

DEPARTMENT OR PROGRAM:

College of San Mateo Library / Vice President of Instruction Division
Library Studies credit courses (LIBR) listed under Creative Arts and Social Science Division

DIVISION:

1. BRIEF DESCRIPTION OF PROGRAM:

College of San Mateo Library serves as both a physical and virtual location where students, faculty, and community users gather for research and study, and use the services of the library's human and technological resources. Library services include providing access to librarians for research, reference and instructional activities; access to the physical collections of the library; and providing access to the online collections consisting of thousands of journals, articles and books.

The library is also an instructional unit. The instructional program is diverse in both scope and delivery, offering credit courses and non-credit orientations where students can learn the combination of knowledge and critical thinking skills necessary to be Information Competent students.

The library collections are developed and maintained to support CSM community's wide range of information needs. Print and online resources are collected in response to and in anticipation of changing needs of faculty and students, in turn reflecting program, population and access changes. Selection of library materials is the responsibility of librarians who solicit input from other faculty concerning collection needs.

The print collection of periodicals is being systematically augmented by access to online databases. The Library's online collections consist of periodicals, books and images which seek to represent all areas of learning at CSM. Librarians endeavor to maintain the collection through a ongoing analysis and weeding program which helps to ensure the continuing effectiveness of the collections.

Library faculty actively participate in the shared governance of the college. They are standing members of the Committee on Instruction, Academic Senate Governing Council, Library Advisory Committee and the Technology Committee. They also serve as ex-officio members of the CSM Distance Education Committee.

2. Based on the elements in your *Core Program and Student Success Indicators* (provided by PRIE for each program) and the goals stated in your most recent Program Review, please identify any key successes and challenges.

LIBRARY STUDIES	AY 08/09	AY 09/10	AY 10/11
Enrollment	11	62	140
WSCH	33	59.49	166.8

FTEF	0.2	0.33	.08
LOAD	165	178	800
Retention	36%	82%	87%
Success	36%	46%	66%

See Appendix A for list of Goals from 2011/2012 Comprehensive Program Review.

Successes:

Moving towards embedding essential library information into course management system. Library faculty have created a package of html code that can be embedded into WebAccess to display library information and resources. This customized code can be used by faculty using WebAccess for on-campus and distance education courses.

Systematic re-examination of student learning outcomes for all areas of Library services and Library Studies instruction. Library faculty continue to assess the well-established student learning outcomes for credit courses and have begun to review ways to apply similar outcomes to other instructional venues including reference desk service, non-credit library orientations and online tutorials.

Challenges

Renovation of the library classroom. Library renovation projects were in the last two successful bond measures. Improvements or changes were made to the lobby, HVAC and public restrooms. Library projects were also included in the unsuccessful bond measure from November 2011. No work has been done to update the instructional or public service areas. The library classroom needs upgrades to most of its smart classroom abilities and ADA accessibility needs significant improvement. Both of these issues affect student learning for credit and non-credit instructional activities. In addition, the configuration (furniture, network and electrical wiring limitations, old counters) limit the options for student group work.

- 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 reasons.

Goal - Distance Education support - project started to revise the research tutorials. Pilot videos have been created and posted.

Goal - The library continues to acquire materials to support student's academic and career and technical education endeavors. A subscription to Films On Demand (on-demand video stream) is an example of a cross-disciplinary resource being used by various areas of the college.

Goal - There has been limited progress towards enhancing the library's physical infrastructure and making it a flexible, instruction and study space for all users including students and faculty with limited mobility.

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

An initiative to update and improve tools and processes to capture, record, and interpret assessment data.

Increased development, support and enhancement of existing and new instructional and research resources including features that are usable or optimized for mobile devices.

Collaborating with additional disciplines to expand student opportunities to receive information competency instruction in credit courses and other instructional venues.

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

Unpredictable funding sources for library databases – Funding for the acquisition of physical and online materials for the library comes from a variety of funds. Funds for databases previously came out of TTIP state funds or Lottery funds or college equipment funds. Since the dissolution of the TTIP funds and the tightening of state funds for equipment, the competition for Lottery funds has increased. While there is a statewide database package available, the CSM curriculum has needs beyond what the package covers. The instability of library funding extends to funds to purchase books and periodicals.

6. STUDENT LEARNING OUTCOMES (SLOs) AND ASSESSMENT FOCUS FOR THIS YEAR:

- a. Academic areas: Identify at least one course SLO on which to focus. Describe the assessment strategies you will use and your method of reflection and documentation for this cycle.

LIBR 100 SLO:

Summarize the information need and create a thesis statement and a revise the statement with a manageable focus.

Assessment Strategies: Student work is usually stripped of student identity information, uploaded to a cloud system to enable faculty to access, review and evaluate the work based on an agreed rubric.

7. SUMMARY OF RESOURCES NEEDED TO REACH PROGRAM ACTION STEPS

(Data resources: Educational Master Plan, 2008 (EMP); Data Updates to EMP, 2011-12; Institutional Priorities, 2008-2011; 5 & 5 College Strategies; College Index, 2008/9-2011/12; GE-SLOs; SLOs; other institutional data; department records; Core Program and Student Success Indicators; previous Program Review and Planning reports)

- a. In the matrices below, itemize the resources needed to reach program action steps and describe the expected outcomes for program improvement.* Specifically, describe the potential outcomes of receiving these resources and the programmatic impact if the requested resources cannot be granted.

*Note: Whenever possible, requests should stem from assessment of SLOs and the resulting program changes or plans. Ideally, SLOs are assessed, the assessments lead to planning, and the resources requested link directly to those plans.

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 assessment.
<p>Access Services and Distance Education Librarian. This librarian would focus on the following areas: supporting and expanding services to distance learning students and faculty; and would be the lead expert and administrator for the integrated library system for access services and acquisition/cataloging areas.</p>	<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, 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</p>	

	constraint of the Library to fulfill its public programming mission or participate in other campus initiatives and activities	
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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	<p>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 business of the library including circulation duties, student assistant supervision and computer trouble-shooting.</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. Additionally, there will be challenges providing access to new materials.</p>	

- b. 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
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		on SLO assessment.
<p>Item: Library Classroom Renovation.</p> <p>Number: 1</p> <p>Vendor: Campus construction</p> <p>Unit price: \$75,000 – \$100,000</p> <p>Total Cost: \$75,000 – \$100,000</p> <p>Status*: Upgrade.</p>	<p>If granted and as mentioned above, the library classroom renovation would allow library and other instruction in an updated smart classroom that allows students and faculty to work collaboratively. If not granted, students would continue to use the classroom in its current row configuration that limits mobility and collaborative work.</p>	
<p>Item: ScanPro 2000 Microformats Reader/Printer.</p> <p>Number: 1</p> <p>Vendor: BMI Imaging Systems</p> <p>Unit price: 11,585 + plus tax</p> <p>Total Cost: \$12,598.90</p> <p>Status*: Replacement.</p>	<p>If granted, this tool allows enhanced access and utility for our existing microformat collections. That collection includes the 150 + years of the New York Times and large runs of other important newspapers. Online backlist access to several of these newspapers is being severely cut by the current publishers and this tool will allow continued access and multiple printing/saving/scanning options for students. If not granted, students would be limited to using a microfilm reader that cannot printout.</p>	
<p>Item: HP SMART BUY 8200E plus monitors</p> <p>Number: 24</p> <p>Vendor: Computerland of Silicon Valley.</p> <p>Unit price: \$973.</p> <p>Total Cost: \$25,262.70.</p> <p>Status*: replacement</p>	<p>The open-access computers in the library are starting to fail as they reach the end of their expected life span. All are out of warranty. If granted, students will continue to have access to computers to access essential research materials and productivity software. If not granted, ITS will need to remove them as they fail and student access to those resources will be severely</p>	

	impacted.	
Item: CITRIX License. Number: 24 Vendor: Computerland of Silicon Valley Unit price: \$225.00 Total Cost: \$5,400 Status*: New.	The HP SMART BUY units recommend by District ITS will need this Citrix system that allows the deployment of software to the computers.	
Item: Books and Standing Orders and Periodical subscriptions Number: Vendor: Various Unit price: \$various Total Cost: \$45,000 Status*: Maintenance	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 negatively impacting student research.	
Item: Contract renewals for databases. Number: varied Vendor: varied Unit price: varied Total Cost: \$43,403.08 Status*: Maintenance.	Contract renewal for the current databases will continue to provide students (and faculty) with high quality research literature in a variety of subject areas. If not granted, students will have to rely on the open Web for their research needs, possibly having to purchase access to articles individually as the literature in these areas are not usually freely available Web sources and some resources are not available at all outside of these databases.	
Item: Contract new for databases. Number: varied Vendor: varied Unit price: varied Total Cost: \$11,089 Status*: New.	New databases in that assist students with opposing viewpoint research, demographic research and literature research would supplement or enhance the offerings not included in the statewide database contract. If not granted, students will have	

	to rely on the open Web for their research needs, possibly having to purchase access to articles individually as the literature in these areas are not usually freely available Web sources and some resources are not available at all outside of these databases	
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**Status = New, Upgrade, Replacement, Maintenance or Repair.*

8. PROGRAM REVIEW PARTICIPANTS AND SIGNATURES

Date of this Annual Update for Program Review and Planning evaluation: March 2012

Please list the department's Annual Update for Program Review and Planning report team as appropriate:

Primary program contact person: Teresa Morris
Phone and email address: 650-574-6579 morrist@smccd.edu
Full-time faculty: Teresa Morris
Part-time faculty:
Administrators: Lorrita Ford
Classified staff:
Students:

Primary Program Contact Person's Signature

Date

4/20/12

Full-time Faculty's Signature

Date

4/20/12

Part-time Faculty's Signature

Date

(as appropriate)

Classified Staff Person's Signature

Date

(as appropriate)

Student's Signature

Date

(as appropriate)

Dean's Signature

Date

4/20/2012

Appendix A – Goals from 2011/2012 Comprehensive Program Review

CSM Library Goals

CSM Library will plan and implement programs and services that support the growing and changing distance education student population.

CSM Library will support the information and research needs of current and future students through the acquisition of print and online materials.

CSM Library will support the information and research needs of current and future students with updated, safe and ADA compliant, instructional and library facilities (technology, furniture and equipment).

LIBRARY STUDIES Goal

Library Studies faculty will complete a full SLO assessment cycle for all LIBR courses listed in the 2011-2012 College Catalog to determine if additional resources or professional development could enhance student learning