

Library Department
AUP for Academic Year 2019-2020
October 2018

Describe Department/Unit

Connection to College Mission

The library's mission is to support the college's educational programs and diverse communities by providing quality services, instruction, and collections that will: Ensure access by all Learning Resource Center users to current, quality information regardless of format. Facilitate the integration of new technologies into research, teaching, and learning. Provide appropriate technology and information resources to enhance user access and to expand student educational opportunities. Provide an environment conducive to discovery, student engagement, and self-learning. The library department's Administrative Unit Outcomes (AUOs) are: • Provide materials and services that support the college's programs and the research interests of students, staff, and faculty • Provide an environment that supports and fosters student engagement and learning, and faculty teaching and research • Optimize technology to enhance Information Competency instructional interactions across multiple modalities

Report on Improvements Made and Gaps Identified in the Prior Year

Student Equity: Actions Taken

Textbook Reserve Expansion. The library department advocated to receive funding from the Student Equity budget to expand our text reserve collections across all sites, including prisons. This collection was expanded to provide lower-cost text alternatives for students.

OER grant: The library department, along with English faculty, has continued to lead the college's efforts to adopt OERs via the grant.

Prison reference: The prison populations served by our college meet many equity markers and efforts to expand library supports and collections to the prisons was continued last year.

The student success factor initiatives (student engagement survey and early diagnostic assessment) were fully implemented and discussions are under way to ensure scaling out to adjuncts.

Student Equity: Gaps to be Addressed

Ethnicity: American Indian

Gap Identified:

Retention and success rates of Native American students who take LIBR C100 are lower than the college average (18% and 13% lower, respectively).

Discussion:

The majority of these students reside in the ESCC service area and we have not had a qualified adjunct to teach the course on-ground at ESCC for several years. As of spring 2019, we hope to offer 2 sections at ESCC on-ground with a new adjunct.

Outcomes Assessment: Actions Taken

Actions taken in the prior academic year

We assessed our SLOs spring 2017 and have nothing to report for actions taken as a result.

Assessments completed in the prior academic year

We assessed our AUOs in spring 18 via the Student Experience Survey, which asked questions about LRC resources, facilities, assistance given. It should be noted that we were not asked to input or review the questions prior to the survey going out. As such, the questions didn't completely address our AUOs and we hope to revise the questions for the next iteration.

The Student Experience Survey provided useful data about the Library and LRC (including website) and the data is disaggregated by site.

College wide:

Of the students who answered the questions, nearly half have used the LRC and Library website (substantially more than using other key college service areas) and respondents rate their satisfaction high (highest of all service areas).

Of the students who responded, there is overall agreement that the LRC is a good place to study, that the collections support their academic needs, that the librarians and staff offer support that help in their courses and that the hours are suitable for their needs.

Note: Respondents also agreed that having the LRC open on the weekends would be helpful; however, the LRC service area was the only area of the survey that asked this specific question and the department feels that students would answer similarly if prompted to reflect on weekend hours of the other college service areas. Also, with no distinction in the question re: LAC and LRC, it is difficult to ascertain exactly what students are being asked to comment on. Lastly, with extremely limited LRC staffing, weekend hours are not an option at this time.

Sites:

Site responses varied with regard to usage of the LRC and Library website and satisfaction with LRC facilities, collections, and assistance provided. ESCC respondents reported the highest usage with IWV a close 2nd. KRV and EK reported substantially lower usage of the LRC and Library website. Satisfaction with collections, facilities, and services were consistent college wide with Mammoth respondents less favorable overall.

A detailed report will be submitted in eLumen, when able.

Outcomes Assessment: Gaps to be Addressed

Satisfaction with Library Collections, Services, Environment

Type:

AUO

Target Missed/Gap Detected:

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Type of Gap:

Limited capacity/infrastructure. Need for revision to assessment method. Need to improve operational processes.

Analysis and Plan for Improvement:

Work with IR on ensuring question address our AUOs;

Increase librarian coverage at the sites;

Publicize and Market our resources, collections;

work with site directors and administration to plan for facilities improvements;

Anticipated Semester for Implementing Planned Improvements:

Ongoing

Anticipated Semester of Next Assessment:

Contingent upon next Student Experience Survey

Program Review: Actions Taken

Library

Year of Last Program Review:

2018

Actions Taken in the Prior Year to Address Strategies:

In 2017-18, the Library was in the final year of addressing our 2012 Program Review's 2 and 6 year strategies. The department assessed our progress and momentum on many of these strategies and determined that some of them would be continued in the 2018 Program Review as identified 2 and 6 year strategies.

Strategy (Goal) 1: Increase Information Competency skills and readiness among Basic Skills students

Strategy (Goal) 2: Increase library's instructional programming at sites and online

Strategy (Goal) (6-year): Increase the institutionalization of Information Competency at the College

The department made additional headway on these three goals in 17-18 by continuing to grow the Embedded Librarian program, offer supports to our Prison students, and optimize technology to offer virtual reference and orientations via iTV in the absence of adjuncts at the sites. These 3 goals informed our 2018 PR six-year strategy 1: Increase efficiency and effectiveness of library instruction program and 3: Continue to request an additional full-time librarian and grow adjunct librarian pool

The other Strategy from the 2012 PR addressed last year was #3: Enhance the Library's print and media collections without compromising the maintenance and development of eResources. This goal continues to be addressed; however, depends on a commitment to continue to fund the RESERVE collections through Equity funding, which has been decreasing since our first allotment.

Strategies Still to be Addressed:

All have been addressed.

Annual Planning: Actions Taken

Intentionalize and Align Library Instruction Across the Curriculum at the Program Level

This initiative is in progress. Curriculum mapping has been done at a general level and we reported in the 2018 Program Review our gaps in coverage with regards to library instruction programming:

We have steadily increased our instruction in CTE courses, particularly in CHDV, Computer Information/Business, and Public Services as well as in the Student Services (COUNS 101) courses. We continue to provide instruction across the LAS areas; however, we recognize a gap in providing instruction to classes in the Sciences. We also recognize a gap in scaling out/standardizing our programming across sections and at sites.

We coordinated with the CHDV department to develop a plan to integrate and standardize library instruction across their entire program. We still have work to do in this area.

Assess Prison Library Programming so that it is on a Sustainable Path

This initiative is in progress. We have a data collection process in place to track hours and transactions; we developed a packet for faculty teaching at the prison that outlines our process, expectations, timeline, etc.; we worked with the prison librarian to shift some of our unused/weeded reference collection to the Tehachapi (CCI) prison library, including establishing a monthly reporting on usage.

A full scale report to stakeholders is on hold until the Inmate Education Committee convenes and starts to identify what the equitable level of student supports looks like at the prisons. Already identified in the committee brainstorm was a need for a closed database of articles that students could perform searches for, without which it will be difficult to achieve equitable library services for this site.

We are a semester behind in offering LIBR C100. It is on the schedule for fall 18 at CCI and for spring 19 for both CAC and CCI.

OER Phase II: Implement OER Grant & Continue to Support Faculty in OER Adoption

The OER grant was implemented successfully with grant outcomes achieved above and beyond the requisites; workshops and training were offered to faculty at fall FLEX to showcase the important work done on the OER libguide housed on the library website. Training/workshops were offered in fall 17 and spring 18 semesters.

Review of Current Year Initiatives

Reminder of Initiatives for the Current Year

Increase enrollment in LIBR C100

Yes. We'd like help from IR to help us determine a good data set for looking at student success and retention beyond the LIBR C100 class;

We'd like help from SSSP and Site Directors in discussing best ways to ensure students take the class early--for recognizing and promoting it as a "college success" course and potentially funnel certain populations into the class in the same way certain populations are funneled into COUNS 101.

We'd like help from Deans and Directors in scheduling a "boot camp" model (summer) for offering LIBR C100 and COUNS 101 to certain populations (inmates?)

Continue to Support the College's OER efforts

Yes--we need to work with Equity to establish a realistic and sustainable funding amount to continue to sustain the Text Reserved collection, including OER textbooks.

Streamline and Enhance Online/Virtual Library Services to Students Across the Service Area

Yes--we need help from SSSP to help ensure that our efforts in this area are consistent with and don't duplicate other college service virtual platforms and approaches and to ensure effective integration with existing and potentially new technologies and platforms such as Navigate, Canvas, Zoom, Online Tutoring, etc.

We need help from Deans and Site directors to support and actively promote our efforts to offer virtual library services, especially in the absence of on-site adjunct librarians to ensure integrity and standardization of library instruction programming.

Plan Initiatives for Next Year

Initiatives for Next Academic Year

Develop a comprehensive data plan for measuring the impact of library usage and programming on student success

Is this part of a multiyear initiative?

Yes

Specific Action Steps to be Taken:

Work with IR to identify 3-5 cyclical data requests that will best measure library usage and programming on student success

Have IR run the first cycle of requests

Analyze results

Discuss findings to inform future operations

Lead Measure of Success:

Meeting with IR resulted in the identification of 3-5 cyclical data requests

Are any of the lead measures identified above lacking assessment instruments?

No

Does the department request help to develop these instruments?

Lag Measure of Success:

Raw, disaggregated data that looks at correlations between library usage/programming and success, retention, engagement...and potential increases in these success measures over time due to better-informed approaches.

Person Responsible:

Library Faculty and Staff. IR Office.

It addresses a program review strategy

Which strategic goal does this initiative address?

Goal 1: Maximize Student Success, Goal 2: Advance Student Equity Measures, Goal 5: Strengthen Organizational Effectiveness

Fully migrate from the SirsiDynix Library Services Platform to the ExLibris Library Services Platform

Is this part of a multiyear initiative?

No

Specific Action Steps to be Taken:

Get training for entire staff

Work with vendors, District IT, Technical Services Librarian to import records and data, run reports, etc.

Create new tutorials on how to navigate new platform

Lead Measure of Success:

Cataloging records and student records successfully imported

Training completed

Are any of the lead measures identified above lacking assessment instruments?

No

Does the department request help to develop these instruments?

Lag Measure of Success:

New reporting features harnessed and informing improvements in operations

Tutorials created to scale out new platform

Person Responsible:

Library Tech II, Librarians, IT, Technical Librarian at BC

Other

Operational

Which strategic goal does this initiative address?

Goal 3: Ensure Student Access, Goal 5: Strengthen Organizational Effectiveness

Develop a comprehensive marketing and communication plan for the library with events calendar, medium/mode of delivery, and built-in assessment

Is this part of a multiyear initiative?

No

Specific Action Steps to be Taken:

Identify all of the library events

Identify all of the ways the library communicates to students and faculty

Create a timeline and identify best approaches to publicize and communicate events, regularly-scheduled communications, programming, etc.

Identify person(s) responsible

Lead Measure of Success:

Plan Created

Are any of the lead measures identified above lacking assessment instruments?

No

Does the department request help to develop these instruments?

No

Lag Measure of Success:

Library communications to students and faculty streamlined, routine, consistent, and effective

Communication and marketing strategies assessed and improvements made

Person Responsible:

Library Faculty and Staff. Marketing Office.

Other

This initiative hits on many other goals, strategies, and initiatives. Primarily it falls under operational effectiveness.

Which strategic goal does this initiative address?

Evaluate Resource Needs

Facilities

IWV

Supplies (general): (\$250)

New Signage for service areas and displays (IWV and all sites): (\$500)

Bookdrop to replace lost main building bookdrop: (\$4,000)

Privacy Blinds for Librarians' office: (\$150)

ESCC

Brodart Sliding Clear View Door Cabinet for RESERVE text collections (72"H x 36"W x 18"D, color: putty): \$494 + tax (\$550?) x 2 (1 in B; 1 in M) (\$1,100 total)

Bishop Replace defunct and broken "rolling gate" between LRC/Library room and adjacent Community Room with a glass wall: Justification--The Bishop campus layout has been repurposed over the years to maximize efficiency and to optimize student and community interactions. The old "computer lab" adjacent to the LRC has turned into a highly-used community and student room to house events. The computers are now inside the adjacent LRC, allowing LRC faculty to work one-on-one with students in a smaller, more intimate venue. With the old defunct metal gate, sound carries from the community room (orchestra, community events, etc) into the LRC, which impedes student concentration and disrupts LRC learning interactions. A glass wall is needed to fully separate these two adjacent spaces that serve two distinct purposes on the campus. (\$18,000)

Tehachapi

An ergonomic office chair for the Librarian (\$300)

Supplies (\$100)--toner for new printer, paper for printer

KRV Supplies (general): (\$50)

Information Technology

IWV

Library Laptop replacements (per conversation with IT Director). Our current laptops are on the fritz: 8 new laptops with video and mic built in (\$1500 each) Based on usage statistics, we are asking for 8 instead of 10 (\$12,000)

KRV

Library Laptops (2) (per conversation with Site Director): \$3,000 2 new laptops with video and mic built in (\$1500 each) For student use in the LRC to update technology, increasing library, tutoring, and proctoring supports

Marketing

We are looking into procuring some new signage for exhibits/displays and for distinguishing service areas in the main and site

LRCs. Will have a discussion with the Marketing department about it.

Professional Development

Each librarian will attend at least 1 conference per year, to allow the librarians to keep up with the high-paced changes happening in academic librarianship (\$4000)

Travel to sites for training, oversight, collection management: (\$250)

For requisite training to migrate from our current LMS to the ExLibris (State-paid) LMS, we will need additional travel funding (\$150)

Research and Data

Developing a comprehensive library data plan is one of our identified initiatives. We hope to partner with IR on this initiative.

Staffing Requests

1000 Category - Certificated Positions

Librarian

Location:

EKC Edwards/Cal City, EKC Tehachapi

Justification:

Librarian needed for serving our expanding service area in East Kern (Tehachapi Center, CCI prison, CCA prison and KRV).

New librarian would:

Teach LIBR C100 at both prisons and at KRV (a course required for the Local AA Gen Ed pattern)

Provide library instruction to students taking classes at Tehachapi, the prisons, and KRV

Provide reference services to students at the prisons.

Currently, prison reference ALONE is averaging librarians in the department ~ 14 hours per week

In Spring 17, we provided research assistance to 10 prison sections

In Fall 17, we provided research assistance to 14 prison sections

In Spring 18, we provided research assistance to 17 prison sections

The library efforts have been overwhelmingly supported by both prison faculty and students alike. In a recent survey, all but 2 of the 61 Prison students "Strongly Agreed/Agreed" that having library supports added value to the education we are providing them. A counselor and Ed. Adviser have been hired to serve this growing service area and a Librarian would round out the non-instructional support needs of students in this service area.

Currently, 2 adjuncts work 18 hours per week to provide on-site coverage on a single day at EK KRV and EK Tehachapi, excluding prison reference.

Starting in spring 2019, 2 sections of LIBR C100 will be offered at the prisons (.266 load)

Using this AUP area to document adjunct librarian staffing requests:

Location:

CC Online, EKC Tehachapi, ESCC Bishop, ESCC Mammoth Lakes, Kern River Valley, Ridgecrest/IWV

Justification:

Using this AUP area to identify adjunct librarian staffing requests:

IWV: 6 hours per week @ \$11,520

KRV: 6 hours per week @ \$11,520

ESCC: 12 hours per week @ \$23,040

TEH/CCI: 18 hours per week @ \$34,560

If a full time EK Librarian position is hired, the KRV and TEH/CCI adjunct hours would not be needed.

2000 Category - Classified Staff

Position Augmentation: Library Tech I

Location:

Ridgecrest/IWV

Salary Grade:

Range 36

Number of Months:

12

Number of Hours per Week:

40

Salary Amount:

2814.80

Justification:

For a few years now, we have been asking for an augmentation to the Tech I position. Instead of a 30 hour per week/9 month position, we need a 40 hour per week, 12 month position. The Tech I performs duties and projects that cannot be performed by the Assistant, such as ILL and book processing and, currently, this crucial Technical position does not work summers--which is when projects like weeding and inventorying take place.

With new department initiatives afoot such as prison reference clerical work, OER collection growth; marketing/communication/engagement efforts ramping up; with the migration to ExLibris (which opens up a new data land of technical librarian work); and with our data initiative that will put the library department on an intensive cyclical review of library data....this position augmentation is crucial.

LRC Technician

Location:

EKC Tehachapi

Salary Grade:

38

Number of Months:

11

Number of Hours per Week:

30

Salary Amount:

~20,000

Justification:

The LRC Technician position identified and justified in the LAC Unit Plan will also perform some Library functions, so I wanted to capture it here as well. Printing articles for prison reference; maintaining and checking out the RESERVE collection--these are two support functions that this position would assist the library department with.