

SJDC Library Program Review Spring 2015

http://library.deltacollege.edu/docs/program_review_2015.pdf

Summary of Budgetary Requirements to Assure Adequate Library Services

Priority	Description	Funds needed	Info on Page #
Top	Faculty to teach sections of Library 1 and 2 courses/course-integrated library instruction/workshops (Equitable service)	~\$80,000/year	3
Top	3 new full-time staff members: 1 Instructional Support Assistant (ISAs) and 2 General Helpers (Full-time) (Equitable service)	~\$120,000/year	8, 13, 16
Top	Low-vision PC (and associated equipment) needs upgrading (Equitable service / Legal mandate)	~\$5000	9
Top	Complete the librarian hiring process (Contractual requirement)		14
Top	Archives staffing, remodeling and digitization (Equitable service)	~\$250,000	6
Top	Remodel/redesign Goleman Circ desk (Health and safety)	~20,000	14
Important	"Campus holds" integration (Equitable service)	No funds, just staff time	10
Important	Debit/Card implementation at Library (High student demand)	Minimal, if any funds. Staff time only	10
Important	Expand equipment for viewing, recording, and copying @ both libraries (Equitable service)	~\$10,000	11, 12

Library Information Literacy Instruction

The instructional program of the Library has three components: library courses (LIBRY 1, LIBRY 2, and LIBRY 3), course-integrated library instruction, and topical, hands-on library workshops. Program review of the library courses have been completed in CurricUNET.

1. Course-integrated library information literacy instruction

The library has a vigorous course-integrated library information literacy instructional program which has greatly empowered Delta students in their academic research and facilitated faculty in teaching plagiarism prevention and citing sources in major writing styles. During this review period, a total of 112 sessions of such library workshops have been conducted on the main campus, and a total of 3,343 students have benefited from such an instructional program. There was a marked increase of such instruction during this review period (See the table below).

Course Integrated Library Workshops/tours: Fall 2013 -- Fall 2014					
Academic Year	Fall 2013	Spring 2014	Fall 2014	Total	Increase/Decrease
Sessions	32	27	53	112	+40%
Attendance	1,104	960	1,279	3,343	+24%

Student Learning Outcomes were developed for each course-integrated library instructional session, and oral SLO assessments were conducted at the end of almost every session. Over 90% of the students who had attended these instructional sessions achieved their intended learning outcomes.

South Campus at Mountain House (SC@MH) library provided 15 sessions of course-integrated instruction during this review period.

2. Topical, Hands-on Library Workshops

Topical, hands-on library workshops are offered by library faculty each semester to keep the college community abreast with the latest library information technology and research tools. Library workshops on plagiarism prevention and citing sources in MLA, APA, and Chicago styles are must-attend workshops in dealing with plagiarism at the College. During this review period, a total of 60 sessions of hands-on library workshops were conducted, and 451 students and faculty benefited from these workshops (See the table below).

Library Workshops: Fall 2013 – Fall 2014				
Academic Year	Fall 2013	Spring 2014	Fall 2014	Total
Sessions	20	21	19	60
Attendance	156	99	196	451

Adjunct library faculty members participated in team-teaching with full-time librarians in Fall 2014 in preparation for future library instruction. SLO assessments are built in the workshops, and over 90% of the attendees achieved their intended learning outcomes.

Library Instructional Outlook and Resources Needs

In preparation for the LIBRY 1 and LIBRY 2 to be offered online beginning Summer 2015, the library faculty have attended or will be attending Etudes training so as to offer the multiple sections of the courses via the platform to satisfy the needs of our students. Both FTEF and FTES are anticipated to increase for the library course, and **the number of adjunct librarians participating in course-integrated library instruction and library workshops will likely increase as well.**

As a result the Library's instructional budget will need to be increased.

The Collection

Introduction

All parts of the library program act as resources for the campus. The collection is the physical and virtual resources discussed here. It is important to note that the location of the collection has expanded from serving not only the main campus but also the SC@MH campus and the growing number of students taking online courses.

Purpose

Consistent with the mission of the college, the overall purpose of collection development is designed to adequately serve the educational, economic, intellectual as well as recreational interests of our diverse student body, faculty, and staff. The collection does this by putting faculty textbooks on reserve, buying books for students to complete their papers as well as supplemental materials to assist with patron pursuits.

Objective

The goal of building the collection is to insure that materials are of sufficient quantity, depth, and breadth to serve the instructional program as well as the general, research, and cultural interests of the students, faculty and staff.

Consistent with Delta's Board of Trustees Policy, the collection is designed to improve student learning outcomes in the following ways:

- Increase skills and abilities;
- Facilitate a background of knowledge;
- Facilitate the development of critical thinking;
- Broaden social and political understanding and concern;
- Facilitate a sense of moral responsibility; and
- Encourage lifelong learning through use of information resources

Methods

The *means* by which the collection development will be carried out are as follows:

- Continually review/update the Collection Development Policy;
- Continue to involve the faculty in the process of collection development;
- Maintain ongoing evaluation of all library materials;
- Update the Five-Year Collection Development Plan on schedule; and
- Evaluate and select appropriate resources.

With the increase in how many computers and how much Wi-Fi are being used to access the collection, the maintenance of these service points are critical to ensure that students can get content. As stated in the Technical Services and Information Technology section, multiple computers will need to be updated and a more stable Wi-Fi infrastructure will need to be put into place.

E-Resources

The continuing expansion of the number of electronic resources available is necessary to make sure that student from both campuses and distance education students have access to much needed resources without being limited by location or library hours.

The collection has over 70 electronic databases accessible from the library website from on campus or remotely. The collection includes thousands of e-book titles as well. The expansion of e-resources is also especially critical as more students take classes online when some of them rarely step foot onto either campus now.

With the increase in the need for more e-resources, larger and larger amounts of the library budget will need to be devoted to e-resources. This can be problematic when also trying to maintain an adequate and up to date print collection as well as. As a result, the library materials budget may need to be increased for this reason in the future.

Further Notes on the SC@MH Collection

Since April 2012, SC@MH librarian has perused the print collection and has communicated with the Goleman Library Collection Development librarian. It was decided that the SC@MH librarian would oversee the resource needs for their campus's faculty and students. Communication with faculty resulted in lists of possible additions to the main print collection. The SC@MH Librarian bases purchases on Faculty input.

The expansion of the number of electronic resources, such as databases and Ebooks, has had a great benefit to SC@MH library, assuring that that remote students who could not come to the main campus could still have access to much needed resources.

Statistics

Databases are used by students for course work, especially for research requiring up-to-date information or applying a narrow research topic. Looking at the usage statistics of the number of searches done between June 2013-December 2014 using Delta's most popular databases, there is evidence of high use. The EbscoHost Databases which account for the largest part of our database collection had 13.5 million searches. The

Gale Databases had over 1 million searches for that same timeframe. Currently, there are over 98,000 books in our collection, and 27,800 e-books. There are 174 current print periodical subscriptions.

Resource Review for Curriculum Development

New courses and programs are submitted to the Dean of the Library. If the course resources are adequate, he can give his approval to the Curriculum Committee. This process is important to ensure that students are able to complete their assignments whether they are using their textbooks or library resources.

Archives

The College Archives serves as the deposit and preservation of the College's special collections and the College/local history collections. Since the formation of the college archives, the library went from having a small storage space in the old building to having a bigger archives room in the new building with no adequate shelving space or staff to acquire, organize, manage, and showcase the archival materials and to help patrons who need to use the collection. Contrary to the library faculty's recommendation for a temperature/light/humidity controlled environment for the College Archives, the Archives room has no mechanism to control the environment. Furthermore, there are two south-facing windows in the Archives, making the shelving and preservation of archival materials impossible. The archival materials are laid on the tables, counters, and even floors.

In order to get the College Archives organized, preserved, and secured, we request \$250,000 to get the following projects completed.

- Remove the south-facing windows and make the spaces a part of the solid wall.
- Purchase compact shelves for the archival materials waiting to be shelved.
- Reorganize the Archives room for installation of the compact shelves
- Hire an archivist
- Digitize library archival collection.

Preliminary research and price estimation have been or in the process of being done. We need a budget to make it a workable/usable room to serve the college community.

Ongoing Developments

The Librarian/Instructor Liaison Program

We are continuing to partner with classroom faculty to make sure resources adequately reflect the needs of the campus. This meticulous process involves consistently contacting and conversing with faculty in person, through email, and campus mail to

determine their needs. This also involves researching the departments, courses, and faculty syllabuses to build a proper collection for their faculty courses. Other services also include database trials for faculty. Currently, we are looking into databases serving the nursing and biology departments to ensure that their materials are up to date, which is essential for medical information. We are also exploring better ways of meeting the needs of applied science divisions.

Continued Respect for Diversity of Learning Styles and the Need for Basic Skills Materials

Since the 2009 program review, the “Skills Express” section has been updated and expanded to contain more copies of essential test taking books. This is essential to nursing, POST academy, Middle College, and students taking important placement exams that will have a life-long effect on education at Delta.

Since 2012, changes have been made to the Collection Development Policy to reflect the need for more study materials. Students have constantly come to the library for materials that supplement their textbook. For science or math courses, an essential key for students to master the tests and quizzes is having multiple practice exercises. As a result, there have been a number of practice problem books purchased. A large number of these books support STEM programs. In 2013, more subject guides will be bought to help students study for their courses in other disciplines.

Collection Development Plan

Since 2008, Delta’s Five Year Collection Development Plan 2008-2013 has shaped funding of the library’s budget. Planning must take place to develop the 2014-2019 plan to create a new spending proposal. This is especially important with increases in inflation and overall increases in the costs of print and electronic materials.

Purchase of Textbooks for Reserve

Traditionally, the library does not purchase textbooks for classes. However, a number of students are not receiving their financial aid until a month after class starts. Without these funds, students do not have the funds to purchase textbooks thus causing serious harm to their academic success. The library will work with administration to determine if funding for textbooks can be readministered, especially for large classes or where the textbooks are prohibitively expensive.

Technical Services & Information Technology

Introduction

Library technical services provides innovative and useful tools to locate, track, and create library and learning resources. Library Services relies on a variety of technologies to provide service. These technologies are deployed and maintained by the Librarian/Coordinator of Technical Services, with support from the campus Information Services.

Developments in Technical Services and Library Technology Since 2013

1. Acquisitions, Cataloging, Authority Control and Item Inventory

In the review period, the statistics for the number of books cataloged per year are: mean=2930. ("Cataloged" refers to the creation and maintenance of database records that describe the titles held in the library's collections.)

The implementation of Electronic Data Interchange (EDI) for both firm-order and standing order book acquisitions continues to be the standout improvement in operations. Work-flow efficiencies continue to be achieved through this change that allowed us to maintain catalog quality and not increase the back-log. All on-order titles are listed in the catalog. Rush service is available for any title, with sub-24 hour turnaround.

2. Staffing in Technical Services

The impact of the retirements continued to have significant impacts on Technical Services. The two classified staff who have off-desk assignment is in Technical Services have provided consistently excellent service. They are called on regularly to staff the Circulation Desk over-and-above their standard complement of desk hours. This places a significant strain on workflow. The decline in the number of Federal Work Study student workers over the last 5 years has had a severe negative effect on all Library operations. Adding to the impact, the few FWS workers tend to stay on the job for less time.

The Library desperately needs two full-time General Helpers, with one assigned to Technical Services, and one to Public Services. The Technical Services General Helper will provide consistent processing, receiving, and mending of library materials.

3. Staff Computers

One new PC was purchased for a Library Technician. Barcode scanners are available at all staff work stations. Working with Information Services Department, the Library's Sirsi server was migrated to Windows Server 2012 on a virtual server.

4. Public Computers

Nine new PCs were purchased for public access. High-priority public access computers that were requested in the 2013 Program Review were funded only after many requests in 2014 and concerns expressed by Academic Senate. District needs to do better supporting student access to computer resources in the Library.

5. Integrated systems

SirsiDynix Symphony (SDS) Integrated System continues to be a centerpiece in the Library's services. SDS is used to track acquisitions, cataloging, inventory, circulation, reserve room, and serials. In addition, SDS is the system that manages user access to three additional resources: PC Reservations, 3M Self Charge and 3M RFID gates (see below for explanation of these three systems). In Spring 2015, the Library began implementation of SirsiDynix's MobileCirc. This tablet-based tool allows for a variety of in-library and out-of-library services. Full implementation is anticipated before Fall 2015.

The Library uses Ebsco for discovery of database, URL linking and periodical-by-title searches.

6. RFID (Radio Frequency Identification)

In 2014, after four years of severe problems with 3M RFID, the Library decided to abandon 3M and migrate to Bibliotheca--a world leader in RFID in libraries. Installed in August 2014, the Bibliotheca staff and technology have been a much better fit for us. There are still issues with getting accurate 'footfall' gate counts; but, the quality of the technology and the knowledge and attitude of the support staff is very much better than 3M.

7. Book Scan Station

In 2014, the Library upgraded to solid state drives for all 3 systems. The systems run faster and more reliably than ever, and remain an extremely popular service.

8. Low Vision Adaptive Technology

The low vision computer station is overdue for a needed **(and legally mandated)** upgrade.

9. Wireless Internet Connections for Students

Login to wireless continues to be difficult for students.

If wireless were extended to other areas of campus it would help maintain a study-oriented environment in the Library.

Strategic Planning for Technical Services and Information Technology from 2013 that are still needed in the Next Two Years

1. Integration of library overdue/lost fees into the overall District “campus holds” structure

This goal requires the communication between the Library’s SDS system and “campus holds” system. Library and Information Services should do a feasibility study and proof-of-concept demonstration of how this will work. The technology to make this work (formatted text files and secure ftp between servers) is readily available.

Much of the preparation on the “library’s side” of this technology has been completed.

2. Debit/Credit Card implementation

Debit/Credit Cards in the library serve several purposes. This will support the “campus holds” goal, integrate with Financial Aide’s “Higher One” card, and will result in increased revenue for the Library and the District.

Credit and debit card payment is one of the **most student-requested services**.

The Library has software (e.g. Sirsi) to do this now. We are ready to work Information Services and Fiscal Services, to create and implement a plan for use of credit/debit cards for all Library fees.

3. PC Needs

Staff:

There will be need for replacement of staff PCs at these locations in the Library by end of Spring 2016 or sooner. (G105/Schermerhorn, 2 Adjunct Rooms near copy room, G219 Circ office, G138 Archives, 2 Tech Services workers). There may be more needed.

Public:

We anticipate replacing 40 PCs in Spring 2015. But at present, the newest public access PCs in the library are six years old. At least 26 of these PCs are at least eleven years old. In the next two years, we expect to need to replace at least 15 stations (in the Go-Cat! and LibCat areas).

4. The Library should enable the creation of content and provide far greater access to technology

The Library has a service imperative to get useful technologies into the hands of students. To this end, the Library should actively plan for the purchase and circulation of equipment (beyond just laptop PCs) for student use. For each piece of equipment,

there should be an analysis of needs and appropriate circulation procedures adopted. Examples of technology include (but not **at all** limited to):

For in-library use:

- HD monitor and surround-sound in a secure multimedia room
- Audio and video editing equipment and software

For check-out use:

- Tablet computers, Camcorders, Digital still cameras, e-Reader, Mp3 players, Calculators, Sound recording equipment.

Public Services

The library is the heart of the campus for many reasons

- The library is open longer hours during the day than many other campus services.
- The library is centrally located.
- The library serves over 300,000 students, faculty, and community members each year.
- The library offers immediate service.
- The library offers the only publicly accessible WiFi spot on campus.
- Adjunct faculty members utilize two study rooms upstairs to hold Office Hours.
- Many groups reserve the Faculty Reading Room to hold meetings.
- The library also houses a tutoring center that provides students with support in specific, non-science content areas, ranging from Psychology to Spanish.
- The library offers over 100,000 print and audiovisual resources and access to 58 databases which have over one hundred million documents.
- There are 48 public computers that students can use to complete coursework or access the library's online collection.

- **SC@MH Library**

Library Services started at SC@MH in July of 2009. Staffed with one part-time librarian (until April 2012 when a full-time librarian position was filled) and one full-time library technician, the SC@MH Library offers a small collection of reference, reserve, and circulating items. Four public computers are available for students to use for their research needs. A **Book Scan** station was added in September 2013. Several improvements were made in furniture, wiring, and copy machines. A book drop is now available. **We are committed to offering an equitable level of service at both Library locations.** To achieve this, SC@MH Library requires a coin machine for the copy machine/printer, a monitor for group viewing of media, and a video camera and stand for class projects, and a touch screen for printing computer.

- **Reference and Public Services**

The library continues to provide essential reference and information services. The Reference Desk and the Circulation Desk are staffed by Librarians, Library Technicians, and Library Circulation Assistants during all business hours. Beginning Fall 2014, the Library opened 30 minutes earlier than previously, at 7:30am, to accommodate students and faculty needing service before 8:00 classes, making the regular service hours from 7:30 a.m. to 6:30 p.m. Monday through Thursday and from 7:30 a.m. to 3:30 p.m. on Friday. Beginning October 6th, 2014, the Library hours were further increased to include evening hours Monday through Thursday to accommodate students on campus for evening classes, thereby bringing library service hours to a total of 60 hours per week. Staff assistance is also available by telephone and by email. Currently, no instant message chat services are offered through the reference desk, but we will continue to

study the feasibility of this new service. Librarians scheduled for the reference desk also oversee a public computer area consisting of seven catalog workstations (one is in the back of the library), forty-eight public computers, a PCRes station, and a Book Scan station. **The Library would greatly benefit from having an Instructional Support Assistant in the public-access computer area to provide adequate and timely support to student computer users.**

The design of the Goleman circulation desk continues to be a problem. The desk is too high for many staff. There are insufficient drawers, and a lack of electrical and computer support. This busy location needs a re-design and upgrade.

The Library desperately needs two full-time General Helpers, with one assigned to Public Services, and one to Technical Services. The Public Services General Helper will provide constant security and oversight for library collections and dependable shelving and paging services.

Statistics are tracked one week of each semester to provide an estimate of the Reference transaction numbers and the number of students inside the library on the 2nd floor (Learning Resources tracks the 1st floor) These statistics show that the library is an active and vital service to the college community. The Reference desk continues to be a busy point of contact with students.

Semester	Service	Number Served
Fall 2014 (16 weeks)	Reference Questions	5120
2014	Students on the 2 nd floor	88976

There are 48 public-use computers, and students must often make a reservation to gain access. As the only spot on campus offering Wi-Fi, the library is popular for many students who use the wireless network to access online courses and library materials on their mobile devices.

Another very popular service is the book scanners which students can reserve for fifteen minutes at a time to scan reserve materials or other documents. The scans can either be saved to a flash drive or sent via e-mail, thereby saving students the cost of printing. Two scanners are available at Goleman and one at SC@MH but there are still long wait times during the beginning of the semester.

- **Displays/Video Display**

The Goleman library has two display cases downstairs used to showcase special collections or to celebrate important events. A video display in the foyer also shows important library and campus news and services.

- **Oversize shelving retrofit completed**
"Oversize" shelving project was completed. This increased safety and access to the collections.
- **Special Programs**
The library offered special programs for multi-cultural awareness, National Library Week, and campus skills workshops.
- **Staffing Changes**
The library has continued to experience changes in staffing since 20013. The Coordinator of Public Services position was filled in January 2014. One of the four full-time librarians, SC@MH Librarian, retired in May 2014 and the vacancy went unfilled with the newly hired librarian taking on dual roles as Coordinator of Public Services and Collection Development. There has been an unfilled, contractually-required, library position since Spring 2014. In Fall 2014, a hiring process began and then stalled. **In Spring 2015, the hiring process re-started for the hiring of a Coordinator of Public Services.**
- **Current Staffing**
Staff in the Library consists of librarians, library technicians, library circulation assistants, and Student Assistants. Currently, the five faculty librarians serve as coordinators of Public Services, Technical Services, Collection Development, Bibliographic and Information Literacy Instruction, and the SC@MH Library where reference service is provided for 35 hours per week. In addition to their assigned areas of coordination, all four full-time librarians and 7 adjunct librarians staff the Goleman Library Reference desk for 60 hours per week. The library has 4.5 FTE library technicians (including one FTE library technician assigned to the SC@MH Library) and two FTE library circulation assistants. Two full-time library technicians serve as leads for Public Services and Technical services. Four substitutes (library circulation assistant/LCA) employees fill absences at the circulation desk. Periodically, the library employs, trains, and supervises student assistants in Instruction, Public Services, and Technical Services. Over the past year, more duties have been assigned to student assistants in order to free up time for staff to work on regular assignments. Student Assistants have assisted in crowd control during busier times, cleaning computer equipment, managing the security gate, organizing the stacks, and scanning documents in the archives.
- **Relationships with other College Components**
Full-time faculty continue to serve on college-wide committees and organizations:
 - Academic Senate
 - Curriculum Committee
 - Institutional Student Learning Outcomes
 - Cultural Awareness Programs Committee
 - Policies and Procedures

- Hiring committees
- General Education Committee
- SJDCTA
- Faculty Advisors for clubs
- Accreditation Study Co-Chairs
- Plagiarism Prevention Awareness Committee

The library continues to work as an integral part of the college and has close relationships with most departments within Instruction, Information Technology, Student Services and Business Services. Since the library offers meeting and classroom spaces, other departments frequently visit the library, allowing library staff to maintain close ties with the rest of the college community.

- **Support for Instruction**

College Divisions and faculty are given opportunities to provide input into the selection and maintenance of library materials. Students make heavy use of the library's course reserve materials, low vision adaptive technology, headphones, print and video/DVD collections, computer workstations, wireless Internet, and book scanner. Librarians connect and collaborate by phone, Spark Instant Messaging, email, and with visits to scheduled division meetings. A recent survey indicated that 94% of library users felt that their use of the library helped them with their coursework.

- **Reserve Room Services**

The library used to receive regular funding of about \$8,000 each year from ASBG to purchase course reserve textbooks. Without the funding, the supply of course reserve materials has diminished, though the course reserve program continues to fill a vital student need. There are many instances where students do not receive Financial Aid until after the semester begins and therefore rely on reserve textbooks available in the library to keep up with coursework. Funding for the reserve textbook collection is needed to sustain the service.

- **Customer Service**

The library provides sufficient and varied services to students, faculty, staff and community members. The observer will see that rarely will more than a few students wait for an excessive length of time to speak to a librarian. Lines of students, who wish to check-out required course materials at the circulation desk, are served concurrently by at least two library technicians/library circulation assistants. In high request times, additional library technicians are summoned. Available student assistants, when given call numbers, can help by finding the requested items on the reserve shelf. Student assistants also help direct library visitors to the correct lines during busy times. Librarians, library technicians, library circulation assistants, and student assistants all work together effectively to provide excellent service to students.

Strategic Planning for Public Services

The plan for the next six years is to address all goals.

- **Lighting**
Lighting fixtures will need to be regularly maintained as there are many dark spaces due to burned out lights that are not replaced. The lack of adequate lighting is a safety hazard.
- **Additional Furniture**
Due to the increasing number of library visitors each year, additional tables, chairs, and study carrels will need to be acquired in order to eliminate students sitting on the floor, especially in the aisles between bookshelves.
- **Supplies Vending Machine**
Look into the feasibility of partnering with either the Bookstore or Friends of the Library to offer a supplies vending machine so that students can purchase highly needed supplies.
- **Responsive Customer Service**
Continue to maintain appropriate and responsive levels of service in the Circulation and Reference functions, especially during the busiest times, which is the first two weeks of the semester. New student assistants will all receive training in crowd control and in assisting patrons with finding items on the shelves.
- **Student Assistant Staffing**
Find enough student assistants to staff the security gate during all open hours so that Circulation and Reference staff do not have to run downstairs whenever the alarm is triggered and so that security of library materials is maintained. **The full-time General Helper position is crucial to achieve this goal.**
- **Marketing of Library News and Services**
Increase awareness of library services for new and existing Delta students and faculty through intuitive signage, LCD advertising services, articles in the "Delta Express," and electronic communication.
- **Program Evaluation**
Innovative technologies will be evaluated and implemented in patron surveys for qualitative program evaluation and customer satisfaction at both desks.
- **Displays and Signage**
The Library will actively showcase materials in order to boost circulation. Some ways to accomplish this goal are to feature special displays (via mobile shelving or

display cases) and to create shelf signage that makes the stacks more inviting to library users.

- **Alarm**

Move the alarm panel from the front of the library to the back (staff) side of the library so that the building can start being armed.

- **Staff West Side Entrance Door the Library**

For the west staff entrance to the library, a large awning is needed to prevent flooding during the rainy season. Also, a security camera will need to be installed so that staff in Administration can be notified when visitors from other divisions need to be admitted to the library.