2014.

   5. Maintain the Library's website and provide training to students and faculty on the use of our digital collections. *In-process*
      - Obtained access to the Percussion website management tool in spring 2013.
      - Prezi presentation is in development as of fall 2013.
      - On-going orientations each semester cover use of digital collections.

   6. Continue to schedule and work with instructors in providing orientations to their students. *Completed/On-going*
      - The orientations began in 2011-2012 and have increased in 2012-2013. Goal for 2011-2012 and 2012-2013 and 2013-2014 has been at 10 orientations per semester.
      - Frequency analysis will be conducted in the 2013-2014 year to show participation progression.
      - Shared Learning Express Library in faculty workshop in fall 2013.
      - Recommendation by the Accreditation team members during 2014 visits to conduct 25 group information competency orientations/tours/classes a semester.

7. Provide and create exercises that enhance learning on retrieving valid and effective information. *Completed/On-going*
   - The exercises with the courses began during the fall of 2011 and has expanded into different modules and learning opportunities.
   - In the development stages are tutorials concerning information retrieval.

8. Assess and retrieve results as to students' progress and modify exercises and orientations as needed. *Completed/On-going*
   - This is completed through the SLO process.

9. Increase duplicating budget by $200 to $400. *Not started.*

10. Maintain a constant level of staffing for at least 2 student workers or work study students. *On-going*
    - Depends upon financial aid funding.

11. Work with other departments on campus to implement an identification card system for each student on campus. This card would serve as a library card, cash card, bus pass, and dorm key. *Not started*
    - Discussions have occurred with the Vice-President, ASB, the Learning Center, and Institutional Effectiveness during the 2013-2014 year.
    - Discussions have occurred with the ASB during the 2012-2013 year.

12. Develop procedures for providing off-campus students with print materials. *In-progress*
    - Fundamental procedures completed in January 2014 and posted online. Revisions still to be completed.

13. Work with other units on campus meeting student needs for technology and help for word processing, homework for computer based classes, and basic skills practice. *Not started*
    - Learning Express Library containing basic skills practice was discontinued spring 2014 due to low usage.

14. Continue to familiarize staff with the collection for improved reference assistance. *Completed/On-going*

15. Provide adequate funding for library staff for required services. Maintain funding for at least 2 full time 12 month support staff, and 1 part time 11 month professional librarian. *Completed*
    - Library Technician I position filled July 2013.

16. Provide staff with a broad range and sufficient training opportunities. *Completed/On-going*
    - Records are maintained of the staff trainings and professional development attended.

17. Increase the number of support staff. Increase budget for one extra classified staff member. *Revise*
    - One substitute position added in spring 2013.
    - Two on-call substitute positions added in spring 2014.

18. Sustain necessary and adequate budgets for supplies, materials, periodicals, books, software licenses, etc. *Completed.*

19. Provide continuing funding to meet increasing traditional and nontraditional new resources including but not limited to cataloging, circulation, on-line card catalog, and on-line reference resources. *Completed*
    - Purchase of new Library.Solution automation upgrade and data webserver in fall 2012. Installation occurred in spring 2013.
    - Sufficient funding allocated for on-line reference resources.
    - Discussions occurred for GoToMeeting program in spring 2014.

20. Provide adequate funding for technological improvements. *In-progress.*
    - The Opposing Viewpoints database was added back into the Library's digital collection in spring 2014.
    - Other databases subtracted and added for 2014-2015 based on usage and surveying.
    - The Library purchased a color printer/scanner in spring 2014.
    - IT and the Library have discussed the purchase and installation of 5 new computers. ~$8,300.00 allocated.

21. Maintain and present policies and procedures for Board approval and/or approval by the Consultation Counsel. Place policies and procedures on the library's website. *In-progress.*
    - Discussion occurred in 2013-2014 during the Division Chairs meeting and the business off ice to update the fee policies. The approved policies were updated on the website early spring 2013. Revisions to the policies still to come.

22. Provide ongoing weeding. *Completed/On-going*
    - Conducted on an ongoing and annual basis.

23. When funding permits, purchase visual materials equipped with closed captioning. *On-going*

24. Evaluate and implement evolving information formats as necessary. *On-going*

25. Evaluate and implement evolving technologies and services as necessary. *In-progress*
    - Information regarding technological needs and wants were brought forward to the ITMP in fall 2013.

26. Maintain and upgrade the Library's assistive and adaptive technology. *Completed*
    - Purchase of large print/braille keyboard sticks in 2013.

27. Budget for and provide timely and expert technical maintenance to help keep the Library's network operating. *Completed*
    - The Librarian and Vice President of Academic Services signed a five year agreement for the technical support of the new automation system and data web server in fall 2012.
    - IT personnel provide excellent on-going technical assistance.

28. Provide and seek funding for a facilities budget for the remodeling of the interior of the Library including the securing of the shelving units and the provision of more space. *In-progress*
    - Discussions have occurred with the Director of Facilities Planning in spring 2014.
    - Presented to the Consultation Council on March 20, 2013 in the 2014-2015 Budget Priority List 3-11-2014. Estimated cost = $60,000.

29. Maintain, upgrade, and replace equipment and software to provide continuing access to up-to-date equipment in good working order in the library. *On-going*
    - Purchase magnetic desensitizer fall 2013.
    - Purchase hand-held scanner spring 2013.

30. Develop study spaces that enable students with disabilities to take proctored tests in the Library. These study rooms would not only be visible to the outside through glass windows, but secluded enough that students could also use the space for learning and quiet study. This recommendation could be accomplished only if the college were to build a larger library facility or to remodel the humanities building for expanded library space. *In-progress*
    - Placed one computer upstairs in a quiet area in spring 2014. This computer has wireless Internet connection making it possible to move the computer to quiet areas of the Library.

31. Replace the carpet. Possible replacement for existing carpet are carpet squares that are able to withstand severe traffic and that are stain resistant, low pile, good weight, have a color that hides the dirt, and that stay intact. Carpet squares are easier to replace with stains than rollout carpet. *In-progress*
    - In spring 2014, the facilities planning department requested a quote for the carpet.

32. Remodel the Library large enough to meet current and future needs. Suggestions include expanding the Library to include at least one extra classroom keeping within the same technical perimeters and meeting the correct codes for fire hazard safety. Move some of the shelving stacks to this area. *In-progress and Terminated.*
    - With the partial remodel in spring 2014 the Library was able to move some of the stacks down to the first level creating more study space on the second level.
    - Expansion of the Library to another classroom will likely not occur.

33. Create areas for quiet study, small group study, bibliographic instruction, and test proctoring. *Completed*

- There is a dedicated classroom for small group study.
- A whiteboard was installed in the classroom.
- More study space created upstairs during spring 2014.

34. Upgrade the building with an elevator. *Terminated*

35. Proxy Server - Another technological challenge facing the Library deals with the on- and off-campus access to the research databases. The library is currently investigating in a proxy service that will secure our databases against off-campus misuse. Currently we have no way other than a group of usernames and passwords for their security. In order that we don't breach our contract, the library would like to invest in a proxy service. EZProxy is currently valued without support at about $500. With support the pricing ranges $1,200 to 2,450 for the installation and yearly support. Other proxy services will be investigated. *Terminated unless dictated by the Publishing Companies.*

36. Purchase a flat screen TV, plus an adapter for computer hook up that would allow up to 6 students to have group study sessions where multiple students could share information via their personal laptops. The TV would be installed upstairs in the classroom. *In-progress*
- Discussions have occurred with IT during spring 2014 as to the installment of a Smartscreen instead.

37. Monitor the need for additional technology for public use and add as needed, coupled together with necessary specialized furniture. *In-progress*
- Discussions occurred in fall 2013 with the ITMP and Dean of Instruction to develop a list of wants and needs.
- The Librarian has identified student needs and is in the development of library tutorials.

5. Outcome Assessment (SLOs/PSLOs/AUOs):

a. Specify any emerging needs based on assessment of outcomes (SLO, PSLO or AUO).
b. Specify any planning or budget changes (i.e. human, facilities, equipment, technology, financial, professional development) based on assessment of outcomes assessment.
c. Include any examples of changes that resulted in improved SLO, PSLO and/or AUO findings.

During the 2012-2013 six outcomes were assessed with two of the outcome being met and four being partially met. The partially met outcomes were related to SLO 1 and SLO 2 pre/post assignments for classes.

The SLOs were updated in fall 2013. Below are the findings from fall 2013.
- On August 26 and 27 of fall semester 2013, I provided bibliographic instruction to two of Sandy Beckwith's Psychology classes—a total of 58 students. In the orientations, I introduced and demonstrated to the students the use of Ebscohost A-to-Z linking electronic database which links students to both the Proquest and Ebscohost databases for psychology journal publications. I demonstrated how to search for publications by title, and then to locate an article by year and issue.
- After pulling reports from A-to-Z, during the date range of August 26 to December 12, 2013 (the day of reporting), students demonstrated in a total of 502 searches and 103 sessions the ability to formulate a simple search strategy and to locate creditable academic content. Considering that the Library first installed A-to-Z during the spring of 2013, March 26 to August 25 yielded 87 searches and 28 sessions. Just this semester alone beginning in August 19 there have been 533 searches and 108 sessions.
- Even though students from other classes used this resource, the increase in data between August 26 and Dec 12, 2013 along with proof of the most used keyword "psychology" (representing 204 searches) and other psychology based keyword and advanced searches demonstrate the effectiveness of the orientations to these two classes and to student learning.

6. Curriculum: Not Applicable

7. Program Emerging Needs Assessment: Describe needs that have developed since the previous review. Consider emerging needs in staffing, equipment, training, facilities, or funding, Include data sources in the previous item that support emerging program needs.

In December 2013a meeting occurred with the Librarian, Marita Dimond and Dean of Instruction, Dr. Tammy Robinson and a list of items were developed. Revised with input from library staff.

Needed Items for the Library (ITAP)
- A larger screen for the cataloging computer. ($800.00)
- Scanner/printer for the Library or upgrade with scanning component to the copy machine. Every week the Library receives at least one request to scan documents. (Ms. Dimond is willing to scan only homework related projects for students using the HU upstairs' copy machine.) ($500.00) *Completed April 2014*
- Interactive smartscreen (monitor, tablet, DVD player) for classroom ($4000.00)

Wanted Items
- RDA Toolkit eBook ($500.00)
- Some type of counter system. We do not necessarily need an extra server for student accounts, but we would like a system that numbers the students using our computers. Instead of several students remaining on the same student login throughout the day, every student would log in and log out of each of their sessions. (We could possibly purchase a program that would coincide with both our and the Learning Center's needs. Accudemia is not the greatest of systems.) SARS? ($5000.00?) *After participating in a Technology Workshop with CCL, the Library would like just a counter system, one that would not identify any particular student or that would allow outside web-based agencies to personalize online content for each student.*
- An extra OPAC (only for use of the Library Catalog) for upstairs. An old computer and monitor are needed.
- Four to Five new public access computers. We could possibly buy at least one new computer each year ($5000.00). *Order has been placed for the acquisition and installation of 5 new computers, April 2014.*
- Print/Management print ID cards ($4000.00)
- Furniture for study areas ($3000.00)
- Install flooring or carpet ($10000.00)
- Paint the library ($400.00)

8. Progress and Reprioritization of Recommendations:

a. Review the prioritized recommendations in the previous program review.
b. Record outcomes of items in the planning agendas for each section.
c. Specify any changes in priority as well as any additions or deletions.
d. Provide updated planning agenda forms for each planning committee.

Table 1. 2013-2014 Library Prioritized Recommendations Requiring Institutional Action for Inclusion in Educational Master Plan

Strategic Goal	Planning Agenda Item	Implementation Time Frame	Estimated Cost	Expected Outcome

Table 2. 2013-2014 Library Prioritized Recommendations Requiring Institutional Action for Inclusion in Human Resource/Professional Development Master Plan

Strategic Goal	Planning Agenda Item(s)	Implementation Timeframe	Estimated Cost	Expected Outcome
1	Librarian	2015-2016	50,000	Hire F/T librarian

Table 3. 2013-2014 Library Prioritized Recommendations Requiring Institutional Action for Inclusion in Facilities Master Plan

Strategic Goal	Planning Agenda Item(s)	Implementation Timeframe	Estimated Cost	Expected Outcome
3	New flooring	2015-2016	10,000.00	Install flooring
3	Re-paint the library	2015-2016	400.00	Renovation
3	Fans	2015-2016	500.00	Decrease cost and heat
3	Study room furniture	2015-2016	3,000.00	Create more practicality
3	Recessed lighting	2015-2016	3,000.00	Help those students with eye sensitivity to the florescent lighting.

Table 4. 2013-2014 Library Prioritized Recommendations Requiring Institutional Action for Inclusion in Institutional Technology Master Plan

Strategic Goal	Planning Agenda Item(s)	Implementation Timeframe	Estimated Cost	Expected Outcome
4	Interactive smartscreen package	2015-2016	4,000.00	Increased access to technology
2	Catalog computer screen	2015-2016	800.00	Increased access to technology
1	RDA toolkit	2015-2016	500.00	Implement RDA toolkit
1	GoToMeeting	2015-2016	500.00	Increased online reference
2	OPAC	2015-2016	800.00	Increased access to technology
1	5 Computers	2015-2016	5,000.00	Increased access to technology
3	Print/Manage ID cards	2015-2016	4,000.00	Higher efficiency

Table 5. 2013-2014 Library Prioritized Recommendations Requiring Institutional Action for Inclusion in Student Services Master Plan

Strategic	Planning Agenda Item	Implementation	Estimated Cost	Expected Outcome

Goal			Time Frame		
4	Use the Library for Cultural and Literary events.		2014-2015		Provide education entertainment for students.
1	Expand information competency instruction to online and correspondence students.		2015-		Increase student learning.
2	Implement Library SLOs in normal departmental class instruction.		2014 -		Better preparation for transfer to a 4 year university.
3	Increase instruction to 25 classes a semester.		2015 -		More students prepared for transfer to a 4 year university.

9. **Additional Information: Describe or note additional information pertinent to the program, particularly information which supports new needs or growth or that documents program successes**.

- In fall 2013 programs were developed to document the history of Lassen College and articles related to the creation of Lassen College.
- In 2012-2013 and 2013-2014, copyright seminars were given.
- In 2012-2013 and 2013-2014, plagiarism seminars were given.
- Fall 2014, introduction to Learning Express Library to faculty and staff.
- The library re-model in spring 2014 has increase morale and safety within the Library
- Hiring the Library Tech I position has increased the productivity of the Library.
- Spring 2014, 2 boxes of books were donated to the local prisons.