ANNUAL PROGRAM ASSESSMENT (APA)
San Jacinto Campus Library
2016-2017

Program Description

The Library’s primary function involves providing reference services, materials that support the curriculum, and library instruction to individual students, faculty, and class groups. A library research skills credit course is also offered as the budget and staffing permits.

Mission: How does your program align with the college’s mission?

To connect the students, faculty, and community of the MSJC campuses to a world of information, with enthusiasm and professionalism, in a welcoming environment conducive to academic research and study.

Consistent with the MSJC mission, and the Library Bill of Rights endorsed by the American Library Association, the MSJC Libraries support instruction, faculty research, and the general information and cultural needs of the MSJC community.

I. Program and Assessment

A. Program Learning Outcomes (PLOs) Assessment and Student Learning Outcomes (SLOs) Assessment

1. Please state your current year PLOs and SLOs.

1.a Program Learning Outcomes:
1. Students will have an awareness of the types of services, materials, and resources, both physical and virtual, available at the library.
2. Students will be able to navigate the library's website, select and search an appropriate catalog or database to fulfill information needs.
3. Students will demonstrate the ability to access the library's resources remotely.

1.b Student Learning Outcomes for Orientations:
SLO 1: Use a web browser to navigate to the library homepage.
SLO 2: Locate appropriate materials in the library catalog and databases using author, title, keyword and subject searches.
SLO 3: Recall how to locate an item in the library based on call number and location code.
SLO 4: Be able to log into the library's online resources remotely (off campus).
SLO 5: Distinguish between the types of resources available in the library catalog, e-book collection, online databases, and the Internet.
SLO 6: Select an appropriate database or catalog based upon information needs.
SLO 7: Save, e-mail, or print a document from the library's full text databases.
SLO 8: Demonstrate a knowledge of the services and resources available through the MSJC Libraries.

4. Please summarize the findings of your program’s PLO/SLO Assessments.

2.a Please list the assessment reports that summarize area performance on specific PLOs/SLOs.

Limited data: MSJC Library Student Satisfaction Survey – Fall 2015.

2.b Please summarize the most recent academic year assessment results.

MSJC Library Student Satisfaction Survey – Fall 2015 – Results for Specific PLOs/SLOs:
- 88% of SJC students surveyed felt they could remotely navigate to and access online library resources (PLO 3, SLO 1, 4)
- 41% of SJC students surveyed were “always successful” and 50% “sometimes successful” in finding information they needed (PLO 2, SLO 2)

2.c Please summarize the types of dialog regarding assessment results that have taken place within your program. What specific changes have been made to respond to outcome assessment results?

Current assessment data limitations resulted in SJC faculty librarians’ discussion to revise/update PLOs/SLOs and to develop methods that are more clearly tied to PLOs/SLOs.

2.d What are some improvements that have been, or can be, implemented as a result of your PLO/SLO assessment?

In late Fall 2016, existing PLOs/SLOs were revised and new assessment tools and processes that demonstrate Library services’ impact on student learning were developed and implemented at the SJC Library.

5. Looking ahead to 2017-18, please state your PLOs and SLOs for the next review cycle.

Program Learning Outcomes:
- **Navigate** the library’s website and **discover** how to access the library’s resources remotely.
- **Distinguish** between the types of services, materials, and resources, both physical and virtual, available at the library.
- **Select** an appropriate catalog or database and **develop** search strategies to **identify** and **locate** sources that **fulfill** information needs.
- **Evaluate** information sources in any format to determine type, relevancy to topic, bias, currency, and accuracy.
Student Learning Outcomes for Orientations:

**SLO 1**: Select an appropriate database or catalog based upon identified information needs.

**SLO 2**: Demonstrate how to locate appropriate materials in the library catalog or databases using appropriate search techniques.

**SLO 3**: Distinguish between the types of resources available in the library catalog, e-book collections, databases, and the Internet.

**SLO 4**: Identify and locate an item in the library based on call number.

**SLO 5**: Recall how to access the library's online resources remotely.

B. Student Outcome Data

1. **Please briefly summarize the key indicators for your program, district-wide and by campus location, as applicable.** Examples include: the number of students who met with a counselor, successfully completed their financial aid packet, applied on-line, referred to a company for an interview, or completed training.

The SJC Library’s primary function involves providing materials, services, research assistance and library instruction to students, faculty, and class groups. The Library routinely compiles a wide variety of library usage statistics, including the number of students using the library (gate count), types and number of physical materials checked out and digital resources accessed, how many reference/research questions are answered, and the number of orientation sessions taught.

2. **Please list and analyze your program data. Identify and list trends found in the data.**

**Materials:**


*Some e-books are owned by the MSJC Libraries while the majority are part of a subscription service. Annual figures fluctuate moderately due to additions/deletions from vendor subscription collections.

Databases: 67 (2015/2016)

Circulation (book checkout):

- July 2014-June 2015: 2,864
- July 2015-June 2016: 2,407

E-book and article database usage:

Services:

Reference questions:

- July 2014-June 2015: 1,740
- July 2015-June 2016: 1,592

Library instruction/Orientation sessions:

- July 2014-June 2015: 95
- July 2015-June 2016: 109

In part due to the age and condition of the SJC Library print book collection, circulation has largely flattened over time. This is a widely seen trend in many libraries as research and scholarship needs change and many students use online resources which are available 24/7 and from off-campus. In addition, instructors often require students to use scholarly articles found in our databases. As a result, the biggest increase in material use statistics is seen in the digital resources. The Library uses these statistics to inform decisions about what types of materials should be acquired which has resulted in a much larger proportion of its collection being focused on e-book titles and databases compared to print materials (see figures above).

Since 2014 the SJC faculty librarians have been engaged in rigorously improving the existing print collection by removing (weeding) outdated materials and replacing them with new and updated resources. A survey of print library holdings completed in 2015 revealed that half of the circulating print books had been published before 1980, and only 25 percent of the collection can be considered current in respect to books that have been published within the last twelve years. Due to aggressive weeding this is an improvement of 5% over the 2014 Program Review, but the print book collection is still largely out of date.

3. Based upon the trends and performance indicator data (e.g., metrics) what changes, if any, should be made to improve the program? Please ensure that program improvements are tied to the data.

As enrollment increases the library continues to serve more students both on and off campus (see figures below). Ongoing rejuvenation and maintenance of the SJC print collection as well as updates to online resources is a necessary part of providing students with up-to-date, high-quality academic resources that support their coursework.

In addition, more library usage directly impacts the level of service provided by library staff and librarians. There are more students to serve with relatively flat staffing levels. Appropriate and necessary levels of both current materials and staffing for services to students are program improvements that demand a stable and robust budget.
4. Please briefly report the number of students served and/or provide a general description of the student population(s) you serve.

**Student Library Use (gate count):**
- 2014-2015 80,071
- 2015-2016 81,151

The Library serves all students across all disciplines and programs, whether on-campus or online.

5. With regard to student/faculty satisfaction, please list and analyze the results of student/faculty satisfaction surveys, as applicable. Based upon the analysis what program improvements should be made?

**MSJC Library Student Satisfaction Survey – Fall 2015 Key Findings:**
- Out of 150 students who participated, 86 of them (57%) went to the MVC Library, 58 (39%) to the SJC Library and 6% of them used neither, they took classes exclusively online.
- Although the two campuses look very similar in how they answered the questions, there is a slight difference in the responses. Students at MVC tend to be more satisfied with the Library’s services and use the Library resources a little more than students at SJC. In terms of frequency, students tend to visit the library on a weekly basis. 68 out of 150 (45% combined).
- At SJC, 59% of students used the library for its online resources as compared to 26% who visited the library to check out books and 36% who used textbooks or other material on reserve.
- 86% of students (combined) feel they can navigate to the library’s website remotely (from off campus) and access the library’s online resources, however when looking for information, only 53% of students asked a librarian for assistance when they were not successful.

Based upon these findings, SJC Library will continue its efforts to improve the print collection’s quality and currency. In addition, the Library has boosted marketing efforts by creating a new book display (Fall 2015) in a high traffic area of the Library. Librarians have made efforts in reaching out to teaching faculty for collection input and suggestions so that the Library’s resources reflect current topics being used across disciplines and in class assignments. One librarian joined the Curriculum Committee in Fall 2015 which allows the Library to review course-specific resource needs.

II. **Planning and Resource Allocation Requirements**

Please briefly update the goals and needs included in last year’s annual program assessment (APA). Here is the link to your APA. Please include any updates to your program goals and objectives, along with any additional facilities, staff, technology, equipment, professional development and library resources that would improve student learning or increase program quality and/or efficiency. Specifically, connect your goals and needs with the analysis of the data above.
A. Program Goals

Please refer to your goals and objectives (from last year’s APA) and describe how you will attain them. Are there any changes to your goals and/or objectives?

Library Materials

- Continue to provide current and relevant material to support the instructional, research, informational and cultural needs of the MSJC community.
- Provide more e-books and online resources such as databases that offer 24/7 access to library materials and that improve equity for online and satellite campus students.
- Continue to weed obsolete print and electronic resources.
- Continue outreach efforts seeking teaching faculty input into collection development, including recommendations on acquiring print and online resources that support their programs as well as assessment of existing materials.

Attainment: The Library will seek stable funding for developing and maintaining the Library’s collections as described above and recommend a funding formula that takes into account inflation, enrollment growth, as well as growth of programs, courses, and sections.

Library Instruction

- Prioritize the creation and implementation of online research guides and tutorials using existing LibGuides software, as well as explore the creation and/or purchase of fully online library instruction tutorials that will reach online and satellite campus students.
- Building on faculty requests for the current customized Library orientation model, explore ways of potentially expanding offerings to include independent workshops or other formats targeted to specific topics or specific student populations such as the FYE program.
- Continue to offer and build enrollment for the 1-unit online course, LIB 101, Essentials of Library Research and Information Competency, with an eye to potentially offering additional sections that tie to specific student populations such as the FYE program, a trend seen at other California community colleges.

Attainment: Pursue the possibility of hiring an additional librarian who could coordinate district-wide library instructional efforts described above, including the LIB 101 course, overseeing learning outcomes, and organizing outreach and expansion efforts.

Library Facilities

- Plan for physical improvements to the SJC Library, including:
  - A new public service desk (installed Fall 2016)
  - Individual study carrels and group tables wired for electrical outlets and USB ports, such as those available at MVC Library, that would improve technology equity for SJC students.
  - Improved computer area layout that allows for better use and accessibility of electrical outlets along the wall as well as a configuration that could allow small student groups to work together on class assignments.
  - Remove empty shelving units and moveable stacks.
- Relocate the Wall of Honor in order to display and promote new library materials and periodicals in a more visible and accessible location for students
- Group study room(s) for students to talk and work collaboratively without disturbing others
- Noise abatement renovations between the Library and LRC spaces

**Attainment:** Collaborate with campus partners to identify funding sources that would enable improvements to existing facility deficits, such as inadequate electrical access.

**Please describe the current state of the program.**

a. **Strengths:**

- The online resources (databases and e-books) have consistently strengthened the program and helped to meet the research needs of SJC students, both in the Library and remotely, including the San Gorgonio Pass. Based on the demonstrated increases in usage, these resources will continue to provide exceptional academic support.
- Increased faculty librarian visibility on campus through committee involvement, outreach efforts and collaboration with teaching faculty has built awareness of and support for Library services.
- Increased staff coverage at the reference and circulation public service desks provides access not only to Library materials and services but also supports the general information inquiries of the SJC community at large.
- Enrollment is up for Lib 101, Essentials of Library Research and Information Competency, between Spring 2016 and Fall 2016, which speaks to the importance of and need for teaching Library research skills, not only in Library orientation group sessions but also for individual students who want to build their academic research abilities.
- Block grant funds received in Fall 2015 allowed the Library to make significant strides in increasing the currency of the print collection by 5% since the 2014 program review.

b. **Challenges:**

- Lack of accessible electrical outlets in the SJC Library results in less than equitable technology support for students when compared to the MVC Library.
- Lack of flexibility in the current furniture and space layout hampers students’ abilities to choose quiet, individual study or, conversely, to work collaboratively in small groups without disturbing others.
- Providing equitable materials, access, and services to students who exclusively take courses either online or at one of the satellite campuses continues to be a challenge.
- Ongoing maintenance of library collections, particularly the challenge of providing new print and electronic resources while simultaneously updating the currency of the existing print collection, is difficult given the recurring unpredictability of the Library’s budget, which often depends on one-time funds such as grants.
What changes could be implemented to improve your program?

- Improvements to the aging Library facility, including electrical, furniture, and layout of the physical environment, should be undertaken to better reflect and respond to 21st-century student needs.
- Additional faculty librarians to provide more services as well as exploration of online library orientation software could improve support and equity for online and satellite campus students.
- A budget formula that takes into account inflation, increased enrollment, as well as program and course growth, should be proposed in order for more effective ongoing collection planning to take place.

c. Community and Labor needs: Please describe how changes in community needs, employment needs, technology, licensing, or accreditation affect your program.

N/A

B. Facilities, Staffing, Technology, Equipment, and Professional Development

Please update facility, staffing, technology, non-instructional equipment and professional development needs here.

**Staffing:**
List new or replacement positions you anticipate requesting. Identify the term (fall or spring) and year in which you anticipate submitting the staffing request.

The SJC Library employs two full-time faculty librarians and two associate faculty librarians. Associate librarians currently work a total of sixteen hours per week. Additional full-time library faculty should be hired to provide services to distance education students taking courses online and/or at a satellite campus. Other college libraries with satellite locations and distance education programs often employ a Distance Education or Instruction librarian who coordinates orientations, whether face-to-face or online, teaches information literacy courses and is the position that develops overall plans for library instruction. The present number of full-time library faculty is not adequate to provide equitable services to all locations within the district. A staffing request for this new position is anticipated to be made in Spring 2018.

The SJC Library employs two full-time and one part-time classified support staff. A request for an additional part-time staff member was submitted during the Spring 2016 semester. This new position began in Fall 2016.

Lack of sufficient full-time faculty librarians and classified support staff has prevented the library from offering additional services to students as well as restoring lost service hours to include Saturday. Lack of adequate staff has been noted in multiple MSJC reports over the years (Library and Technology Unit Plan Revision 2010, p. 11), (MSJC Educational Plan, 2009-2016 Supplement, p.52). Title 5 standards (section 58724) provide minimum staffing levels for community college libraries. See table below.
ALA/ACRL AECT Minimum standards for Libraries (Modified) Title 5 section 58724

<table>
<thead>
<tr>
<th>College size FTES</th>
<th>Faculty Librarian</th>
<th>Support Staff</th>
<th>Periodicals/No. of Subscriptions</th>
<th>No. of Volumes</th>
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<tbody>
<tr>
<td>&lt;1,000</td>
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<td>3.0</td>
<td>230</td>
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<td>40,000</td>
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<td>500</td>
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<td>700</td>
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<tr>
<td>Each additional 1K</td>
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<td>50</td>
<td>7,500</td>
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Student credit FTES for MSJC 2015-2016:

<table>
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<tr>
<th>FTES</th>
<th>AY Total</th>
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<tbody>
<tr>
<td>District Total</td>
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In order to move toward Title 5 Minimum Standards for Libraries, Mt. San Jacinto College should conservatively employ at least 6 faculty librarians and 10 classified staff across both district Library sites.

Non-Instructional Equipment:
Provide a list of all equipment needed. To be funded, requests must include all the required purchasing information.

- 1 new student printer (funded through district contract with vendor)
- 2 new student photocopiers (funded through district contract with vendor)
- 1 print card dispenser that is debit/credit enabled (funded through district contract with vendor)
- 1 inside book drop (ordered Fall 2016; funded through Library budget)

Will additional space be needed to accommodate the requested equipment? Will the requested equipment require maintenance agreements and or support personnel? If so what are the projected costs?

No additional space is needed to accommodate the requested equipment. Maintenance agreements for student printers are handled at the administrative district level. No maintenance agreement is required for the inside book drop.
**Technology:**
Provide a list of all software and hardware needed. Include the required purchasing information and/or desired capabilities.

- Smart Board for Library instruction room. Cost and installation could be as much as $14,000. Desired capabilities should match those available in other MSJC smart boards installed throughout the district.

**Will additional space be needed to accommodate the requested equipment? Will the requested equipment require maintenance agreements and or support personnel? If so what are the projected costs?**

No additional space is need to accommodate the requested equipment. Maintenance agreements for instructional technology is handled at the administrative district level.

**Facilities:**
Identify your program’s facility needs (custodial services, maintenance, remodeling, or new construction) and provide a brief explanation/justification. Identify if the needs address ADA, safety, or utility concerns.

- The Librarians are working with Westcoast Ergonomics and MSJC Administration to update and improve the SJC Library to include ADA compliant access and ergonomic improvement at both the Circulation and Reference desks.
  - New ergonomically and ADA improved circulation and reference desks were installed in October 2016
- The SJC Library is technologically behind current standards and student needs. The technology needs of students have changed dramatically in the past two decades; a new space that supports digital devices, multimedia assignments and collaborative group work is critical to student engagement and, ultimately, academic success. At present, students in the SJC Library routinely run cords across walkways to the limited number of electrical wall outlets. This is a major safety issue. Updates to the existing facility should include new student study tables with electrical access at each table, updated student computer stations, and new individual study carrels with electrical outlets and USB ports to improve student ability to utilize personal digital devices.
- Any Library renovation should also address students’ concerns for a dedicated quiet study space including individual rooms for small group study (MSJC Educational Master Plan, 2009-2016 Supplement, p.52). At least a few individual study carrels and small group study rooms are the norm at most public and academic libraries. SJC Library provides neither, resulting in collaborative group work disturbing individual students and potentially driving students to other facilities that better meet their study needs.
- The width between each row of books stacks is not ADA compliant. Shelving needs to be reconfigured to conform to ADA requirements.
- Building 300 restroom facilities need to be expanded to alleviate overcrowding and updated for improved ADA access. Library and LRC staff have conferred about the possibility of providing outside access to existing restrooms for students and adding at least 2 interior unisex bathrooms for faculty and staff use.
Although the SJC Library was slightly renovated over the summer of 2011 in an attempt to create a pleasant atmosphere that is conducive to study and collaboration, the noise from the LRC has continued to impact the Library study area. The separation wall between the Library study area and the rear of the LRC does not reach the ceiling; closing this gap is an enhancement that would provide noise abatement for both areas.

**Professional Development:**
What professional development is needed to strengthen your program? Why? How will the professional development benefit the college?

None anticipated at this time.

**Research Needs:**
Identify your program’s specific research needs. Why is the research needed?

N/A

**C. Budget Allocation**

Impact of Previous Resource Allocations: Describe the impact to date that each new resource (staff, non-instructional assignment, equipment, facilities, research, funding) has had on your program/department/office and measures of student success or satisfaction.

- Hiring a new full-time Librarian (replacement for 2014 retirement) has enabled full reference services during all Library hours, more Library orientations and increased committee involvement as well as participation in campus activities. In addition to the benefits of professional collaboration and planning for Library services, Lib 101, Essentials of Library Research and Information Competency, was reinstated after a four-year absence from the schedule.

- During the 2015-2016 year, classified staffing shortages resulted in the primary public service desk being closed in the evenings on numerous occasions. This affected not only student access to Library resources, but impacted staff in the LRC who became responsible for machine trouble-shooting and security of the building. One additional part-time evening classified Library support staff position was approved in Spring 2016 and began in Fall 2016. This position has had a direct impact on ensuring that full Library services are available during all Library operating hours.

- As a result of a full-time Librarian suggestion to expand textbooks availability in the Library, textbooks were acquired from the Student Equity Fund beginning Fall 2015. This vastly increased the number of textbooks available to students.

- The document scanner has provided students with the ability to scan/save/email/upload educational resources at no cost.

**2017-2018 RAP (Resource Allocation Proposal) Submissions**
For which needs identified previously in this program review will you be submitting a RAP? Smart Board

**2017-2018 CAPPR (Classified and Administrative Personnel Prioritization Request) Submissions.** For which needs identified previously in this program review will you be submitting a CAPPR? Please contact Paul Hert (phert@msjc.edu) if you have questions!

N/A
III. Final Summary

A. Based on the data and analysis contained in this review, please forward your three greatest needs to your dean/division.
   - New student study tables with electrical access at each table, updated student computer stations, and new individual study carrels with electrical outlets and USB ports to improve student ability to utilize personal digital devices.
   - Stable funding for developing and maintaining the Library’s collections and a funding formula that takes into account inflation, enrollment growth, as well as growth of programs, courses, and sections.
   - New printers and photocopiers that provide wireless printing and support a debit/credit system of payment.

B. Discuss any major activities/highlights/achievements and any student successes or service area successes/innovations during the past year.
   - Hiring a full-time replacement Librarian
   - Installation of document scanner
   - Reinstatement of Lib 101, Essentials of Library Research and Information Competency
   - Hiring a new part-time classified Library position
   - Installation of new reference and circulation public service desks
   - Increase in the number of and student access to textbooks through Student Equity funding

C. Please list all faculty and staff who participated in this review.
   Adrienne Walker, Department Chair
   Anya Franklin, Reference Librarian

D. Any suggestions, concerns or constructive criticism regarding the MSJC program review process?
   A Program Review template specifically for MSJC Libraries that takes into account the Libraries’ unique role that spans both student learning support services and instructional programs.

Once you have completed this entire form, please mailto:programreview@msjc.edu

Due Date: February 24, 2017