Library NIPR 2020-2021

LASSEN COMMUNITY COLLEGE
Library
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CONTENTS

Library NIPR 2020-2021

SECTION 1: INSTITUTIONAL EFFECTIVENESS PLANNING

I. Program Overview and Objectives

The Academic Resource Center (ARC) houses the Library & Welcome Center. Located on the lower level, the Library functions both as a research/student academic support hub and community center. Student learning support resources and services include but are not limited to library collections (print and digital), loanable textbooks, desktop computers, Chromebooks, hotspots, graphing calculators, reference, research, instruction, technical support, and classroom and curriculum support. Serving a two-year college, the Library occupies an important middle ground between libraries in universities and public libraries. Consistent outreach efforts are extended to engage the diverse student body, many of whom are part-time students participating in Lassen Community College's (LCC) technical and continuing education. Since 2010, numerous objectives have been achieved. The ARC was remodeled to include moveable shelving allowing more computers; ADA compliant log-in stations, erasable tables to facilitate easier group study sessions and tutoring sessions; air conditioning; increasing the number of loanable textbooks, Chromebooks, and hotspots; duplexing B&W printers; online tutorials for library usage; more databases for heightened research; an increase in College Day participation; and, a new library system (Ex Libris, Alma and Primo) which 109 other California Community College libraries adopted. The Library collaborates with the local public library and area public libraries, the local high school, middle school, and elementary school and their libraries, and the community-at-large.

The Library's objectives in the upcoming years include the hiring of a full-time 12-month library technician II; a part-time 10-month library technician I; purchasing additional Chromebooks, hotspots, and cases for both the hotspots and Chromebooks, as well as two charging stations for the Chromebooks; and improving security with cameras and mirrors.

Description/Evaluation:

a. Describe and evaluate the program objectives against the LCC strategic plan, specifically the mission statement and strategic goals [available online or in the current catalog].
b. Evaluate any changes in the program since last review. Include summary of Annual Updates completed since last review.

Lassen Community College's mission statement focuses *on providing outstanding programs for all students pursuing higher education goals…LCC serves diverse students, both on campus and in outreach areas in its effort to build intellectual growth, human perspective, and economic potential.* As the Library's NIPR has and will show, numerous projects have been completed, and the Library continues to pursue an inclusive learning

environment; to deliver resources and services via a variety of modes; to skillfully manage all human, physical, technological and financial resources; to offer resources and services that reinforce the College's learning environment; to support students; to minimize barriers; and to increase opportunities and success through access to resources and services which allows students to attain their educational goals including basic skills and self-development through lifelong learning.

The Library works collaboratively with administrators, instructors, students, and community members. LCC students are empowered to effectively identify, find, evaluate, create, and ethically use information in their academic pursuits, their future careers, and as life-long learners. One of the Institution's student learning outcomes, life-long learning, is addressed by the Library empowering students to independently acquire knowledge; access information including current technologies; using the internet and/or library to access and analyze information for relevance and accuracy; and to successfully navigate systems. The Library fully embraces all of the College's values with specific focus on *doing what is best for the students.*

Since the Library's last NIPR and annual updates, the following needs/requests have been identified and met:

1. LCC's original Library was completed remodeled as traditional library books were moved to the lower level (as the upper level was deemed unsafe for the book and shelving load) and the Welcome Center was located to the upper level). LCC's Facilities and IT departments are laudable for the design which took into consideration being ADA compliant (ADA Section 504 of the Rehabilitation Act), air conditioning, an interactive inter-active whiteboard (upper level), new B&W single-sided desktop printers, two study rooms, a television with lounge chairs, & a café.
2. Wi-Fi was installed for those using their own laptops, Chromebooks, tables, cell phones, and other e-devices.
3. The print collection is roughly 11,000 books housed on moveable shelving. The upper level was deemed unsafe for housing the 23,000 plus books and their bookcases. With more academic libraries moving to digital, more desktop computers and an additional B&W printer were installed downstairs after consolidating the print collection. Approximately 198,00 eBooks are available from various vendors.
4. The Library's website continues to improve facilitating easier navigability. NetTutoring and Khan, which support online free tutoring, were added.
5. The quantity of online databases supporting research has nearly tripled in the past ten years.
6. The loanable textbook program continues to grow.
7. Creative scheduling has enabled the Library to extend its hours before the beginning of each semester as well as a week or two prior to finals.

8. Online tutorials allow students to learn how to utilize LCC's databases; conduct research; interview; cite sources; avoid plagiarism; and understand primary versus secondary sources.
9. Evolving orientations and on- and off-campus instruction garner stronger library usage numbers.
10. Collaboration continues to increase among those hosting lending textbooks: EOPS, CORR, and the Fire House.
11. The library's participation in College Day has risen.
12. More and varied presentations are delivered at Flex trainings.
13. Because the librarian is a faculty member, this individual proctors examinations given by other colleges for LCC and non-LCC students.

Additional items completed that were not included in NIPR or Annual updates:

1. Adoption, installation, and public release of a new library system, Ex Libris, which is utilized by the other 109 California Community College libraries. More resources and services are available in a *"One Search"* mode (one click gets the student to books, textbooks, Chromebooks, hotspots, calculators, online films (all closed caption), etc., to students.
2. Increasing library presentations to prepare those students transferring to a four-year college or university.
3. Two B&W duplexing printers to save paper.
4. Presentations at Bootcamp.
5. Traffic counters at two entry doors.
6. Addition of the "Popular Book Read" section (student-requested popular titles not necessarily mandated by course requirements as well as recommended reviews for readers ages 17 to 100+).
7. Maintaining a more accurate inventory (overdue; missing; damaged) by migrating to emails and phone calls rather than traditional mailings.
8. Securing funding for and hosting nationally acclaimed authors for LCC students and other campus employees as well as community members.
9. Hosting Susanville's Choral Society for holiday programming.
10. Promotion of the Library via fliers, Facebook and other social media outlets, emails, and campus texts.
11. Greater digital access to the Library via Canvas.
12. Organizing LCC's history of LCC which includes some digitalization.
13. In the Fall 2017, two windows were broken either by birds and/or tremors. In 2019 all of the original single-pane two-story windows were replaced by double-pane and openable ones allowing ventilation and safety.

The remodeled Library receives continuous commendations from students. The annual community-wide Christmas choral gatherings utilize the Library as it affords acoustics; ample

space for the choir; seating for those in attendance; and the café which allows desserts and beverages. The Wi-Fi is greatly used by those students bringing in their own devices. Statistics and surveys reveal the Library's website, especially the databases and online tutorials, is accepted and appreciated. Each year the borrowing of textbooks, Chromebooks, hotspots, and graphing calculators continue to grow in usage.

The merging of the Library and Learning/Tutoring Center in 2016 resulted in the staff, often just the librarian, being stretched thinner than previously to cover two supports desks on the different levels. In addition, necessary talking between tutors and tutees resulted in a boisterous environment. Consequently, the Learning Center was moved to the Basecamp in the Creative Arts building. There is more staff available in the Basecamp to provide coverage when the tutoring staff member is absent. Now, the upper level hosts the campus' Welcome Center.

One visible challenge with the new library system, Alma and Primo, was the lack of training from the contracted company, Ex Libris, and the state-wide California Community College consortium. Their online tutorials were not designed by librarians for straightforward usage. Consequently, the LCC librarian contacted other smaller campus librarians to exchange strategies and/or experimented with the various modules until a workable procedure was discovered. Lack of staffing has not allowed time for an inventory nor more phone calls to secure overdue items.

Planning Agenda:
List recommendations and necessary actions necessitated by the above evaluation. Complete Institutional Effectiveness Planning, Student Services Planning, and/or Academic Planning tables at the end of the section for any recommendations requiring institutional action.

The Library has not identified any needs in the area noted above.

II Administrative Unit and/or Student Learning Outcomes Assessment

Student Learning Outcome Assessment
AUO and SLO assessment is important to maintain and improve institutional effectiveness and provide an effective learning experience for LCC students. Departments are expected to measure AUO and/or SLO annually; these records are maintained in WEAVE and are available for review at any time.

Description/Evaluation:

1. Identify and evaluate Administrative Unit and/or Student Learning Outcomes including the relationship to strategic goals for AUOs and institutional student learning outcomes for SLOs utilizing information from WEAVE.

2. Attach an AUO and/or SLO assessment summary as provided by Office of Institutional Effectiveness.

3. Provide an analysis of findings of the assessment results may be leveraged to support equipment, facility, staffing, or other budget and planning need and include the justification in your analysis.

ISLO	AUO	Assessment Measure/Target
1, 2, 3	The student will utilize library resources and services that support the student's academic success.	**Measure**: Circulation data; database usage; traffic counters; student surveys. **Target:** 3% annual increase.
2, 3	The student will profit from an environment that supports and fosters the student's engagement and learning by quality information.	**Measure**: Student surveys. **Target:** 75% of all students will be satisfied by the Library's environment and accessible information.
2, 3, 4	The student will utilize and learn various technology platforms, such as computers, e-devices, the internet, remotely, or a combination of all four.	**Measure**: Student surveys. **Target:** 75% of all students will be satisfied by access and instruction on technology platforms.

Student surveys and nursing student surveys (see Appendices) administered by administers and instructors reveal the following:

1. Longer hours and a 1/2 weekend day (*partially* addressed for two weeks leading up to finals' weeks)
2. More textbooks, computers (Chromebooks and/or laptops) & calculators
3. Air conditioning (installed Summer 2019)
4. Quieter and more room at tables and in study rooms (Learning Center moved to Basecamp August 2020)

Location	Lassen College
Total Holdings	209,298
Total Circulations	8,045
Total In-House Use	89
Total Use	8,134

Total Circulations at Lassen College	7,991
Total Circulations at Other Locations	54

Owning Holdings Code	Circulations at Lassen College*	Circulations at Other Locations*	Total Circulations	Total Items	Turnover Rate**	In-House Use	Total Use	Percent of Total Use	Percent of Holdings	Relative Use*** (RU)	Average Publication Year**** (008/07-10)
CAREERS (LCGC)	4	0	4	51	0.07843137	0	4	0.04917630%	0.02436717%	2.01813738	2007
eResource (EBK)	1	0	1	196,689	0.00000508	0	1	0.01229407%	93.97557550%	0.00013082	2006
FOLIO-Oversize (LCGF)	9	0	9	341	0.02639296	0	9	0.11064667%	0.16292559%	0.67912394	1988
GENERAL (LCGA)	1,483	8	1,491	9,165	0.16268412	45	1,536	18.88369806%	4.37892383%	4.31240615	1989
LENDING LIBRARY (LCGN)	2,674	39	2,713	1,013	2.67818361	12	2,725	33.50135235%	0.48399889%	69.21782867	2011
LOCKED CASE CIRC (LCGEC)	0	0	0	5	0	0	0	0.00000000%	0.00238894%	0	1987
LOCKED CASE REF (LCGE)	2	0	2	357	0.00560224	1	3	0.03688222%	0.17057019%	0.216229	1963
MEDIA EQUIPMENT (LCGQ)	130	0	130	129	1.00775194	0	130	1.59822965%	0.06163461%	25.9307186	2015
MEDIA-Audio/Video (LCGJ)	291	0	291	493	0.59026369	2	293	3.60216376%	0.23554931%	15.29260994	2002
PERIODICALS (LCGI)	1	0	1	34	0.02941176	0	1	0.01229407%	0.01624478%	0.75680152	1960
REFERENCE (LCGB)	1	0	1	290	0.00344828	2	3	0.03688222%	0.13855842%	0.26618536	1990
RESERVE MEDIA (LCGGM)	12	0	12	10	1.2	0	12	0.14752889%	0.00477788%	30.87750184	2008
RESRV LND-1 Night (LCGRL)	2,349	4	2,353	316	7.44620253	11	2,364	29.06319154%	0.15098090%	192.49581846	2010
RESRV-Lib. Use Only (LCGG)	1,034	3	1,037	361	2.87257618	16	1,053	12.94566019%	0.17248134%	75.05542346	2009
VINTAGE (LCGV)	0	0	0	44	0	0	0	0.00000000%	0.02102266%	0	1965
Lassen College Totals	7,991	54	8,045	209,298		89	8,134				

LCC Library participated along with 109 other California Community College libraries to migrate (LCC went online December 2019) to a new library system, Ex Libris, which allows its users to research by one step (finding books, databases, films, and similar library resources). Currently the LCC Library is not able to secure usage statistics. Ex Libris has assured all CCC librarians that training and access to such data will become available soon.

As Appendix C shows, the EBSCO products, including their databases and eBooks, prove extremely popular among students.

Below are the following usage statistics for the Library's **Gale** products:

Gale Opposing Chilton's (2018-2019); eBooks; and Custom

Year	Usage
2016 (Jan-Dec)	302
2017	156
2018	984
2019	860
2020 (Jan-Aug)	474

Gale Opposing Viewpoints

Year	Usage
2018 (Sept-Dec)	48
2019	95
2020 (Jan-Aug)	132

During the remodel of the ARC between 2014 and 2016, the foot traffic counters and theft security systems were permanently removed. The ARC promoted Accudemia when the

Library reopened September 2016. However, it was soon observed that many students opted to not sign-in due to *just wanting to dash in and print something before class; another student signing in with another waiting; and, forgetting.*

In January 2020, LCC's Interim Vice President of Student Services began preparations to move the Learning/Tutoring Center to the Basecamp. In its place, there would be a Welcome Center. Here various campus personnel would serve the College's students. In early August, the move occurred.

Information Literacy Instruction Programs 2017-2020
Collaboration between Instructors & the Librarian
Adaptive Physical Education Carrie Nyman
Administration of Justice: Tom Downing
Art: James Kleckner & Randy Panfilio
Automotive Technology: Chad Lewis
Business: Garrett Taylor
English: Richard Swanson & Jeff Owens
History: Angela Blank
Nursing: Christi Myers; Celeste Wiser; Heidi Gray
Physical Education & Health Ross Brosius.

Librarian Supporting Instructors Independently of Library or Classroom Visits
Biology: Crystal Tobola
English/Speech: Cheryl Aschenbach; Cory McClellan
English: Cory McClellan
History: Toni Poulsen
Learning Disabilities: Cynthia Howe
Psychology: Sandra Beckwith
Sociology: Carie Camacho.

Planning Agenda:
List recommendations and actions by the above evaluation of AUO and/or SLO results. Complete Institutional Effectiveness Planning, Student Services Planning and/or Academic Planning tables at the end of the section for any recommendations requiring institutional action. For any items needing Human Resources Planning, Institutional Technology Planning, or Facilities Planning action, please make sure to include the information within the appropriate section and table later in the program review document.

The Library will continue to work with administration and instructors in giving surveys to see how it may improve resources and services. In reviewing the number of in-person library orientations and specific classroom information literacy instruction (an example: *how may the Library aid in your research for preparing for your speech about the upcoming presidential election*) sessions, the librarian will continue to reach out to individual instructors on how the library may serve them.

The librarian continues to daily update the Library's website, which also includes the Writing Center and Learning/Tutoring Center, so that students have access to reliable and current resources.

III. Equipment

Description/Evaluation:

1. List capital outlay equipment, age of equipment and replacement schedule.
2. Identify any existing equipment maintenance/service agreements.
3. Evaluate the condition of capital outlay equipment considering the replacement schedule and available funds.
4. Evaluate the effectiveness of and need for additional maintenance /service agreements.
5. Justify any proposed modification or additions to equipment available for students and/or faculty/instructional assistants within the program.

With the remodel of the ARC in 2014-2016 (HU 113/216), the Library and Learning Center acquired new desktop computers, new furniture for the student and employee areas, and two study rooms. At this time no additional equipment is needed.

Planning Agenda:

List recommendations and necessary actions necessitated by the above evaluation. Complete Institutional Effectiveness Planning, Student Services Planning, and/or Academic Planning table at the end of the section for any recommendations requiring institutional action.

The Library has not identified any needs in the area noted above.

IV. Compliance Issues (if appropriate for program)

Description:

If appropriate, describe the role of outside compliance issues on the program.

Evaluation:

Assess changes in compliance or identification of compliance-related needs and the impact on the program.

Planning Agenda:

List recommendations and necessary actions necessitated by the above evaluation. Complete Institutional Effectiveness Planning, Facilities Planning, Technology Planning and Human Resource Planning Forms as appropriate for any recommendations requiring institutional action.

VI. Prioritized Recommendations

A. Prioritized Recommendations for Implementation by Program Staff
List all recommendations made in Section One that do not require institutional action (ie. curriculum development) in order of program priority.

B. Prioritized Recommendations for Inclusion in the Planning Process
List all recommendations made in Section One that should be included in Lassen College's planning and budgeting process, specifically in the Educational Master Plan, Student Services Master Plan, or Institutional Effectiveness Master Plan. Separate recommendations into the appropriate plan(s). Items to be included in the Human Resource Master Plan, Institutional Technology Master Plan, or Facilities Master Plan should be addressed in Sections Two, Three or Four in lieu of or in addition to inclusion in the Academic Master Plan. See Attachment C for Master Plan Overview to determine where recommendations are best placed.

Prioritized Recommendations for Inclusion in Institutional Effectiveness Master Plan

Strategic Goal	Planning Agenda Item	Implementation Time Frame	Estimated Cost (implementation & ongoing)	Expected Outcome

Recommendation for Inclusion in Student Services Master Plan
Library 2020-2024

Strategic Goal	Planning Agenda Item	Implementation Time Frame	Estimated Cost (implementation & ongoing)	Expected Outcome
1, 3, 4	Security cameras	Determined by IT	$10,000	More secure environment for students
1, 3, 4	Security mirrors	Determined by Facilities	$1,500	More secure environment for students
1,3, 4	Ongoing funding for textbook library	Annual	$6,000	Access to textbooks for student success
1,3, 4	Increase number of Chromebooks	Annual	$2,000	Access to technology for student success
1,3, 4	Increase number of hotspots	Annual	$1,500	Access to technology for student success
1,3, 4	Increase number of calculators	Annual	$1,000	Access to technology for student success
1,3,	Two Chromebook recharging portable carts	01/04/2021	$500	Improved access to technology ensuring better academic success

Prioritized Recommendations for Inclusion in Educational Master Plan
Click here to enter Program Name & Year

Strategic Goal	Planning Agenda Item	Implementation Time Frame	Estimated Cost (implementation & ongoing)	Expected Outcome

Section Two: Human Resource Planning

I. Program Staffing

Description/Evaluation:
1. List the current staffing for the program include managers, faculty positions, and classified staff.

Currently the Library is staffed by one 11-month full-time librarian and one full-time library technician. Prior to the frequent closures of the Library due to COVID-19, the two part-time students (who averaged 10-hours each per week) are no longer working.

As one examines the Library's staffing for the past 10 years, the number of staffing has declined.

Prior to December 2010
Professional Librarian: 1 (Rosanna Brown; 40 hours), 11-months
Library Technical Assistant II: 1 (37.5 hours), 12-months
Library Technical Assistant I: 1 (37.5 hours), 12-months
1 to 2 Student Workers per semester

January 2011
Professional Librarian: .5 (Marita Dimond; 20 hours), 11-months
Library Technical Assistant II: 1 (37.5 hours), 12-months
Library Technical Assistant I: 1 (37.5 hours), 12-months
2 to 3 Student Workers per semester*

January 2014
Professional Librarian: 1 (John Taylor, 37.5 hours), 11-months
Library Technical Assistant II: 1 (37.5 hours), 12-months
Library Technical Assistant I: 1 (37.5 hours), 12-months
2 Student Workers per semester

August 2017
Professional Librarian: 1 (37.5 hours), 11-months
Library Technical Assistant II: 1 (37.5 hours), 12-months
2 Student Workers per semester

August 2018
Professional Librarian: 1 (37.5 hours), 11-months
Part-Time Substitute Library Technician: 1 (37.5 hours), 12-months
2 Student Workers per semester

October 2020
Professional Librarian: 1 (37.5 hours), 11-months
Library Technical Assistant II: 1 (37.5 hours), 12-months

Work hours vary according to funding allocated.

Since 2017, the few employees of the ARC limited coverage especially during illness or planned absences. One person was roving both floors, and this individual often ate their lunch in the ARC. Beginning in August 2018, the Library had one 11-month librarian and one substitute part-time library technician. In October 2020, a full time Library Technical Assistant II 1 (37.5 hours) 12-month was hired. However, Lassen Community College is not yet meeting neither national nor state standards.

Title 5 of the California Code of Regulations (Sec 58724), though arguably not current to today's standards, contains minimum standards for advisory numbers of full-time library faculty based on student FTES. That formula is:

FTES	Faculty Librarians
<1,000	2
1,001 – 3,000	3
3,001 – 5,000	4
5,001 – 7,000	5
Each Addition 1K	.5

The same code section (58724) also includes minimum standards for numbers of support staff:

FTES	Support Staff
<1,000	3
1,001 – 3,000	4.5
3,001 – 5,000	6.5
5,001 – 7,000	9
Each Addition 1K	1

A long-time vision of the College has been to extend the Library's open hours to include four hours on Sundays and extend hours until 8:00 pm Monday through Thursday.

2. This section provides an opportunity for analysis and justification of projected staffing needs to support the program. Work-study student needs may be included.

By hiring an additional part-time library technician, the librarian will be able to expand resources and services; the part-time library technician will be able to have the Library open in the evenings and one half-day on weekends. State and national accreditation standards will be satisfied.

Planning Agenda:

List recommendations and necessary actions necessitated by the above evaluation. Complete Institutional Effectiveness Planning and Human Resources Planning Forms as appropriate for any recommendations requiring institutional action.

Working with the College's Human Resources, a full-time library technician and a part-time library technician will be recruited.

II. Professional Development

Description/Evaluation:

1. Describe the professional development and professional activities of the program staff relevant to program improvements that has occurred during the period under review. (workshops, conferences, staff development, work experiences, etc.)

The Library budget is not adequate to meet its professional development needs by itself. Secondly, because the librarian is often the sole employee, this individual does not attend Academic Senate, Curriculum and Academic Standards, Consultation Council, Pathways to Equity and other campus meetings. Before COVID-19 as well as the shortage of staff, the Interim Dean of Instruction and the Interim Vice President of Student Services has provided funds for the Library's professional development opportunities.

The newly acquired library system requires participation in numerous online training sessions.

Before COVID-19 the librarian attended the annual two-day California Library Directors meeting in Sacramento. The Council of Chief Librarians pays the cost for registration, lodging, meals, and parking. For 2017-2019, the Dean would pay for fuel.

The current librarian is active with OER and therefore has attended various workshops in Northern California (in 2017-2018) there were three.

With limited staffing and now with COVID-19, the librarian attends as many webinars as time will allow. Luckily, many are archived which permits later reference.

For three years, the librarian sponsored author, illustrator, and poet campus- and community visits which necessitated attendance at the Lassen Modoc Adult Education Consortium meetings.

Planning Agenda:

List recommendations and necessary actions necessitated by the above evaluation. Complete Institutional Effectiveness Planning and Human Resources Planning Forms as appropriate for any recommendations requiring institutional action.

In the future, adequate Library staffing will be regained which will allow the librarian to participate in professional development opportunities and trainings again.

III. Administrative Unit and/or Student Learning Outcome Assessments

Description/Evaluation:

1. Describe any results from assessment of administrative units and/or student learning outcomes that affect human resource planning.

At this time, because of inadequate staffing, more open hours Monday through Thursday and a half-weekend day, academic success, learning, resources, and services are severely limited to LCC students.

Planning Agenda:
List recommendations and necessary actions necessitated by the above evaluation. Complete Institutional Effectiveness Planning and Human Resources Planning Forms as appropriate for any recommendations requiring institutional action.

IV. Prioritized Recommendation

Prioritized Recommendations for Implementation by Program Staff
List all recommendations made in Section Two that do not require institutional action (ie. curriculum development) in order of program priority.

Click here to enter text.

Prioritized Recommendations for Inclusion in the Planning Process
List all recommendations made in Section Two that should be included in Lassen College's planning and budgeting process. See Attachment C for Master Plan Overview to determine where recommendations are best placed.

Prioritized Recommendations for Inclusion in Human Resource Master Plan
Click here to enter Program Name & Year

Strategic Goal	Planning Agenda Item	Implementation Time Frame	Estimated Cost (implementation & ongoing)	Expected Outcome
3, 4	Hire part-time 10-month library technician	11/01/2020	$22,500/year	Expand open times to include evenings, one weekend day, and two weeks to and finals week

Section Three: Facilities Planning

I. Facilities

Description/Evaluation:

1. Describe and evaluate the Lassen Community College facilities available to the program.

The extraordinary work undertaken and accomplished by the LCC Facilities department resulted in an exceptional Academic Resource Center, now housing the campus library and welcome center. New students and campus visitors frequently state that the area is a showcase.

2. Describe and evaluate additional facilities utilized off-campus by the program (attach any relevant rental agreements).

The Library does not utilize any off-campus facilities.

3. Describe any facilities needs identified by assessments of administrative unit and/or student learning outcomes.

Not applicable.

4. Justify any proposed modifications or additions to existing facilities that would better serve the program planned for the next five years.

Not applicable.

Planning Agenda:
List recommendations and necessary actions necessitated by the above evaluation. Complete Institutional Effectiveness, Facilities Planning, and Technology Planning Forms as appropriate for any recommendations requiring institutional action.

II. Prioritized Recommendations

Prioritized Recommendations for Implementation by Program Staff
List all recommendations made in Section Three that do not require institutional action (ie. curriculum development) in order of program priority.

Prioritized Recommendations for Inclusion in the Planning Process

List all recommendations made in Section Three that should be included in Lassen College's planning and budgeting process. See Attachment C for Master Plan Overview to determine where recommendations are best placed.

Prioritized Recommendations for Inclusion in the Facilities Master Plan
Click here to enter Program Name & Year

Strategic Goal	Planning Agenda Item	Implementation Time Frame	Estimated Cost (implementation & ongoing)	Expected Outcome

Section Four: Technology Planning

I. Institutional Technology

Description/Evaluation:

1. Describe and evaluate technology and technology support provided for instruction and instructional support.

The LCC IT department provides phenomenal technology and technology support. Their response time, given their limited staff, is excellent.

2. Describe any technology and technology support needs identified by assessment of administrative unit and/or student learning outcomes.

Not applicable.

Planning Agenda:
List recommendations and necessary actions necessitated by the above evaluation. Complete Institutional Effectiveness Planning, Facilities Planning, Technology Planning and Human Resource Planning Forms as appropriate for any recommendations requiring institutional action.

II. Prioritized Recommendations

Prioritized Recommendations for Implementation by Program Staff
List all recommendations made in Section Four that do not require institutional action (ie. curriculum development) in order of program priority.

Prioritized Recommendation for Inclusion in the Planning Process
List all recommendations made in Section Four that should be included in Lassen Community College's planning and budgeting process. See Attachment C for Master Plan Overview to determine where recommendations are best placed.

Prioritized Recommendations Inclusion in Institutional Technology Master Plan

Student Survey Fall 2018 ARC

Q1 How often do you visit the ARC—Library & Learning/Tutoring Center?

Answered: 43   Skipped: 0
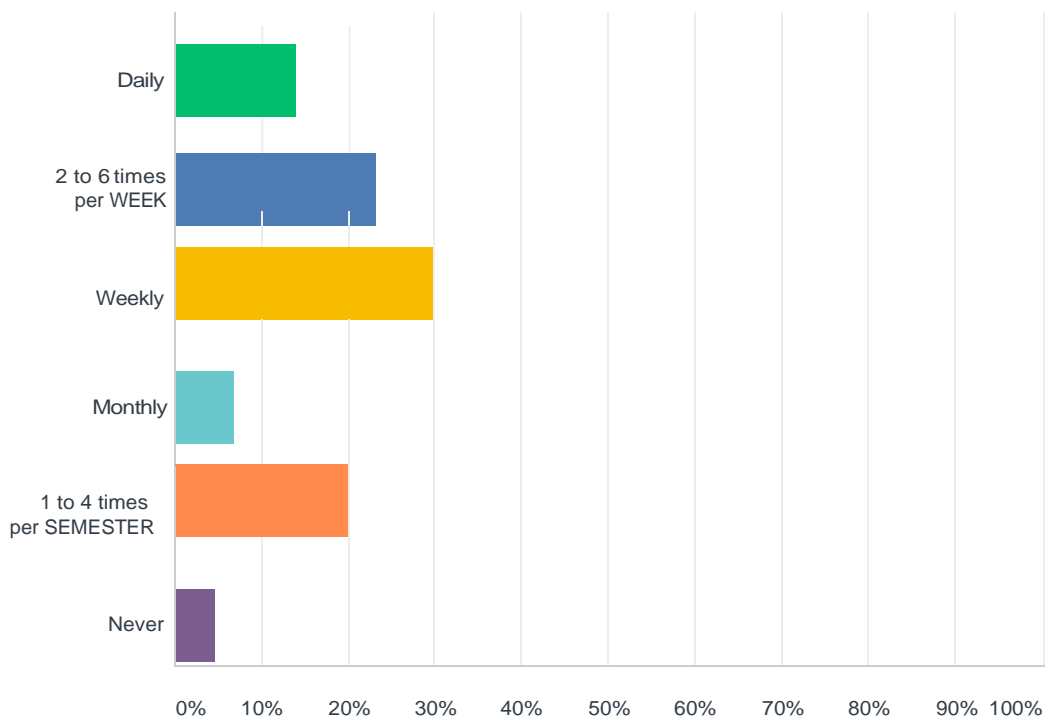
ANSWER CHOICES	RESPONSES	
Daily	13.95%	6
2 to 6 times per WEEK	23.26%	10
Weekly	30.23%	13
Monthly	6.98%	3
1 to 4 times per SEMESTER	20.93%	9
Never	4.65%	2
TOTAL		43

Q2 Why do you come to the ARC? (check all that apply)

Answered: 43   Skipped: 0
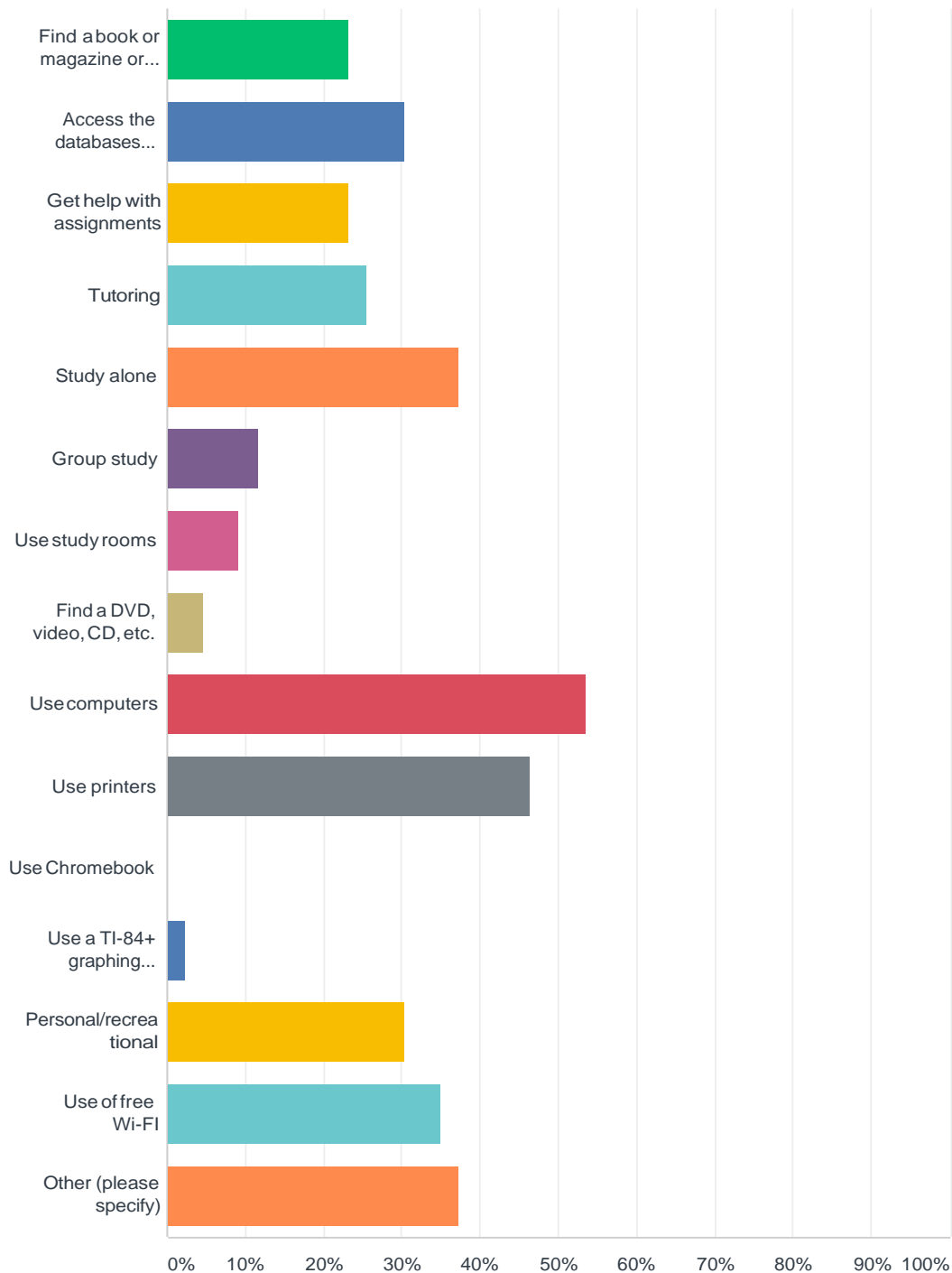
ANSWER CHOICES	RESPONSES	
Find a book or magazine or newspaper	23.26%	10
Access the databases (EBSCO Host or ProQuest)	30.23%	13
Get help with assignments	23.26%	10

ANSWER CHOICES	RESPONSES	

Tutoring	25.58%	11
Study alone	37.21%	16
Group study	11.63%	5
Use study rooms	9.30%	4
Find a DVD, video, CD, etc.	4.65%	2
Use computers	53.49%	23
Use printers	46.51%	20
Use Chromebook	0.00%	0
Use a TI-84+ graphing calculator	2.33%	1
Personal/recreational	30.23%	13
Use of free Wi-FI	34.88%	15
Other (please specify)	37.21%	16
Total Respondents: 43		

Q3 In general, how helpful are the ARC staff members?

Answered: 43   Skipped: 0
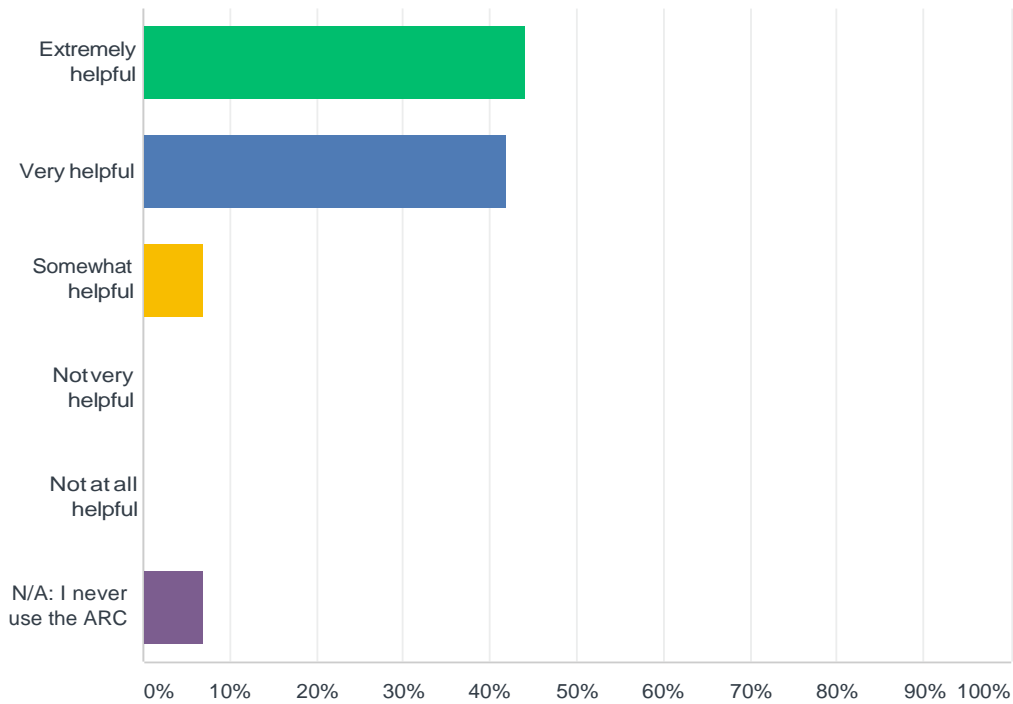
ANSWER CHOICES	RESPONSES	
Extremely helpful	44.19%	19
Very helpful	41.86%	18
Somewhat helpful	6.98%	3
Not very helpful	0.00%	0
Not at all helpful	0.00%	0
N/A: I never use the ARC	6.98%	3
TOTAL		43

Q4 In general, how easy is it to find what you need at the ARC?

Answered: 43   Skipped: 0
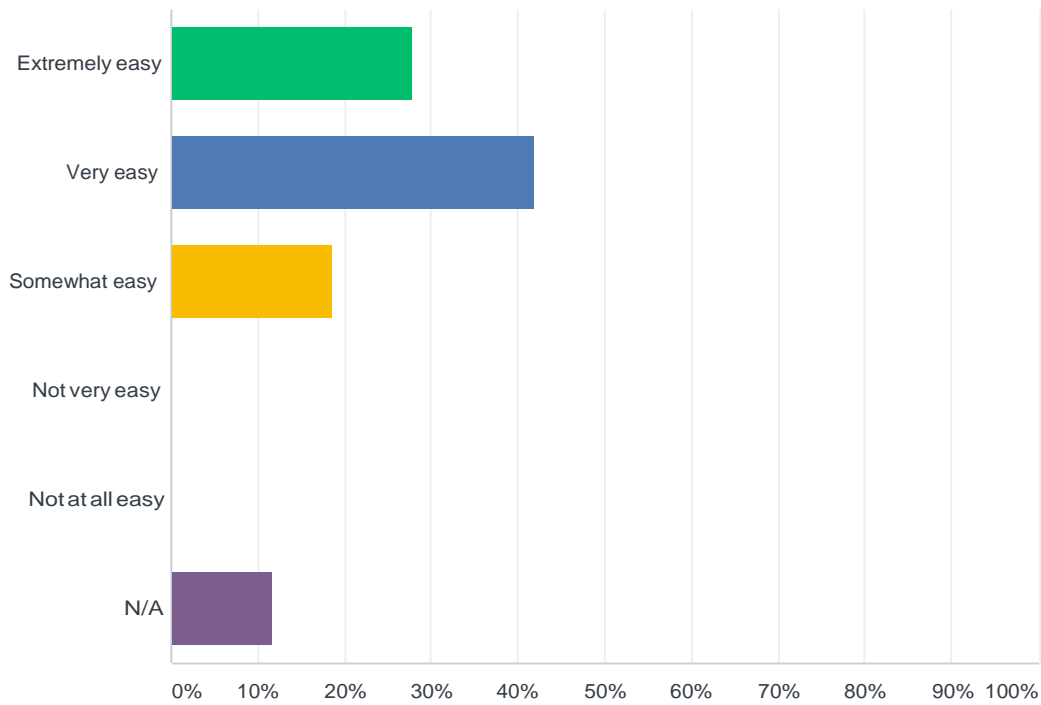
ANSWER CHOICES	RESPONSES	
Extremely easy	27.91%	12
Very easy	41.86%	18
Somewhat easy	18.60%	8
Not very easy	0.00%	0
Not at all easy	0.00%	0
N/A	11.63%	5
TOTAL		43

Q5 Does the ARC's current days and hours meet your academic needs?

Answered: 43   Skipped: 0
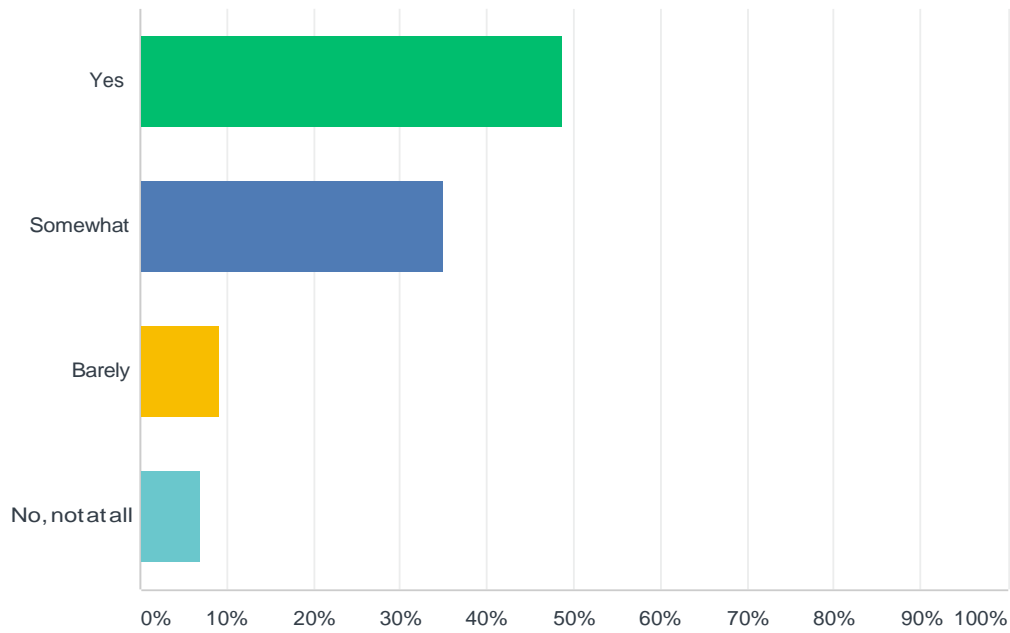
ANSWER CHOICES	RESPONSES	
Yes	48.84%	21
Somewhat	34.88%	15
Barely	9.30%	4
No, not at all	6.98%	3
TOTAL		43

Q6 Using a scale of 1 to 5 (1= Very Poor; 2= Poor; 3=Fair; 4= Good; and 5=Excellent), how would you rate each of the following ARC resources and services?

Answered: 43   Skipped: 0
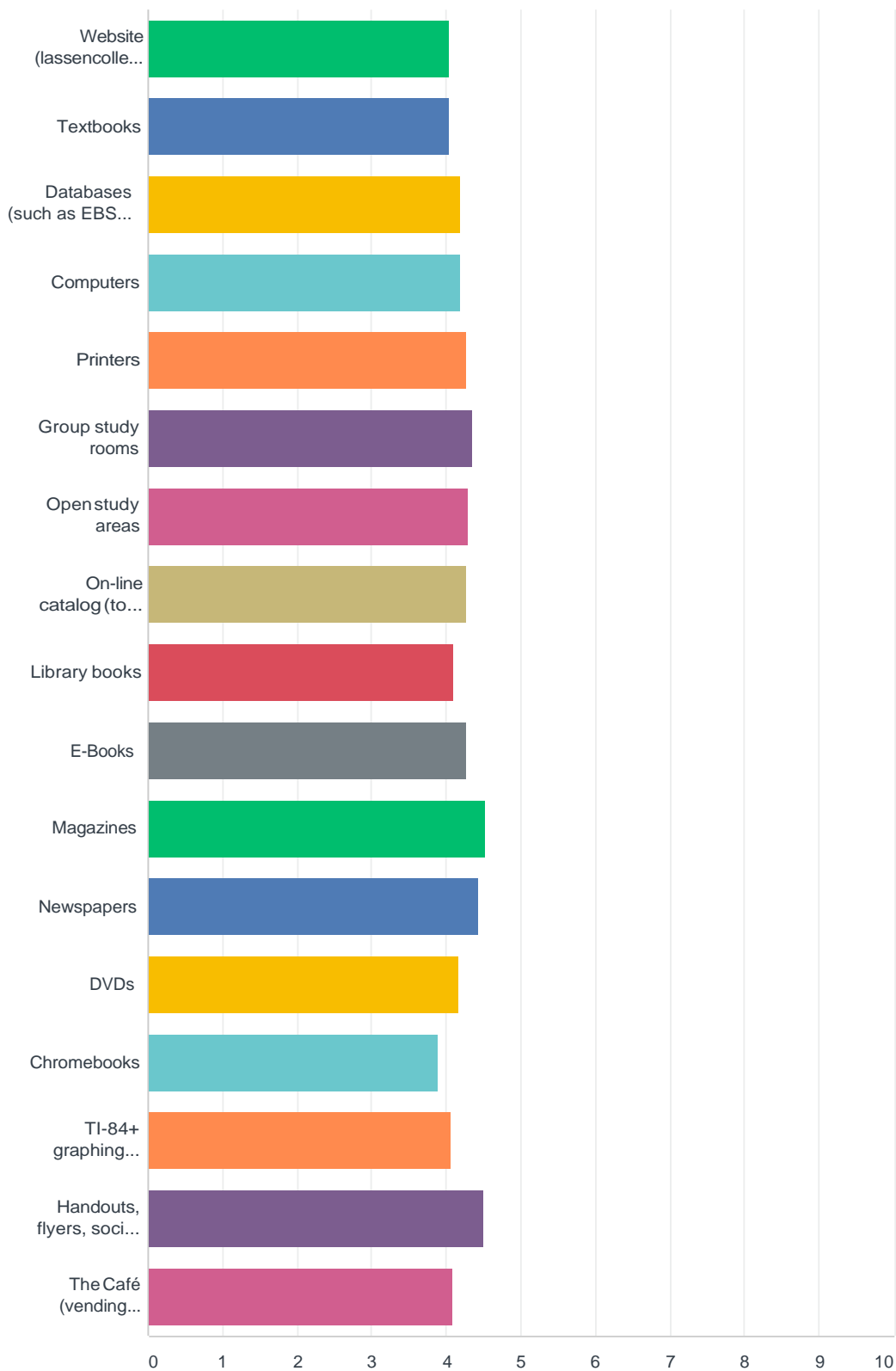
	1	2	3	4	5	N/A	TOTAL	WEIGHTED AVERAGE
Website (lassencollege.libguides.com)	0.00% 0	6.98% 3	18.60% 8	27.91% 12	34.88% 15	11.63% 5	43	4.03
Textbooks	0.00% 0	0.00% 0	26.83% 11	17.07% 7	29.27% 12	26.83% 11	41	4.03

Databases (such as EBSCO Host)	0.00% 0	7.14% 3	9.52% 4	21.43% 9	38.10% 16	23.81% 10	42	4.19
Computers	2.38% 1	0.00% 0	16.67% 7	26.19% 11	40.48% 17	14.29% 6	42	4.19
Printers	2.44% 1	0.00% 0	14.63% 6	21.95% 9	43.90% 18	17.07% 7	41	4.26
Group study rooms	0.00% 0	0.00% 0	9.52% 4	21.43% 9	30.95% 13	38.10% 16	42	4.35
Open study areas	0.00% 0	2.38% 1	9.52% 4	38.10% 16	40.48% 17	9.52% 4	42	4.29
On-line catalog (to find books, DVDs, etc.)	0.00% 0	0.00% 0	11.90% 5	16.67% 7	26.19% 11	45.24% 19	42	4.26
Library books	0.00% 0	2.38% 1	14.29% 6	23.81% 10	26.19% 11	33.33% 14	42	4.11
E-Books	0.00% 0	0.00% 0	7.14% 3	26.19% 11	21.43% 9	45.24% 19	42	4.26
Magazines	0.00% 0	0.00% 0	6.98% 3	9.30% 4	32.56% 14	51.16% 22	43	4.52
Newspapers	0.00% 0	0.00% 0	6.98% 3	13.95% 6	27.91% 12	51.16% 22	43	4.43
DVDs	0.00% 0	0.00% 0	14.29% 6	9.52% 4	21.43% 9	54.76% 23	42	4.16
Chromebooks	0.00% 0	2.38% 1	19.05% 8	2.38% 1	19.05% 8	57.14% 24	42	3.89
TI-84+ graphing calculators	0.00% 0	4.76% 2	9.52% 4	7.14% 3	21.43% 9	57.14% 24	42	4.06
Handouts, flyers, social media, ARC staff, etc.	0.00% 0	2.44% 1	7.32% 3	21.95% 9	56.10% 23	12.20% 5	41	4.50
The Café (vending machines, microwave, mini refrigerator, hot pot, copier)	0.00% 0	2.38% 1	23.81% 10	26.19% 11	35.71% 15	11.90% 5	42	4.08

Q7 If you could suggest any one thing to improve the ARC—Library and Learning/Tutoring Center—what would it be?

Answered: 43   Skipped: 0

Q8 Thank you for your time. If you have questions about this survey or about the library or about the Learning/Tutoring Center, please contact us at ARC@lassencollege.edu or (530) 251-8830. You may also leave comments in the area below.

Answered: 5   Skipped: 38

Student Nursing Survey September 2020

Vocational Nursing Student Survey for Library Orientation, 31 August 2020

Survey for Nursing Library Orientation

Scale: 1=Strongly Disagree   5=Strongly Agree   Average score

1.   The librarian was prepared for the orientation.   5

2. The librarian explained the resources & services clearly.   5*

3. The LCC Library staff are interested in my needs & me.   5

4. The library's online links (databases; APA) meet me needs.   5

5. The library's open on-campus hours are adequate.   3**

a.   What did you like best or find most helpful about the presentation?

All the steps given helped us find information.

Navigating online by walking us through the steps and then letting us do one on our own.

Going through how to search the databases especially CINAHL

Getting to know all the tools.

How to access the websites.

Interactive. Friendly presenter.

APA & reliable resources.

Answering our questions.

b. What would you have changed in the presentation?

Nothing.

* Very useful
*I understand COVID precautions although I would like the library to be open more for quiet studying.

* After 4:00 pm

EBSCO Products

Report Name: Library Usage
Institution Name: Lassen College
Run Date: 09/24/2020
Reporting Period: 01/01/2018-09/24/2020

Database	Year	Database Sessions	Total Searches	Total Full-Text Requests	Abstract Requests
Academic Search Complete	2018	130	185	142	59
Academic Search Premier	2018	6770	10143	632	1764
AHFS Consumer Medication Information	2018	5669	5714	0	0
America: History and Life with Full Text	2018	7095	10724	53	101
American Antiquarian Society (AAS) Historical Periodicals Collection: Series 1	2018	22	61	0	0
American Antiquarian Society (AAS) Historical Periodicals Collection: Series 2	2018	18	51	0	0
American Antiquarian Society (AAS) Historical Periodicals Collection: Series 3	2018	22	62	0	0
American Antiquarian Society (AAS) Historical Periodicals Collection: Series 4	2018	22	62	0	0
American Antiquarian Society (AAS) Historical Periodicals Collection: Series 5	2018	22	61	0	0
American Heritage Children's Dictionary	2018	5650	5671	0	0
Associated Press Video Collection	2018	327	966	3	1
Audiobook Collection (EBSCOhost)	2018	28	65	3	5
BIR Entertainment	2018	3003	4017	0	9
Book Index with Reviews	2018	3004	4026	12	96
Business Source Elite	2018	7101	10771	30	156
CINAHL Plus with Full Text	2018	95	233	81	106
Consumer Health Complete	2018	2649	2648	1	0
Consumer Health Complete - EBSCOhost	2018	3004	4020	4	3
eBook Academic Collection (EBSCOhost)	2018	1471	5189	5	10
eBook Collection (EBSCOhost)	2018	8118	12129	803	1212
EDS Publication Finder	2018	2	6	0	0
E-Journals	2018	25	81	0	2
ERIC	2018	7098	10770	0	77
European Views of the Americas: 1493 to 1750	2018	7091	10699	0	0
Funk & Wagnalls New World Encyclopedia	2018	7154	10970	63	44
GreenFILE	2018	7149	10956	0	8
Health Source - Consumer Edition	2018	7180	11109	20	14
Health Source: Nursing/Academic Edition	2018	7135	10943	61	93
Image Collection	2018	1489	5211	0	0
Image Quick View Collection	2018	5	11	11	0
Library, Information Science & Technology Abstracts	2018	7093	10745	0	36
MarketLine Company Profiles Authority	2018	1447	5040	0	0
MAS Ultra - School Edition	2018	7153	11002	72	37

MasterFILE Complete	2018	54	110	43	20
MasterFILE Premier	2018	6721	10034	57	57
Medical Images Collection	2018	2648	2648	0	0
Medical Video & Animation Collection	2018	3003	4013	0	0
MEDLINE	2018	7135	10924	0	194
Military & Government Collection	2018	7097	10741	16	22
Newsbank: America's News (Newsbank)	2018	1415	4891	0	197
Newspaper Source Plus	2018	7169	11058	566	433
Newswires	2018	7343	11873	21	18
Primary Search	2018	7153	10995	20	34
Professional Development Collection	2018	3003	4046	3	2
Psychology and Behavioral Sciences Collection	2018	7098	10759	25	60
Regional Business News	2018	7095	10743	63	39
Religion and Philosophy Collection	2018	3003	4021	6	0
Teacher Reference Center	2018	7095	10726	0	12
Topic Overviews 6-12	2018	57	236	6	0
Topic Overviews K-5	2018	1	1	1	0
Topic Overviews Public Libraries	2018	2	23	0	0
Web News	2018	7343	11786	0	0
Academic Search Complete	**2019**	**292**	**738**	**371**	**209**
Academic Search Premier	2019	1005	2018	198	451
AHFS Consumer Medication Information	2019	3378	3423	0	0
America: History and Life with Full Text	2019	4621	7530	76	200
American Antiquarian Society (AAS) Historical Periodicals Collection: Series 1	2019	35	90	0	0
American Antiquarian Society (AAS) Historical Periodicals Collection: Series 2	2019	36	92	1	1
American Antiquarian Society (AAS) Historical Periodicals Collection: Series 3	2019	36	91	0	0
American Antiquarian Society (AAS) Historical Periodicals Collection: Series 4	2019	35	91	1	0
American Antiquarian Society (AAS) Historical Periodicals Collection: Series 5	2019	36	91	1	1
American Heritage Children's Dictionary	2019	3347	3371	0	0
Associated Press Video	2019	132	367	0	0
Associated Press Video Collection	2019	212	539	1	0
Audiobook Collection (EBSCOhost)	2019	36	90	0	2
Business Source Elite	2019	4618	7579	74	159
CINAHL Plus with Full Text	2019	95	250	41	95
eBook Academic Collection (EBSCOhost)	2019	1325	4374	14	62
eBook Collection (EBSCOhost)	2019	5352	8330	540	769
EDS Publication Finder	2019	6	17	0	0
E-Journals	2019	37	92	0	9
ERIC	2019	4742	7985	0	63
European Views of the Americas: 1493 to 1750	2019	4615	7497	0	2
Funk & Wagnalls New World Encyclopedia	2019	4746	7969	50	35
GreenFILE	2019	4741	7946	0	9
Health Source - Consumer Edition	2019	4744	7983	0	1
Health Source: Nursing/Academic Edition	2019	4618	7532	14	59
Image Collection	2019	1333	4348	0	0
Image Quick View Collection	2019	3	5	5	0

Library, Information Science & Technology Abstracts	2019	4616	7528	2	70
MarketLine Company Profiles Authority	2019	1273	4140	0	0
MAS Reference eBook Collection	2019	57	140	0	0
MAS Ultra - School Edition	2019	4746	7999	126	142
MasterFILE Complete	2019	171	549	110	34
MasterFILE Premier	2019	996	2005	4	12
MasterFILE Reference eBook Collection	2019	20	49	0	0
MEDLINE	2019	4629	7528	0	258
Military & Government Collection	2019	4617	7549	67	66
Newsbank: America's News (Newsbank)	2019	938	2415	0	176
Newspaper Source Plus	2019	4751	7993	380	297
Newswires	2019	4859	8377	25	24
Primary Search	2019	4746	7979	19	14
Primary Search Reference eBook Collection	2019	1380	2324	0	0
Psychology and Behavioral Sciences Collection	2019	4618	7524	38	65
Regional Business News	2019	4615	7524	48	58
Teacher Reference Center	2019	4615	7502	0	24
Topic Overviews 6-12	2019	125	439	12	0
Topic Overviews Public Libraries	2019	2	26	0	0
Web News	2019	4859	8334	0	0
Academic Search Complete	**2020**	**526**	**1037**	**760**	**282**
AHFS Consumer Medication Information	2020	107	155	0	0
America: History and Life with Full Text	2020	1702	5726	37	191
American Antiquarian Society (AAS) Historical Periodicals Collection: Series 1	2020	24	73	0	0
American Antiquarian Society (AAS) Historical Periodicals Collection: Series 2	2020	24	73	0	0
American Antiquarian Society (AAS) Historical Periodicals Collection: Series 3	2020	24	73	0	0
American Antiquarian Society (AAS) Historical Periodicals Collection: Series 4	2020	24	73	0	0
American Antiquarian Society (AAS) Historical Periodicals Collection: Series 5	2020	24	73	0	0
American Heritage Children's Dictionary	2020	87	92	0	0
Associated Press Video	2020	1634	5257	7	0
Audiobook Collection (EBSCOhost)	2020	26	76	0	0
Business Source Elite	2020	1702	5790	101	319
CINAHL Plus with Full Text	2020	102	195	72	69
Criminal Justice Abstracts with Full Text	2020	6	11	0	0
eBook Academic Collection (EBSCOhost)	2020	1651	5766	19	50
eBook Collection (EBSCOhost)	2020	2027	6515	205	323
EDS Publication Finder	2020	23	44	0	0
E-Journals	2020	36	127	0	3
ERIC	2020	1859	6213	0	114
European Views of the Americas: 1493 to 1750	2020	1695	5654	0	0
Funk & Wagnalls New World Encyclopedia	2020	1859	6141	69	43
GreenFILE	2020	2016	6372	2	229
Health Source - Consumer Edition	2020	2082	6622	175	372
Health Source: Nursing/Academic Edition	2020	1869	5998	85	593

Image Collection	2020	1683	6087	0	0
Image Quick View Collection	2020	12	23	17	0
Library, Information Science & Technology Abstracts	2020	1859	5933	0	361
MarketLine Company Profiles Authority	2020	1609	5681	0	0
MAS Reference eBook Collection	2020	187	562	0	0
MAS Ultra - School Edition	2020	1862	6253	213	257
MasterFILE Complete	2020	213	562	139	25
MasterFILE Reference eBook Collection	2020	24	74	0	0
MEDLINE	2020	1718	5834	1	1404
MEDLINE -- MeSH 2020	2020	1	1	0	0
Military & Government Collection	2020	1700	5763	66	83
Newspaper Source Plus	2020	1866	6260	875	668
Newswires	2020	1956	6935	20	13
Primary Search	2020	1865	6250	23	27
Primary Search Reference eBook Collection	2020	1863	6186	0	0
Psychology and Behavioral Sciences Collection	2020	1701	5771	85	128
Regional Business News	2020	1698	5724	116	129
Teacher Reference Center	2020	1861	5908	0	592
Topic Overviews 6-12	2020	160	480	13	2
Topic Overviews K-5	2020	1	1	0	0
Topic Overviews Public Libraries	2020	3	8	0	0
Web News	2020	1952	6816	0	0

(insert information as needed)

Appendix E:

(insert information as needed)

Lassen Community College Master Plan Overview

Six master plans comprise the Comprehensive Institutional Master Plan. Recommendations from program reviews will be input into the selected master plans as determined by faculty in the prioritized recommendation spreadsheets. To better understand which master plan might be most appropriate for each program recommendation, a summary/objective of each plan is included below. More information can be found in the Shared Governance and Consultation Council Handbook and the Comprehensive Institutional Master Plan.

Institutional Effectiveness Master Plan (IEMP): the IEMP addresses college needs not addressed in other plans. These needs include research, governance, outcome assessment, and administrative operations.

Educational Master Plan (EMP): The EMP addresses the instructional planning needs of the college.

Student Services Master Plan (SSMP): The SSMP highlights the services needed to maximize the student experience through a variety of key student support services.

Institutional Technology Master Plan (ITMP): The ITMP addresses the technology needs of the campus.

Facilities Master Plan (FMP): The FMP addresses the physical infrastructure, facility, and maintenance needs of the campus.

Human Resources Master Plan (HRMP): The HRMP identifies and manages the administrative functions of recruitment, selection, evaluation, and professional development needs of the College to ensure a fully staffed and highly functioning team of employees.