ADMINISTRATIVE SERVICES, STUDENT SERVICES AND PRESIDENT'S CLUSTER
ANNUAL PROGRAM PLAN WORKSHEET FOR 2020

Program: Library/Learning Resources   **Planning Year:** 19/20
Last Year CPPR Completed: 2018

Unit: Institutional Research, Library/Learning Resources and Instructional Technology   **Cluster:** VPAA

Please complete the following information. Please note that responses are not required for all elements of this document.

I.   **GENERAL PROGRAM INFORMATION**

A. Describe changes to program mission, if applicable.

NONE

B. Describe any changes in primary relationships, internal and external, to the District.

NONE

C. List any changes to program service, including changes and improvements, since last year, if applicable.

The Library in NCC worked to utilize its new collaborative space redesign, with new a new layout and furnishings with events and expanded tutoring in the library.

The Open Labs in the Library loaned out 75 Chromebooks to students for hourly, weekly and semester time periods. We continued our extended Library hours the week before finals and during mid-terms to match Studython and added Saturday hours on both campuses. We supported many student-centered campus activities including several campus-wide Faculty Lecture Series events, collaborations with the Art Gallery, and events for the annual Book of the Year program. We expanded social media promotion of these events and worked with Marketing to record and post them.

We have moved our Library Service Platform software from OCLC WMS to ExLibris Alma/Primo as part of the Statewide Community College Consortium. This has been a year-long staff-intensive project which will continue into the summer with policy and procedure updates, trainings, and inventory. The intent was to save the cost of the individual software purchase in a plan similar to Canvas, but at the time of the writing the cost is not in the state budget past 2020.

D. List changes to program in the last year in reference to relevant statutory authority/program regulation and related compliance issues, if any.

NONE

II. **ANNUAL PROGRAM SUPPORT OF DISTRICT'S MISSION STATEMENT, INSTITUTIONAL GOALS, INSTITUTIONAL OBJECTIVES, AND/OR INSTITUTIONAL LEARNING OUTCOMES**

A. Provide updates, if any, in how your program addresses or helps to achieve the District's Mission Statement in the last year.
NONE

B. Provide updates, if any, to how your program addresses or helps to achieve the District's Institutional Goals and Objectives, and/or operational planning initiatives in the last year.
We are expanding services to students on Saturdays including extended hours and appointments with academic counsellors and tutors. This was in response to a survey of students experiencing homelessness, but we have found that working students and others have benefited.
We are expanding our meet your professor series to include panels structured by Guided Pathways Areas of Study to build community and increase student awareness of Guided Pathways.

2 S a n L u i s O b i s p o C o u n t y C o m m u n i t y C o l l e g e D i s t r i c t
N o n - I n s t r u c t i o n a l A n n u a l P r o g r a m P l a n n i n g W o r k s h e e t
Approved Document to be Used for Submission Spring, March 2, 2020

III. ANNUAL MEASUREMENTS, ANALYSIS AND IMPROVEMENTS

Programs are often impacted by institutional or other organizational change. Please review program-relevant institutional data sources, such as institutional enrollment trends, which along with some other relevant program data, is available on the SLOCCCD Institutional Research and Assessment website. Other organizational or departmental measurements may provide useful information for planning in your program; please describe those measurements and the data below.

- Data Summary
  - Describe data collection tool(s) used.
    Student survey of 553 students visitors to the library
    Reports generated by the Library Service Platform software (collections and circulation of materials)
    Door counts, data collected at point of service

Cuesta Library SLO & NCC
Combined totals

Total Circulation
        20,792

Total Gate Count
        194,941

Total Reference Requests
        11,730

- Data Interpretation:
  - Reserve textbooks continue to be the most circulating material; Chromebooks are very popular with semester checkouts being the student preference.
  - Student Survey highlights that drive goals for this year include:
    - 66% of our students are in Canvas daily. (Is our library presence strong enough in Canvas?)
    - 73% use the Tutorial Centers (How can we better integrate with tutorial?)
    - 47% would like to see tutoring in the library (Include Saturday tutor hours)
    - 56% use our online databases (how can we increase database

usage?)

- 38% would like hands-on activities (develop makerspaces in NCC and SLO)

- 36% would like tech training (staffing for workshops in Open labs)

- Overwhelming number of students are transfer 61%, associate 53%

- Describe results from previous improvement efforts to the program based on institutional or departmental changes.
  We made our spaces more welcoming by removing the security gates and adding bilingual signage and a new entrance. The Saturday co-location of services seems promising; even though it's too early to tell the results, it speaks to our spirit of student service and collaboration.

- Identify areas if any that may need improvement for program quality and growth.
  The SLO library lost one of its Open Lab manager positions, leaving us with only a 20 hour per week classified employee. This leaves us with student employees who have proven to be unreliable. We could use an evening and Saturday employee to meet student need (institutional objectives 1A and 1B).
  Also to meet institutional objectives 1A and 1B, the NCC library needs a non-student (dependable) staff person especially for evenings to cover circulation while librarians do orientations and instruction. Reaching low-income and underrepresented students, as well as potential emeritus students, requires getting out from behind the library desks. But student workers often are sick or have other responsibilities, leaving the NCC librarian to cover circulation. We have had to reschedule one class orientation already this semester because the student worker called in sick and the librarian was the only one in the library.

- Recommend any changes and updates to program based on the analysis above. For elements that require funding, complete the Resource Plan Worksheets.
  - Replace and update Chromebooks and accessories as needed, add checkout hotspots
  - Offer more workshops for low-income and underrepresented students (collaborate with CaFE, DSPS, Monarch Center, ESL, CSS...)
  - Launch and promote makerspace tools in NCC
  - Organize, develop use procedures, and promote Blythe Collection in NCC
  - Produce and promote free-standing, online library instruction modules
  - Develop an information literacy Canvas course (zero credit/badging?)
  - Form an advisory group for community members who are 55+ Figure out a way to connect with this population
  - Outreach and provide more services to underemployed, and working adult students

IV. **ANNUAL PROGRAM OUTCOMES (ASOs AND SSOs), ASSESSMENT AND IMPROVEMENTS**

Your program has established either Administrative Service Outcomes or Student Service Outcomes. Those outcomes are assessed and tracked in the Course or Program Assessment Summary. Review CPAS documents for ASO or SSO assessment results for program outcomes.

A. Describe any results from improvement efforts arising from ASO or SSO assessment in the last year.

- Opened teleconferencing room for DE students to promote equitable access
- Collaborated with various departments on campus to participate in student-centered activities; hosted student and faculty art exhibits to increase engagement
- Supported equity/students by expanding Saturday hours; participating in orientation at the start of the semester, processing/circulating textbooks – (Increase career pathways for local high school students.) / (Foster a college environment where students are Directed, Focused, Nurtured, Engaged, Connected, and Valued.)
- Participated in Promise Day (SLO campus) - (Increase career pathways for local high school students, student success in Basic Skills, English as a Second Language, Career Technical Education, degrees, and transfer programs.)
- Coordinated Book of the Year author and related programming, focusing on special needs students and families (autism spectrum); various activities on campus including art de-stress workshops for students (both campuses) and partnering with local poets, artists and non-profits these events which supported Institutional (Foster a college environment where students are Directed, Focused, Nurtured, Engaged, Connected, and Valued.)

B. Recommend changes and updates to program based on assessment of program outcomes. For elements that require funding, complete the Resource Plan Worksheets and review the Resource Allocation Rubric.

Library Learning Resources is continuing to adapt to the changing role of the library in the 21st Century, with more dynamic spaces and an evolving mixture of online and print resources. Expanding needs in Distance Education support, changing technology and new initiatives on campus are also driving emerging needs.
Personnel

The library lost the Lab manager classified position and now has trouble keeping the technology desk staffed after 4 pm. In the NCC library, Increased requests for evening orientations cannot be met when there is no classified person available to watch the library when the faculty librarian is in class.

There continues to be an increased demand for reserve textbooks based on circulation statistics, a lack of district funding. and an increased focus on OER. There is growing need to shift to more digital journal, film and book resources without any line-item funding, which prompts us to request funding for databases in a more systematic way.

Technology
The Open Lab is due for a large refresh of desktop computers and several staff computers are aged out.

Facilities
Library/Learning resources have proposed the ATTIC Faculty Training Center in the SLO space to meet the need for faculty technology training and continues to build the NCC Makerspace to promote learning by doing and to plan for a Makerspace in SLO. The chairs in the open lab are old and dirty and need replacement.

V. ANTICIPATED SERVICE CHALLENGES/CHANGES

Provide a brief description of challenges or changes anticipated in the next year and any needs that have emerged as a consequence.

Suggested Elements:

A. Regulatory changes
   NONE
B. Internal and external organizational changes
   - The loss of the lab manager has caused staffing reorganization.
   - Increased need for Saturday services and expanded hours has increased librarian and staffing hours.
C. Student and staff demographic changes
   - Students are facing increased stressors in terms of food and housing insecurity.
D. Community economic changes – workforce demands
E. Role of technology for information, service delivery and data retrieval
   - The price of databases continues to increase and there are more requirement for accessibility that are costly and time intensive to implement.
F. Providing service to multiple off-campus sites
G. Anticipated staffing changes/retirements

   - Many of our part time librarians are nearing retirement age and hiring has been difficult.

VI. OVERALL BUDGET IMPLICATIONS

Provide a brief description of the immediate budget request(s) made in your Resource Plan (formerly called the Unit Plan). These elements will be reflected in the District planning and budget process.

Elements:

A. Personnel

   .5 Hourly Library Assistant SLO
   The SLO library lost one of its Open Lab manager positions, leaving us with only a 20 hour per week classified employee. This leaves us with student employees who have proven to be unreliable. Students would benefit from an evening and Saturday employee to meet student need (institutional objectives 1A and 1B).
   Also to meet institutional objectives 1A and 1B, the NCC library needs a non-student (dependable) staff person especially for evenings. They could work 3-8 and collaborate with librarians to do outreach and cover circulation while librarians do orientations and instruction. Reaching low-income and underrepresented students, as well as potential emeritus students, requires getting out from behind the library desks. But student workers often are sick or have other responsibilities, leaving the NCC librarian to cover circulation. We have had to reschedule one class orientation already this semester because

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the student worker called in sick and the librarian was the only one in the library.

- Extra hours for part time librarians for projects such as:
  - develop a more uniform presentation for LILA (Goal 6, 6A, Measure 2);
  - update and align Research Guides to current courses being offered to incorporate One Search/Primo, and current updated Online Reference Resources;
  - evaluate and develop new Primo Library Service Platform interface to fit student needs including front loading of resources for student success;
  - implement better integration of Library resources with Canvas
  - outreach to other faculty departments (History, Art, Psych, Speech, etc.);
  - create short video tutorials for how to search catalog and resources that can be embedded into Canvas (via specific research guides)

B. Equipment/furniture (other than technology)

- Improved signage - Goal 1 Access, and Goal 6, Facilities and Technology including signage for end caps in circulation area of library; Reference area, open lab, and Signage in different languages for "Ask Me" over the reference
- Collaboration furniture such as diner style tables and booths with white boards or smart board for student group work Goal 1 Access, and Goal 6, Facilities and Technology

C. Technology
- Refresh of staff computers and student lab computers to be able to run current software Goal 1 Access, and Goal 6, Facilities and Technology.

D. Facilities

- Increased shelving in the college archive to support the growing collection. Goal 1 Access, and Goal 6, Facilities and Technology
- Makerspace area in SLO library to conduct learn by doing workshops Goal 1 Access, and Goal 6, Facilities and Technology

SIGNATURE PAGE

Director(s), Manager(s), and/or Staff Associated with the Program

Student Services and Administrative Services Programs: All full-time director(s), managers, faculty and/or classified staff in the program must sign this form.

Division Chair/Director Name	Signature Date
Name	Signature Date
Name	Signature Date
Name	Signature Date
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