

Peralta Community College District

STUDENT SERVICES ANNUAL PROGRAM UPDATE

Academic Year 2013-2014

This presents the common elements to be addressed by each student services unit/area in its annual program update. Depending on College preferences, elements may be formatted or addressed slightly differently.

I. OVERVIEW

College	Laney College	Date Submitted:	Feb. 5, 2014
Unit/Area	Library	Administrator:	Dr. Elñora Webb
Completed By:	Evelyn Lord Ann Buchalter Phillippa Caldeira Autumn Sullivan		
Mission/History and Description of Service Provided <i>Brief, one paragraph.</i>	<p>The library is committed to providing quality services to its diverse student population and to the residents of the Peralta Community College District. In accordance with the college's mission statement, the library faculty and staff strive to:</p> <ol style="list-style-type: none"> 1) Provide consistent access to equitable, high quality services, resources (print, electronic and media), equipment, and facilities in support of the college's CTE (career technical education), foundation skills, and transfer curricula. 2) Encourage and facilitate the development of information competency skills related to independent inquiry and information retrieval to enhance student learning in all curricular areas and to promote critical thinking and life-long learning. 3) Use technology to expand classroom instruction, individualize instruction, promote independent inquiry and research, and enhance the scope and quality of library services. <p>Updated Fall 2013</p>		

<p>Student Learning Outcomes (SLOs) (or Service Area Outcomes-SAOs, or Program Learning Outcomes-PLOs)</p>	<p><u>Library Service Program Outcomes</u></p> <p>1. The students will identify the library as a resource for supporting academic success. Assessment method: Student survey</p> <p>2. Information resources are of sufficient quality and quantity to augment course textbooks throughout a multidisciplinary college curriculum. Assessment method: Collection analysis by curriculum area Collection analysis by publication date</p> <p>3. Information competency instruction promotes the achievement of student learning outcomes across the curriculum. Assessment method: Tracking of students receiving information competency instruction in terms of GPA, retention, course persistence, graduation, and transfer data in comparison to students not receiving instruction.</p>
<p>SLO/SAO/PLO Mapping to Institutional Learning Outcomes (ILOs)</p>	<p>Service Program Outcomes map to the following Institutional Learning Outcomes:</p> <p>Communication Students will effectively express and exchange ideas through various modes of communication.</p> <p>Critical Thinking and Problem Solving Students will be able to think critically and solve problems by identifying relevant information, evaluating alternatives, synthesizing findings and implementing effective solutions.</p> <p>Career Technical Skills Students will demonstrate technical skills in keeping with the demands of their field of study.</p> <p>Global Awareness, Ethics and Civic Responsibility. Students will be prepared to practice community engagement that addresses one or more of the following: environmental responsibility, social justice and cultural diversity.</p> <p>Personal and Professional Development Students will develop their knowledge, skills and abilities for personal and/or professional growth, health and well being.</p>

II. ASSESSMENT, EVALUATION AND PLANNING

Quantitative Assessments	
<p><i>Include service area data such as number of students served by your unit/area. Include data and recommendations from program review.</i></p> <p><i>Include data used to assess your SLO/SAO/PLOs.</i></p>	<p>See current library quantitative assessment table below.</p>

Laney College Library	2006-07	2007-08	2008-09	2009-10	2010-11	2011-12	2012-13
Library Visits	223,562	254,269	287,408	309,951	282,360	330,495	213,590
Students Served	11,923	11,923	14,913	14,735	13,972	13,457	13,002
Faculty & Staff Served	579	610	617	602	518	510	820
Library Service Hours (per week)	72	72	66	58	58	58	58
General Circulation	8,533	6,574	7,542	7,025	8290	7920	4689
Reserve Use Circulation	38,296	33,862	37,969	43,503	37,018	39002	25645
Orientations (Instruction Sessions)	75	71	85	77	94	76	69
Orientations (Students Served)	1,681	1,458	1,556	1,621	1,852	1,564	1,689
Reference Sessions	11,425	11,827	11,895	10,870	12,518	11,664	10362
Library Instruction Course Sections	0	2	2	3	0	3	4
Library Instruction Course Students Completed	0	8	25	42	0	68	55
Materials Budget (Book/Periodical/AV)	\$201,863 (Measure A)	\$150,390 (Measure A)	\$111,688 (Measure A)	\$110,000 (Measure A)	\$110,000 (Measure A)	\$140,000 (Measure A-\$100,000 + \$40,000 District Database)	\$140,000 (Measure A-\$100,000 + \$40,000 District Database)
Book Collection	87,350	88,317	89,063	89,323	89,443	89,920	90,864
Books Added	2,526	1,723	1,171	1,040	1112	1,080	1,668
E-Books Added	0	0	2,681	3,174	0	11	0
Audiovisual Media Added	44	54	134	90	19	40	33
Periodical Collection	135	130	130	114	108	108	108
Listening/Viewing Center Collection	not available	3,212	3,335	3,431	3,447	3491	3524
Listening/Viewing Center Usage	not available	9,008	8,728	8,620	9,007	8701	8169
Electronic Database Collection	24	31	30	21	16	39	39
Electronic Database Usage	16,776	18,592	18,115	18,839	16,033	24,148	26,737
Percentage of Collection Pre-2000	91	90	89	88	not available*	80%	79%
Percentage of Collection Pre-1990	84	80	79	78	not available*	71%	70%
Percentage of Collection Pre-1980	68	65	64	63	not available*	58%	57%
Internet Usage: Number of Users	30,191	29,786	38,488	41,825	43,740	37,755	14340
Internet Usage: Number of Hours	24,208	12,916	16,837	18,065	18402	16978	6484

Qualitative Assessments	
<p><i>Present evidence of community need based on advisory committee input, student surveys, focus groups, etc.</i></p> <p><i>Include data used to assess your SLO/SAO/PLOs.</i></p>	<p>In Fall 2013 the Laney Library conducted a survey of students. Survey results were generally very positive, especially with regard to staffing. Based on the results of this survey, the librarians have made the following observations:</p> <ul style="list-style-type: none"> • Nearly 90% of students rated the librarians as helpful • Librarians helped 79% of responding students find information for an assignment in the fall semester <p>The librarians will continue to analyze the results as we develop our next planning agenda.</p>

Identifying Strengths, Weaknesses, Opportunities, and Limitations

Strengths <i>What are the STRENGTHS of your unit/area?</i>	<p>Strong, collaborative approach to public service among staff.</p>
Weaknesses <i>What are the current WEAKNESSES of your unit/area?</i>	<p>Facility is aging and cannot support the number and needs of current students.</p>
Opportunities <i>What are the OPPORTUNITIES in your unit/area?</i>	<p>Opportunity to design a new library that will meet the needs of 21st century community college students.</p>
Limitations <i>What are the current LIMITATIONS of your unit/area?</i>	<p>Library is not able to provide electronic services (e.g. laptop charging, laptop checkout, etc.) or sufficient quiet study space for students.</p>

Action Plan for Continuous Improvement

Please describe your plan for the continuous improvement of your unit/area.

Work with architects to complete library programming for new library facility

Complete hires for Senior Library Technician, Library Technician II and Access, Collections, Technical Services Librarian

Fill vacant librarian positions:

 Access/Circulation/Electronic Resources Librarian (Coaston)

 Systems and Training Librarian (Mack)

Hire new librarian position to fill the needs of evening students: Evening Librarian

Additional Planned Educational Activities Towards FTES, Student Success, Persistence, and Completion

Describe your unit/area's plan to meet district FTES target and address student success, persistence, and completion, especially for unprepared, underrepresented, and underserved students. (see Student Success Scorecard-<http://scorecard.cccco.edu/scorecard.aspx>)

<p>Meet District FTES Target for AY2013-2014 of 18,830</p>	<p>Provide potential students basic computer access to enroll Direct students to support services Provide free class schedules Provide open access to OPACS to view current library resources that support prospective courses for potential students</p>
<p>Increase Student Success</p>	<p>Provide instructional services to support learning (reference, orientations and courses) Provide material and technical resources to support learning Provide study space to support learning</p>
<p>Increase Persistence <i>Percentage of degree and/or transfer-seeking students who enroll in the first three consecutive terms. This metric is considered a milestone or momentum point, research shows that students with sustained enrollment are more likely to succeed.</i></p>	<p>Provide instructional services to support learning (reference, orientations and courses) Provide material and technical resources to support learning Provide study space to support learning</p>
<p>Increase College Completion <i>Percentage of degree and/or transfer-seeking students who complete a degree, certificate or transfer related outcomes.</i></p>	<p>Provide instructional services to support learning (reference, orientations and courses) Provide material and technical resources to support learning Provide study space to support learning</p>

III. RESOURCE NEEDS

Human Resource/Personnel

Please describe any human resource/personnel needs for your unit/area.

Current Staffing Level:		Headcount	FTE Equiv.
	Faculty (Permanent)	3	3
	Faculty (PT/Adjunct)	13	4
	Classified Staff (Permanent)	8	8
	Classified Staff (Hourly)	1	.5
	Students	12	3.3
	ICC/Consultant/Other	0	0
<p>Narrative: <i>Describe the current staffing level in relation to the relative need for effective delivery of your unit/area's programs and services.</i></p> <p><i>Discuss any current position vacancies, the need for additional personnel, the need for permanent faculty/staff instead of adjunct/hourly personnel, etc.</i></p> <p><i>Describe implications of the current staffing level in your unit/area to overall service delivery.</i></p>	<p>See last year's program review.</p> <p>Although the library is gradually making improvements on staff, issues remain the same and are exacerbated because we have gone so long with insufficient staff. Facilities have deteriorated. Health and safety issues remain (e.g. stacks not secured for earthquake resistance, minimal electrical outlets lead students to plug in cords across the floors creating trip hazards, staff room lacks running water). Additionally, the limitations of the facility prevent the library from meeting the needs of 21st century community college students, including providing sufficient study space, ability to accommodate electronic devices, etc.</p>		
<p>Human Resource/Personnel Requests <i>List your human resource/personnel requests in prioritized/ranked order.</i></p> <p><i>Human resource/personnel requests will go through the established College and District planning and budgeting process.</i></p>	<p>See 2012 program review</p>		

Facilities/Infrastructure

Please describe any facilities/infrastructure needs for your unit/area.

<p>Narrative: <i>Describe the current facilities/infrastructure of your unit/area in relation to the relative need for effective delivery of programs and services.</i></p> <p><i>Describe implications of the current state of facilities/infrastructure in your unit/area to overall service delivery.</i></p>	See 2012 program review.
<p>Facilities/Infrastructure Requests <i>List your facilities requests in prioritized/ranked order.</i></p> <p><i>Facilities requests will go through the established College and District planning and budgeting process.</i></p>	See 2012 program review

Technology

Please describe any technology needs for your unit/area.

<p>Narrative: <i>Describe the technology needs of your unit/area in relation to the relative need for effective delivery of programs and services.</i></p> <p><i>Describe implications of the current state of technology in your unit/area to overall service delivery.</i></p>	See 2012 program review
<p>Technology Requests <i>List your technology requests in prioritized/ranked order.</i></p> <p><i>Technology requests will go through the established College and District planning and budgeting process.</i></p>	See 2012 program review

IV. OTHER

Please feel free to provide any additional information about your unit/area below.

The library needs reliable annual funding for library materials. Measure A funding, intended to revive the library collection after decades of neglect, will run out soon. In addition to an annual allocation from Prop 20 and Instructional Equipment and Library Materials funds, the college needs to return general fund allocations for library materials.