Instructional Program Review and Planning  
2016-2017 ANNUAL UPDATE

Discipline(s) Reviewed: Library  
Author: Jeri Edelen

I. Student Learning Outcomes Assessment Reflection (Use all of the following to reflect on the previous year's course and program outcomes assessment.)

a. Describe how the dialogue and reporting of SLO Assessment results is taking place in your program. Did it impact your program or institutional effectiveness of your program? Have there been any direct changes made to courses or programs from SLO assessment results? How did these changes impact student behavior and achievement, changes in curriculum, programs of study and/or delivery of instruction?

b. Please share a success story about the impacts of SLO assessment practices on student learning, achievement, and institutional effectiveness.

INTRODUCTION

As faculty, we strive to provide high quality library instruction at the reference desk. Our definition of high quality reference instruction includes the following:

- The reference librarian listens, inquires, and demonstrates interest in the student’s needs.
- The reference librarian instructs student on how to search for information.
- The reference librarian explains the search strategy to the student.

After a student has received instruction from the librarian, the student will be able to demonstrate the following learning outcomes:

- Construct search strategies using appropriate keywords or subject terms (PLO 1)
- Retrieve information from various information resources (PLO 2)
- Evaluate information for relevancy and reliability (PLO 3)

METHODOLOGY

In an effort to assess student learning, students completed an online survey with the expected outcomes that 75% of students who received reference desk instruction will respond positively to one or more survey questions on the survey about:

1. how to choose relevant search term(s)
2. how to use the library catalog
3. how to use a research database(s)
4. how to find an academic journal

Results showed the expected outcomes of 75% were met for all the PLOs that were accessed. Specific results are as follows:

Q1) 100% of students surveyed responded “strongly agree” or “agree” to the statement, “as a result of my interaction with the reference librarian today, I am now better able to construct a successful search statement.”

Q2) 99% of students surveyed responded “strongly agree” or “agree” to the statement, “as a result of my interaction with the reference librarian today, I am now better able to distinguish between sources in the online catalog.”

Q3) 99% of students surveyed responded “strongly agree” or “agree” to the statement, “as a result of my interaction with the reference librarian today, I am now better able to distinguish between sources in an electronic database(s).”
Q4) 100% of students surveyed responded “strongly agree” or “agree” to the statement “as a result of my interaction with the reference librarian today, I am now better able to find an academic journal.”

Did it impact your program or institutional effectiveness of your program?

The results exceeded the expected outcomes for all the PLOs that were accessed. We will continue outreach efforts to bring awareness of scholarly communication issues to faculty and students.

Have there been any direct changes made to courses or programs from SLO assessment results? How did these changes impact student behavior and achievement, changes in curriculum, programs of study and/or delivery of instruction?

The librarians will work with instructors to promote changes in assignment design, changes such as adding specific research sources (i.e. certain number of journal research articles or certain number of books). Such change in assignment design will help instructors develop better research skills for their students, reduce the lure of plagiarism, and decrease paper-mill purchases.

b. Please share a success story about the impact of SLOs.

Our savvy students can find answers to many questions on the Internet, but we want them to learn the difference between information they can easily find on the Internet versus the information they can find by using the library’s reliable and unique resources. One change we plan to implement is for librarians to observe and document student research behavior. Another change we plan to implement is to promote the use of academic journals in library research. We will meet to discuss our observations, identify common student searching problems, and find ways to improve student research success.

II. Student Achievement and Program Innovation Reflection

Describe examples of effective and/or innovative practices in your program for evaluating programmatic performance related to student achievement, and changes that have happened in response to analyzing program performance.

Information literacy is defined as the ability to know when there is a need for information, to be able to identify, locate, evaluate, and effectively use that information for the issue or problem at hand. Information literacy is (like reading, writing, and critical thinking) a meta-skill that can be fostered within the context of any discipline. The CC Library will diligently ensure that we are contributing to Cuyamaca College’s current information literacy standards which in turn affect student achievement.

Examples of our innovative practices:

- Library website was redesigned to be more user friendly. The library website is the online interface of all library services and resource links to help students with their research needs.
- Library catalog system has been upgraded. The benefits to our students using the new online catalog system include more user-friendly search options such as placing a hold on a book that is checked out and searching by ISBN.

Library hours are a main concern. Lack of staffing has resulted in a loss of library hours and instructional services to the students. The main concern is the insufficient number of faculty librarians and multi-media technicians to support ongoing operational duties of the library, investigating new technologies, engaging in campus outreach to academic and student services programs.

Vision and Activities (repeat III.a. as needed)
What were the results of your program’s previous year program review activities? (From 2014-2015 Section D2). Provide an update on the current status of the activity; all activity(ies) should be included, regardless of funding source.

<table>
<thead>
<tr>
<th>Discipline Goal</th>
<th>Activity</th>
<th>Continue Next Year</th>
<th>Outcome &amp; Evidence (include prospect for continuation)</th>
</tr>
</thead>
</table>
| 2               | Embed library faculty and/or resources in online classes KW              | No                 | Activity has been successful and we will continue to provide this level of instruction. Outcomes:  
* served as a "guest librarian" via Blackboard  
* contacted faculty to inquire if they are interested in having a "guest librarian” providing library instruction  
* worked with faculty to determine students’ information needs specific to research assignments  
* participated in online class discussion boards with students and offer research assistance to complete their assignments  
* worked with faculty to create customized tools (e.g. tutorials, research guides) to integrate library resources into their course content, including a Blackboard learning module. |
| 1               | Partner with American Sign Language faculty to integrate information competency into the curriculum | No                 | Activity has been successful and we will continue to collaborate with ASL instructors. Outcomes: collaborative efforts between Librarian and ASL instructors resulted in adding about 100 new print titles that are relevant to student assignments.                                                                                                                                                                                                                   |
| 2               | Transition of the library website to Cascade, the new content management system | No                 | Activity has been successful and we will continue to maintain and update the content of the library website.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 2               | Partner with Paralegal Division to increase funding for library law collection | No                 | Activity has not been successful because we were not able to get Perkins funds. We will, however, continue to request funds via budget augmentation.  
* American Bar Association (ABA) Standards require all Paralegal ABA-approved Programs to subscribe to certain legal materials in print-format.                                                                                                                                                                                                                                                                                                                                 |
| 3               | Collaborate with faculty to Closed Caption and/or convert VHS to DVD     | No                 | Activity has been successful. Faculty are aware of the necessity to have media accessible to the hearing impaired students, as well as staff. Librarian has identified which VHS programs need to be converted to DVD and which VHS programs need to be closed captioned and converted to DVD. Librarian has located publishers to obtain permission to close caption &/or convert to VHS to DVD. |
b. Please provide a summary of your five-year vision for your program. (What do you want your program to be like in five years? How would it be better than/different from your current program? Consider student success and completion, curriculum development, new programs, refinement of instruction, textbook changes, technology integration, staff training, cross-discipline collaboration, collaboration with student services, or any other factors that are part of your plan to take your program to the next level of development).

<table>
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<tr>
<th>Library 5 year plan</th>
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**Discipline goal 1:** Provide innovative library instruction strategies to strengthen student information competency.

**Action 1:** Offer a range of library instruction based on student skill level and relevance to assignment.

Librarians, in partnership with faculty, will continue to target strategic points in the curriculum for the integration of “core” information literacy. For example, in 2014-2015, we completed SLO assessment for reference services. Assessment has led to changes in instruction such as promoting the use of academic journals. We will continue to improve our instruction methods to support students, wherever they are on the digital journey.

**Action 2:** Collaborate with Staff Development committee to provide opportunities for professional development regarding library resources.

For example, in 2014-2015 we captioned a streaming video program, *The Copyright Case We’ve Been Waiting For: Key Lessons & Policy Changes*, so instructors can view it remotely from the Intranet as an individual professional development activity.

**Action 3:** Explore feasibility of expanding the Guest Librarian program.

For example, we have established Guest Librarian Program, a pilot-program that integrates library instruction into online counseling courses. We will explore possibilities of expanding this program to other disciplines.

**Action 4:** Explore ways to engage diverse segments of the college.

For example, we are constantly revising our library instruction sessions to meet the needs of basic skills students. We will explore instructional methods to meet the needs of target populations such as veterans and international students.

**Discipline goal 2:** Leverage technology to provide innovative library services for students on and off campus.

**Action 1:** Improve library website so that it is content rich and easy for students to navigate on or off campus.

For example, in 2014-2015, we have completed Cascade migration of library website. We will continue to plan for a more aesthetically pleasing website, to promote services to students and faculty.

**Action 2:** Develop strategies to ensure online library catalog is user-friendly for students to access on or off campus.

Migrated to a new version of the library catalog which allows students to use new features like placing holds or searching by ISBN. We will continue to partner with GC and IS to provide input regarding future development of BLUEcloud applications and document student searching behaviors with this new version.

**Discipline goal 3:** Develop, maintain, and promote collections of library resources to support the academic programs:

**Action 1:** Improve and expand the Library’s collection, particularly with the addition of non-print items (e-
books, online resources, etc.) keeping up with new formats as they are developed. For example, in 2014-2015 we purchased the Springer eBook Collection. Students may download e-books without limits and transfer clean PDFs to a desktop, any e-reader device, a flash drive, or even e-mail, without restriction. We will continue to explore user-friendly e-collections.

**Action 2:** Establish partnerships with faculty instructors to select print and e-collections specific to discipline requirements or course assignments.
For example, in 2014-2015 we collaborated with faculty from ASL, Social Work and Child Development to add materials relevant to their assignments. We collaborated with History and added a database called JSTOR; collaborated with Art and Biology to add two streaming video databases. We will continue to expand collaborative efforts.

**Action 3:** Explore reduced rates for specific database services or partner with other libraries to explore group discounts.
For example, in 2014-2015, we partnered with Grossmont Library to purchase more titles for less money. We collaborated with Grossmont Library to subscribe to a database called GVRL UDA (user driven access), an e-collection of encyclopedia articles. We will continue to explore cost-saving opportunities for library resources.

**Discipline goal 4:** Encourage library faculty and staff to stay current with Internet technologies pertinent to library.

**Action 1:** Ensure that librarians are up-to-date in training on current instructional technology.
For example, in 2014-2015, we upgraded Net school Support in the Library Instruction Lab (LIL) and this has allowed us to be more effective teachers by displaying searches directly onto student computer screens.

**Action 2:** Explore the use of new tools and technology that will allow staff the opportunity to focus more directly on students
For example, we will explore creative use of Web 2.0 technology tools to promote library services (e.g. social media, RSS fields, online tutorials, mobile applications)

**Discipline goal 5:** Provide a physical environment and services that enhances student learning and success:

**Action 1:** Review service and space patterns in relation to new expectations for library service (e.g. student use of technology, changes in content delivery, circulation, etc.)
We will review current practices and best practices to determine whether or not to adopt new models of service and space or revise current services and space that will meet evolving student needs.

**Action 2:** Provide a safe and secure environment for library staff and students.
We will review and update emergency disaster management plan to address physical disasters or potential disruptions in service due to technical issues. We will continue to have law enforcement officers remain a visual presence to ensure the safety of all patrons, staff, and materials as well as remain a visual presence. We will continue to prevent loss of materials by purchasing a security system.

**Action 3:** Provide the human resources necessary to meet the library goals.
We will seek funding to increase library hours and services by hiring a full-time reference librarian, a position that has been vacant since Spring 2006. This has resulted in a loss of library hours and instructional services to the students.

**Action 4:** Provide the human resources necessary to meet the library goals.
We will seek funding to increase library hours and services by hiring a multi-media technician, a position that
has been vacant since 2012. This has resulted in a loss of library hours and direct service to students.

**Action 5:** Provide resources for the disabled or impaired
For example, in 2014-2015, we added ZoomText software to one of the computer station for students with visual challenges and obtained a specially design computer that accommodates those in wheelchairs. We will continue to look for opportunities to support the disabled students of the college.

c. Proposed **Continuing** Activities for 2016-2017 (repeat III.c. as needed)

<table>
<thead>
<tr>
<th>Activity No.</th>
<th>Activity Title:</th>
<th>Planned Activity:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

What is the relationship between your five-year vision and this activity? Click here to enter text.
Discuss the data and/or rationale (may or may not include outcomes assessment) that helped you decide to engage in this activity: Click here to enter text.
How and when will the activity be assessed and evaluated? Click here to enter text.

**General Fund**  □ Yes  □ No
Estimated Cost: Click here to enter text.
Budget Justification: Click here to enter text.

d. Proposed **New** Activities for 2016-2017 (repeat III.d. as needed)

<table>
<thead>
<tr>
<th>Activity No.</th>
<th>Activity Title:</th>
<th>Planned Activity:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

What is the relationship between your five-year program vision and this activity? Click here to enter text.
Discuss the data and/or rationale (may or may not include outcomes assessment) that helped you decide to engage in this activity: Click here to enter text.
How and when will the activity be assessed and evaluated? Click here to enter text.

**General Fund**  □ Yes  □ No
Estimated Cost: Click here to enter text.
Budget Justification: Click here to enter text.

**A. Resource Requests** *(all other requests, see Special Requests below)*
(In this section you should write a clear reason that summarizes your request)

<table>
<thead>
<tr>
<th>Object keycode</th>
<th>Description</th>
<th>Base budget 2014-2015</th>
<th>Augmentation</th>
<th>Justification</th>
</tr>
</thead>
<tbody>
<tr>
<td>144100 1-1420</td>
<td>1. Adjunct Librarian, Reference Desk.</td>
<td>$1,662</td>
<td>$71,674</td>
<td>Without an adjunct librarian budget, we are forced to reduce library opening hours and cutback on library reference hours. Augmentation will help cover increased chair release time, SLO Coordinator backfill, intersession, summer, fall and spring hours, as well as coverage for QuestionPoint, the 24/7 online reference service.</td>
</tr>
<tr>
<td>144100 1-2311</td>
<td>2. Hourly Student</td>
<td>$2,000</td>
<td>$4,000</td>
<td>Need of an hourly person to assist students at the circulation desk, help shelve books and keep library’s</td>
</tr>
</tbody>
</table>
### Instructional Need Augmentation(s)
(Repeat IV.b as needed)

Proposed enhancements to existing general fund baseline budget:

- **Amount Requested:** see table below
- **Description & Justification:** see table below

<table>
<thead>
<tr>
<th>Description</th>
<th>Base budget 2014-2015</th>
<th>Augmentation</th>
<th>Justification</th>
</tr>
</thead>
<tbody>
<tr>
<td>3. Books</td>
<td>$20,000</td>
<td>$20,000</td>
<td>As we are currently in the middle of a transitional period when it comes to book format (e.g. e-books and print books), where we need print books for some of our students and e-books for others, we need more flexibility in our collection development budget. We need the ability to continue building the print collection (particularly for basic skills students), but also explore useful e-book resources in order to offer all of our students comprehensiveness, as well as convenience. Thus, we need the freedom to try out new e-book products, as well as continue to build the collections – e-book and print – we already own.</td>
</tr>
<tr>
<td>4. Databases</td>
<td>$32,000</td>
<td>$11,000</td>
<td>The Library has online databases for student research. We have added three new databases and need to renew the subscriptions.</td>
</tr>
<tr>
<td>5. Periodicals</td>
<td>$10,000</td>
<td>$0</td>
<td>The Library subscribes to a number of magazines and journals. These titles selected are not available electronically and used to support teaching and research.</td>
</tr>
<tr>
<td>6. County Consortium Cooperative</td>
<td>$6,300</td>
<td>$300</td>
<td>The Library is part of the San Diego Community College Consortium that allows group discounts for library services such as Questionpoint (a chat-librarian service), multi-media borrowing privileges from the County Library System. Additional fund request will cover an anticipated 5% increase.</td>
</tr>
<tr>
<td>7. Audio-Visual Budget</td>
<td>$2,000</td>
<td>$2,000</td>
<td>The Library has not been able to meet faculty requests for new DVDs and other media. We were obligated by law to spend all of our base AV budget on close caption existing DVDs.</td>
</tr>
<tr>
<td>8. Standing orders</td>
<td>$11,043</td>
<td>0</td>
<td>The Library regularly receives certain books that are released as the latest installments of a number of ongoing series. These items are purchased through a standing order arrangement with Midwest Library Service.</td>
</tr>
<tr>
<td>9. Supplies</td>
<td>$6,567</td>
<td>$370</td>
<td>Additional funds needed to for items such as general office supplies, and the specialized supplies the library needs for preparing library materials for circulation, and for extending their usefulness though maintenance and repair. Finally, the library needs promotional materials to promote the library’s programs and to introduce new students and faculty to the range of services the library</td>
</tr>
</tbody>
</table>
provides. Additional fund request will cover an anticipated 5% increase in the cost of these materials.

10. Contract services $4,500 $200 The Library needs to maintain our security gate which prevents book theft and to purchase a license to catalog books (OCLC license). Additional fund request will cover an anticipated 5% increase.

11. Paralegal Law books and subscriptions $9,720 $35,000 The American Bar Association (ABA) requires all Paralegal ABA-approved Programs are required to subscribe to certain legal materials in print-format. The number of print titles and number of volumes are almost the sole criteria for judging the quality of a library collection.

12. Postage and freight $389 $20 Additional funds requested will cover an anticipated 5% increase.

13 Mileage for courier $3,000 $570 The Library has a book lending agreement with San Diego State. The courier delivers books from SDSU to Cuyamaca College. Additional funds requested will cover an anticipated 5% increase in the cost of this service.

14. Membership $220 0 Membership dues for California Consortium. No additional funds requested

15. Connect charges for OCLC $939 $46 Additional funds needed to cover a 5% increase in the cost of this cataloging service.

16. Travel $100 0 No additional funds requested.

c. Summarize your discipline operating budget and ALL resource requests from all sources in the table below

<table>
<thead>
<tr>
<th>Object keycode</th>
<th>Description</th>
<th>base budget</th>
<th>Amount requested for next year and source.</th>
</tr>
</thead>
<tbody>
<tr>
<td>1441001-1420</td>
<td>1. Adjunct Librarian (Backfill for SLO Coordinator, Chair Reassign Time, Reference Desk, QuestionPoint).</td>
<td>$1,662/GF</td>
<td>$73,336/GF</td>
</tr>
<tr>
<td>1441001-2311</td>
<td>2. Hourly Student</td>
<td>$2,000/GF</td>
<td>$6,000/GF</td>
</tr>
<tr>
<td>1421298-6310</td>
<td>3. Books</td>
<td>$20,000/ GF/Ielm</td>
<td>$40,000/ GF/Ielm</td>
</tr>
<tr>
<td>1421390-5120</td>
<td>4. Databases</td>
<td>$32,000/ GF/Ielm</td>
<td>$43,000/ GF/Ielm</td>
</tr>
<tr>
<td>1421298-4220</td>
<td>5. Periodicals</td>
<td>$10,000/ GF/Ielm</td>
<td>$10,000/ GF/Ielm</td>
</tr>
<tr>
<td>1421298-5660</td>
<td>6. County Consortium Cooperative</td>
<td>$6,300/ GF/Ielm</td>
<td>$6,600/ GF/Ielm</td>
</tr>
<tr>
<td>1421298-4230</td>
<td>7. Audio-Visual Budget</td>
<td>$2,000/ GF/Ielm</td>
<td>$4,000/ GF/Ielm</td>
</tr>
<tr>
<td>1421298-4310</td>
<td>8. Standing orders</td>
<td>$11,043/ GF/Ielm</td>
<td>11,043/ GF/Ielm</td>
</tr>
<tr>
<td>Code</td>
<td>Description</td>
<td>Budget 1</td>
<td>Budget 2</td>
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<td>-----------------------------------------------</td>
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</tr>
<tr>
<td>1441001-4310</td>
<td>Supplies</td>
<td>$5,784/ GF</td>
<td>$6,150/GF</td>
</tr>
<tr>
<td>1441001-5610</td>
<td>10. Contract services</td>
<td>$4,500/ GF</td>
<td>$4,700/GF</td>
</tr>
<tr>
<td>1421298-4220</td>
<td>11. Paralegal Law books and subscriptions</td>
<td>$11,000/ GF/IELM</td>
<td>$45,000/ GF/IELM</td>
</tr>
<tr>
<td>1441001-5830</td>
<td>12. Postage and freight</td>
<td>$389/ GF</td>
<td>$409/GF</td>
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<td>1441001-5220</td>
<td>13 Mileage for courier</td>
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<td>$3,570/GF</td>
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<td>1441001-5120</td>
<td>15. connect charges for OCLC</td>
<td>$939/ GF</td>
<td>$986/ GF</td>
</tr>
<tr>
<td>1441001-5210</td>
<td>16. Travel</td>
<td>$0/GF</td>
<td>$100/GF</td>
</tr>
</tbody>
</table>

**SPECIAL REQUESTS**

The following *Special Request forms* are located toward the bottom of the [IPRP intranet web page](#).

- **Basic Skills Request** due 10/30/2015
- **Facilities Request** due 10/30/2015
- **Research & Planning Request** due 11/9/2015
- **Technology Plan Request** due 10/30/2015
- **Technology Justification**
- **Sustainability Request**
  - **Sustainability Justification**
- **Perkins** Spring 2016