



**Annual Update**  
**Academic Year 2009/2010**

This Annual update is due on March 25<sup>th</sup> of each year that your three year Program review and planning document is not due. Please email a copy of this to your Division dean, the VP of Instruction and the Academic Senate President.

1. What is the name of your Department and/or Division?

College of San Mateo Library / Vice President of Instruction Division  
Library Studies Credit Courses (LIBR) / Creative Arts and Social Science Division

2. List the names of everyone who participated in developing this annual update.

Teresa Morris; Lorrita Ford; Michele Alaniz; Bryan Gerbig

3. Based on the elements in your Annual Update Data Sheet (Provided by IRP to your dean) and goals stated in your most recent Program Review, please identify any key successes and challenges.

Since the required program review document for 2008/2009 did not list goals, the following narrative refers to program goals stated in the 2007/2008 program review. The 07-08 goals were either initiated or completed or ongoing AY 07/08 or AY 09/10.

**Key Successes:** 1). Introduce instant messaging between patrons and reference librarians and promote IM among staff as a communication tool. 2) Continue to assess SLOs. 3) Continue to increase the number of faculty and students receiving library research instruction through orientations. 4) Advocate for institutionalization of information literacy competency among faculty and students.

**Key Challenges:** 1) Fill full-time librarian vacancy. 2) Acquire updated materials to better support the current curriculum. 3) Work toward reengineering and re-envisioning the library's public spaces in light of the academic and technological needs of the contemporary student body. 4) Reconfigure and update the library classroom / Upgrade the library classroom computers. 5) Continue to increase enrollment in library credit classes.

4. Are you on track for meeting the goals/targets that your program identified in its most recent Program Review? If not, please explain possible reasons why. If needed, update your goal/targets based on these reason.

**Key Successes include:**

**Introduce instant messaging between patrons and reference librarians and promote IM among staff as a communication tool.** Instant messaging as a pilot project started in Spring 2007. Over the last two academic years, library staff have been trained and become comfortable with the technologies and conversational style necessary for communicating via instant messaging. Beginning Fall 2008, reference service via instant message has been offered as one of the regular service for students and faculty.

**Continue to assess SLOs.** LIBR 105 has been the most consistent credit course offered by the library. Assessment of three SLOs was undertaken in Fall 2009. That assessment is being used to refine the activities of this online course.

**Continue to increase the number of faculty and students receiving library research instruction**

**through orientations.** There has been a 9% increase in orientations over the academic years 06/07 – 07/08. There has been a 10% increase in student headcount over the same period. Outreach efforts by the library and increased involvement in learning communities seem to have worked to increase the awareness of how library orientation can benefit students in various areas across the campus.

**Advocate for institutionalization of information literacy competency among faculty and students.** Library Studies credit courses were identified to participate in the program improvement and viability (PIV) process in Spring 2008. The library viewed this as an opportunity to advocate for and inform the campus about the importance of information competency for students and as part of the accreditation standards that are used to evaluate our curricular offerings. The PIV report was submitted to the Committee on Instruction (COI) for approval in December 2009 and then passed to the Academic Senate Governing Council (ASGC). Both groups agreed with the report recommendation to investigate an information competency graduation requirement. A sub-committee of the COI was formed and will report back to COI and ASGC in April 2009.

#### **Key Challenges:**

**Fill full-time librarian vacancy.** The library is currently staffed by two (2) full time faculty librarians and 1.31 hourly librarians. The library has asked for several years for the 3<sup>rd</sup> full time faculty librarian position to be filled.

**Acquire updated materials to better support the current curriculum.** The library's acquisition budget has been inconsistent from year to year. The ability to plan for and purchase materials to support curricular areas is seriously affected by the fluctuation in the budget funds and budget timing. While the library has been able to add books and some electronic resources, it has also struggled to augment certain collections (Nursing; Dental Assisting; Dental Hygiene) where outside accreditation agencies place a high value on the library collections that support the student learning.

**Work toward reengineering and re-envisioning the library's public spaces in light of the academic and technological needs of the contemporary student body.** Originally the library's facilities were to be among the renovation projects identified a 2001 report; however, to date those renovations have only addressed some mechanical systems of building B9. Several issues still need to be addressed for the other public spaces of the library including appropriate furniture for collaborative study, appropriate accommodations for the technological needs of current and future students; corrections to the elevator systems for equitable and reliable ADA access to all levels of the library.

**Reconfigure and update the library classroom.** Currently the library is in line for renovation for the library classroom, however planning sessions between the library and the architects were postponed during AY 2008/2009.

5. Have you identified any new goals or projects for the program to focus on during this next year? Please explain (grants, stipends, initiatives, etc.)

The library plans to continue the goals listed in section 4. In addition, three long-term and two short-term goals will be added. The first long term goal is to investigate and implement an electronic reserves service for the CSM campus. The second long term goal is to assess our current distance education library services and plan for improvements. The third long-term goal identify additional internal and external funding to support updating the entire library building and its' collections. We are currently investigating starting a Friends of the Library group and also plan to work with the Foundation to solicit potential donors interested in specifically supporting the CSM Library.

The first short term goals are the creation of a new, innovative library website that meets the needs and expectations of current and future students and staff. The second short term goal is to create new information competency tutorials and/or amend current tutorials to meet the reading and writing skills of basic skills students. The library will apply for a Basic Skills grant to support this activity.

6. Are there any critical issues you expect to face in the coming year? How will you address those challenges?

One of the main issues that we face is that our computers are obsolete and are also starting to fail. The students that attend the library orientations cannot get fully take advantage of the discovery experience within the classroom as we have many technological issues including poor processing speeds and failing systems. We hope to tackle this issue by replacing the computers within the library classroom.

Further, insufficient full-time library staffing has crippled the library's ability to adequate perform key library functions in Technical Processing and Access Services areas. The continued lack of professional expertise in these areas will continue to hamper the library's ability respond to current needs and intelligently plan for the future. The Library will continue to seek solutions to increasing the number of students enrolling in library credit courses.

Additionally, budget cuts during 08/09 year have resulted in severe cutbacks to Library hours. Since then, we have had a number of complaints from students, particularly in regards to the cuts on Saturday hours. Many of our working students need to access the library on the weekend. Currently we are open only for 2 hours on the weekend. We hope to receive additional funding to restore weekend hours to the level of previous academic years.

Another issue that we face is the inability to buy enough books to maintain a collection that reflects all academic departments on campus. Many of our titles are outdated and cannot serve our faculty and student body to their fullest advantage. We cannot address this challenge without persistent and consistent funds to maintain an academic library collection.

Finally, the Library's elevator is an ongoing problem. It often breaks down making it difficult for disabled students to access the Library. We hope that library renovations will soon address this pressing issue.

7. Student Learning Outcome and Assessment focus for this year:  
 a. Academic areas: Identify at least one course SLO in on which to focus. Describe the assessment strategies you will use and your method of reflection and documentation for this cycle.

**SLO:** Evaluate a web page using a standard set of criteria

**Assessment Strategies:** The final project in this course is typically an annotated bibliography. Using a rubric to evaluate the annotation in the final project, the instructor can assess the aggregate proficiency level of the students in the class. If any homework is assigned where students practice evaluating websites, that homework will also be graded for the students and then assessed using the same rubric. The aggregate results of this assessment will be analyzed and reported soon after the grades are reported for the semester.

b. Student services areas: TBD

8. SUMMARY OF RESOURCES NEEDED TO REACH PROGRAM ACTION STEPS ( <i>Data resources: Educational Master Plan, GE-SLOs, SLOs; department records; Core Program and Student Success Indicators; previous Program Review and Planning reports</i> )		

Full-Time Faculty Positions Requested	Expected Outcomes if Granted and Expected Impact if Not Granted	If applicable, <u>briefly</u> indicate how the requested resources will link to achieving department action steps based on SLO
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Full-Time Librarian	<p>The position would be a restoration of the remaining 50% of a full-time position lost to a retirement in 2003. The full-time person who had worked at approximately 40% after retirement left permanently in May 2008 leaving a major void in the Technical Processing Area. The impact has further accelerated with the retirement of the classified staff member who worked under her direction in December 2008.</p> <p>When granted the position will restore expertise, leadership and direction in the functional areas of Technical Processing and Access Services which primarily include acquisition and cataloging of print and online resources , archives, digitization projects, electronic reserves and repositories, government documents and borrowing and lending services including interlibrary loan. Equally important is the fact that faculty member would participate in providing reference services, teaching library orientations and credit courses, producing campus and public programming (e.g. Faculty author event, One Book, One Community) events and participating on shared governance committees.</p> <p>The impact if not granted is the continued lack of expert leadership in the Technical Processing and Access Services areas and the continued constraint of the Library to fulfill its public programming mission or participate in other campus initiatives and activities.</p>	assessment.
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Classified Positions Requested	Expected Outcomes if Granted and Expected Impact if Not Granted	If applicable, <u>briefly</u> indicate how the requested resources will link to achieving department action steps based on SLO assessment.
Library Support Specialist	If granted, the position will allow the library to respond to day-to-day cataloging needs in a timely and proactive manner. As this position has varied duties including public service desk responsibilities, the library's ability to help students transact the	

	<p>business of the library including circulation duties, student assistant supervision and computer troubleshooting.</p> <p>If not granted, the library's ability to flexibly and responsively help students will continue to suffer because it will be short-staffed to cover public service hours.</p> <p>Additionally, there will be backlog of items to be added to the CSM catalog – items purchased but not immediately available to students or faculty.</p>	
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- a. For instructional resources including equipment and materials, please list the exact items you want to acquire and the total costs, including tax, shipping, and handling. Include items used for instruction (such as computers, furniture for labs and centers) and all materials designed for use by students and instructors as a learning resource (such as lab equipment, books, CDs, technology-based materials, educational software, tests, non-printed materials). Add rows to the tables as necessary. If you have questions as to the specificity required, please consult with your division dean. Please list by priority.

Resources Requested	Expected Outcomes if Granted and Expected Impact if Not Granted	If applicable, <u>briefly</u> indicate how the requested resources will link to achieving department action steps based on SLO assessment.
<p><b>Item:</b> XPS One Desktop Computer  <b>Number:</b> 28  <b>Vendor:</b> Dell  <b>Unit price:</b> \$1,262  <b>Total Cost:</b> \$38,041(including tax and State Environmental fee)  <b>Status*:</b> Replacement</p>	<p>According to Bradley Witham, the library classroom computers are obsolete. The slow processors speeds are also problematic causing frustration in the classroom. They also require a great deal of maintenance by the IT department. If granted, students can follow along with exercises much more successfully. If not granted, they will continue to be a cause of anxiety and frustration for students trying to participate in hands-on activities during library orientations and Library Studies courses.</p>	
<p><b>Item:</b> XPS One Desktop Computer  <b>Number:</b> 1  <b>Vendor:</b> Dell  <b>Unit price:</b> \$1,262  <b>Total Cost:</b> \$1,332.67  <b>Status*:</b> New</p>	<p>The library classroom currently is borrowing a computer station from ITS for use as an instructor computer. If granted, librarians will use the computer to demonstrate research sources and teach research techniques and strategies to students during library orientations and Library Studies classes. If not granted, there will be no instructor</p>	

	station when ITS asks for the return of their unit.	
<b>Item:</b> USB 2-Button Mouse <b>Number:</b> 29 <b>Vendor:</b> Dell <b>Unit price:</b> \$6.89 <b>Total Cost:</b> \$216.29 <b>Status*:</b> Replacement	Required accessory for computer request listed above.	
<b>Item:</b> USB Enhanced Multimedia Keyboard <b>Number:</b> 29 <b>Vendor:</b> Dell <b>Unit price:</b> \$18.09 <b>Total Cost:</b> \$567.89 <b>Status*:</b> Replacement	Required accessory for computer request listed above.	
<b>Item:</b> iMac 20 inch Desktop Computer <b>Number:</b> 2 <b>Vendor:</b> Apple <b>Unit price:</b> \$1,413 <b>Total Cost:</b> \$3,087.41 <b>Status*:</b> New	We have had requests from students to provide more Apple computers. The Library is the largest open lab on campus with the most hours of accessibility. If granted, the Library can provide its users with a broader set of learning tools. If not granted, we will continue to have only one Apple computer in the entire library for student use, limiting the ability of the library to offer a good range of research tools for students.	
<b>Item:</b> UltraSharp 1908WFP 19-inch Widescreen Flat Panel LCD Monitor <b>Number:</b> 20 <b>Vendor:</b> Dell <b>Unit price:</b> \$163.18 <b>Total Cost:</b> \$3446.36 <b>Status*:</b> Replacement	The computer monitors for public use in the library are starting to fail as they reach the end of their expected life span. If granted, the monitors will be a necessary tool providing library users access to research materials. If not granted, those computers will become non-functional when monitors die.	
<b>Item:</b> Books to support CSM curriculum <b>Number:</b> Varies <b>Vendor:</b> Varies <b>Unit price:</b> Varies <b>Total Cost:</b> \$15,000 <b>Status*:</b> New	It is crucial for a library to continue to acquire timely and appropriate research materials for student and faculty use. If granted, the library can purchase new books across several disciplines. If not granted, the CSM Library will not be able to add new titles to its collection, thus affecting student research.	
<b>Item:</b> ARTstor Database Subscription <b>Number:</b> 1 (annual) <b>Vendor:</b> <b>Unit price:</b> <b>Total Cost:</b> <b>Status*:</b> Maintenance/Renewal	The ARTstor electronic database is an excellent resource for both faculty and students. This database is gaining in popularity with Language Arts and Humanities area faculty. If granted, CSM Library can continue to provide a useful learning and teaching tool to faculty and staff in the Art department, but also in other departments like sociology, ethnic studies, and history that frequently incorporate visual materials in their curriculum. If not granted, we would lose access to the only art image	

	database offered currently through the CSM Library or at any other district library.	
<b>Item:</b> Combo HQRP Replacement Li-ion Laptop Battery for Dell Latitude D520 D600 D610 Series <b>Number:</b> 4 <b>Vendor:</b> Buy.com <b>Unit price:</b> \$59.99 +(S&H 7.44) <b>Total Cost:</b> 284.82 <b>Status*:</b> Replacement	The library has laptop computers available for in-house student use. The batteries have naturally lost their ability to hold a charge. If granted, these replacement batteries will keep the laptops available to students to use all around the library and not leashed to the limited power supply locations in the library floor and mezzanine. If not granted, students will need to rely only on AC power to use the laptops, severely limiting the usefulness of the laptops themselves and limiting computer options for students in the library.	

\* Status = New, Upgrade, Replacement, Maintenance or Repair.

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*Primary faculty contact*

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*Additional faculty*

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