## Program Review - Library

### 2019 - 2020

**1. Department Goals - Current Progress:** Goal #1
Continue to advocate for equitable access to library services for students, staff and faculty at RCC. This will support the following college goals: Increase Student Engagement, Provide High Quality Education and Incorporate Innovation and Technology.

Resources (staffing, funding, training, etc.) required to meet this goal:
- **Staffing**
  - Last request for Temp Classified LT
  - [https://docs.google.com/document/d/1TeXGjUpK5vdqQHQtw5aS4Rlc4bIcog-Fnw034zXV_nkc/edit?usp=sharing](https://docs.google.com/document/d/1TeXGjUpK5vdqQHQtw5aS4Rlc4bIcog-Fnw034zXV_nkc/edit?usp=sharing)

No progress - Our requests for a Library Technician (LT) for RCC or for a split assignment LT have never ranked high enough to hire. See Future Goal #1 below.

Goal #2
Continue collaborating with individual faculty on collection development and research assignment creation. The Los Rios Libraries are migrating to a new Library Services Platform (LSP) for both library operations and discovery, which will necessitate updating many of our research assignments and all of our online research guides.

Resources (staffing, funding, training, etc.) required to meet this goal:
- **Time**
  - Librarians continue to work with individual faculty members.

Goal #3
Strategic marketing of library resources, services and space. This will support the following college goals: Increase Student Engagement, Provide High Quality Education and Incorporate Innovation and Technology.

Resources (staffing, funding, training, etc.) required to meet this goal:
- **Time**
  - Ongoing. Fall 2019 hire will be asked to focus on library user experience and develop marketing strategies for library resources and services.

### 2. Department Goals - Future: Goal #1
Expand Services at RCC
1) Train existing Learning Resource Center staff to maintain and use our new Library Services Platform (Alma). This will allow for inter-campus loan for the first time at RCC and also allow for seamless integration with existing FLC Textbook Reserves services. Please note that existing staff will be working out of class, doing the work of Library Technicians. This precedent was not set at Folsom Lake College.

Resources (staffing, funding, training, etc.) required to meet this goal:
- **Time**

2) Promote both in-person and chat research assistance for RCC students, staff and faculty.
- **Time**

Goal #2
Chat Research Assistance will begin in Spring 2020, with 24/7 coverage mode available by Summer 2020. (see 17. Maintaining Program Currency)

1) Promote Chat Research Assistance to entire FLC Community.

Resources (staffing, funding, training, etc.) required to meet this goal:

Time

Goal #3
Archives at EDC
1) Begin to describe and organize existing collection
2) Store existing collection appropriately
3) Create finding aids so materials can be accessible to users.

Resources (staffing, funding, training, etc.) required to meet this goal:

Time

Goal #4
Information Literacy Program
1) Coordinate with Orientation & Outreach for library services messaging/intro to prospective and new students
2) Coordinate with English faculty to integrate IL into ENGWR 300/33
2) Develop customized tutorials for discipline-specific IL concepts
3) Continue to work with Guided Pathways projects
4) Develop plan and content for integrated education as outlined in IL framework

Resources (staffing, funding, training, etc.) required to meet this goal:

Time

3. Special or Long Term Projects: Continue work to ensure a smooth migration to new Library Services Platform (LSP). See 2018 - 2019 ADP for explanation of the migration.

Resources (staffing, funding, training, etc.) required to meet this goal:

Time, as every library staff and faculty member will have some to many changes to their job operations.

4. Department/Discipline Plans - Curriculum and Course Sequencing: LIBR 318 - As of Spring 2018 Library 318 has been scheduled as an other term course, beginning in the third week of the semester. Although there was a moderate increase in enrollment between Spring 2017 (n=16) and Spring 2018 (n=22)/Spring 2019 (n=20), low enrollment continues to be an issue. In Summer 2019, we saw a significant increase in enrollment related to direct faculty outreach (n=36).

LIBR faculty have pursued the idea of offering LIBR 318 to second semester First Year Experience (FYE) students, as it aligns with the information literacy component of the FYE curriculum. However, this collaboration continues to remain unfunded.

The librarians are interested in positioning LIBR 318 or a subject-specific LIBR course offering in the FLC development of Pathways.

LIBR 318 was revised Summer 2014 and went through Curriculum Review process Fall 2014. LIBR 318 faculty plans to revise curriculum in Fall 2020 to integrate themes from the Framework for Information Literacy for Higher Education (Association for College and Research Libraries).

100% of current LIBR courses are offered online.

Sequence of Offerings is not applicable as the Library Program currently only offers a single one-unit course.

5. Program Development & Revision: The sections below present the closest library equivalent to Program Development & Revision.

All Locations:
Folsom Lake College

1) Library's Physical Space: There are two areas under consideration to maintain or improve the use of the library's physical
space. First, the staff at the circulation desk are reporting that the high stools at the circulation counter as well as the chairs in the same area need to be replaced. They are now 15 years old and have been in continual daily use. This is a safety issue and contributes toward an effective work environment. Second, there is discussion about consolidating the existing Reference collection and removing a couple of ranges of shelving to make room for the creation of a comfortable, quiet reading space for students.

2) Information Literacy Framework
https://drive.google.com/file/d/161nvjvXd20wlCmxr6nYa3LUbTJMQ-efo/view?usp=sharing (See 17. Maintaining Program Currency for a summary)

3) Expanded Chat Research Help Services (See Future Goal #2 above & 17. Maintaining Program Currency)

El Dorado Center
1) The new research desk has been ordered and will hopefully be installed by the beginning of the Spring 2020 semester. Its new central position is in direct line of sight of the front door, so students will see the research desk as they enter the library. The design will also better match the circulation counter.

The library began promoting research services at EDC in 2014 through library instruction, research guides and by giving students the opportunity to schedule a research appointment with a librarian outside our regularly scheduled times.

2) C217 has been converted into a small, 19 seat, computer classroom. C202 was the only computer classroom at EDC until now and each semester a number of library instructions had to be done in non-computer classrooms, due to semester length classes being housed in C202. This was detrimental to the learning experience of our students, as there was no hands-on component. Now we will be able to move between the 2 rooms, depending on the number of students attending. This is hugely beneficial to our students.

3) Work continues on centralizing all historic EDC/FLC/RCC materials at the Folsom Lake College Archive (housed in the EDC Library). Still a substantial amount of materials at FLC that need to be transported up to Archive. The librarians working at both campuses will continue to collect materials; accurately describe the items we already have; store these items appropriately and safely; and create finding aids so they can be more readily accessible.

4) The EDC library has very limited staffing and depends upon long-term temporary classified staff to make sure that the full-time Library Technician is able to take a lunch break each day and also ensure that the library stays open Monday - Thursday until 6:00. In order to maintain this level of access for students, we need to be sure that our operating budget is augmented each year so that we can meet the scheduled pay raises for our temporary classified staff over the next few years.

Rancho Cordova Center
Expansion of services at RCC will occur in two phases. Upon completion of items 1 & 2 below, RCC will have all of the same library services that FLC and EDC students, staff and faculty enjoy.

1) Inter-campus Loan Services - Librarians will set up our new Library Services Platform at RCC in the Spring 2020 semester. RCC Learning Resource Center staff will then be trained on the new system. Shortly thereafter, we will launch inter-campus loan services for the first time at RCC. This will make books, DVDs and other physical materials from the five Los Rios Libraries available to RCC students, staff and faculty.

2) Course Reserves will also be integrated into the new Library Services Platform.

6. Percent of SLOs assessed: 100%
7. Course SLOs - Synopsis: Course SLO assessment for LIBR 318 was completed in Spring 2018.

90% (n=18) of the students that successfully completed Library 318 (n=20) demonstrated the ability to define the nature and extent of information needed to complete a research task.

90% (n=18) of students that successfully completed Library 318 (n=20) demonstrated the ability to access needed information effectively and efficiently by developing, organizing, and using their own Information Toolkit.
80% (n=16) of students that successfully completed Library 318 (n=20) demonstrated their ability to critically evaluate a website for target audience, information depth and accuracy, credibility, authority, and bias.

90% (n=18) of students that successfully completed Library 318 (n=20) demonstrated the ability to use information ethically and legally by discussing the ways they consume and contribute information, and reflecting on their own responsibilities in today's information environment.

8. Course SLOs - Strategies for Improvement/Maintenance: LIBR faculty are members of the district's Information Literacy Community of Practice which focuses on the teaching and assessment of information literacy concepts. Ongoing content and professional development in this area will benefit LIBR 318 course activities and assessment methods.

9. Program SLOs - Synopsis: PSLO-Course Maps are not applicable as the Library Program currently only offers a single one-unit course.

10. Program SLOs - Strategies for Improvement/Maintenance: PSLO-Course Maps are not applicable as the Library Program currently only offers a single one-unit course.

11. Improving Course and Program Success Rates - Data Analysis: Success (67.5%) and retention (77.5%) rates declined in Fall 2018 and Spring 2019. However, the small sample size each semester means that these indicators may vary dramatically based on the success and/or retention of very few students.

Marketing efforts for LIBR 318 have continued, and faculty outreach in ENGWR and CHEM courses, in addition to the ongoing support from Counseling, has improved enrollment over the past two semesters.

12. Improving Course and Program Success Rates - Strategies and Resources Needed: One of the FLC librarians devoted sabbatical release time to complete Phase II of what we envision as a three-phase project to develop an integrative approach to information literacy (IL) across the institution. Phase I research, completed Spring 2017, focused on best practices and effective models for embedding information literacy in higher education. Utilizing these findings, Phase II, completed in Spring 2019, was devoted to creating a framework for a tiered IL pilot program. The program will focus on key elements such as use of online modules, guided pathways, and IL instruction in discipline specific contexts. (This is discussed more fully in #17 below).

Phase III, dependent on appropriate levels of release time given, will be devoted to the full development of the pilot program, including writing curricula, creation of faculty training materials, assessment/data tracking methods, and more.

13. Suggestions for Improving the ADP/PR process: Creating a template for the library.

Help buttons for Program Review questions 17 & 18

14. Is your ADP complete and ready for review by the Dean and Vice President?: Yes

15. Mission Statement: The Folsom Lake College Libraries provide access to quality information in a variety of formats to all students regardless of location. We instruct students in research skills in different modalities that range from online guides through face-to-face interactions to more structured classroom settings. We provide students with knowledge skills that extend learning and enhance critical thinking for academic pursuits, career demands, and lifelong learning. As librarians, we seek to instill the value of books and ideas and an appreciation of the rich history of human thought. The Libraries strive to support intellectual freedom and growth for the FLC community and play an essential role in the educational mission of the college.

16. Pre-Requisite and Co-Requisite Validation: N/A

17. Maintaining Program Currency: Technology & Accessibility

LSP

The Los Rios Libraries are in the process of migrating library systems as part of a statewide, cooperative Library Services Platform (LSP) Project facilitated by the CCC Technology Center and the Council of Chief Librarians. As part of this process, the Los Rios Librarians and Library Staff have been working on configuring the new system, reviewing all existing library data and workflows, and establishing future policies.

The Library Services Platform (LSP) project is a statewide initiative to implement a unified resource management system across California community college libraries. This project will enable libraries to manage both print and electronic resources using Alma, a cloud-based library services platform. Alma is integrated with Primo, a patron-facing discovery service that provides centralized and personalized access to each participating college’s library resources. Each college will have local control over functional aspects of Alma and Primo configurations, while taking advantage of shared opportunities for cataloging, e-resource data, interlibrary loan, and other services. Implementation costs, including training and support, as well as the first year’s subscription are funded by the LSP project.

Migration to the new LSP (Alma) will provide opportunities to improve efficiency for many library operations, including spine label printing and serials label printing. We would like to get two Zebra ZD500 label printers (one each for FLC and EDC) to
enable integrated printing using Alma (LSP) and a free software called SpineOMatic.

Chat
The Los Rios Libraries are discontinuing our current chat platform and switching to the LibAnswers software platform, which is a much more comprehensive system. We were told that it's 24/7 back-up staffing functionality would be ready for a January 2020 roll-out, but were just informed that it will more likely be May 2020. We will roll out the new system in November without the 24/7.

Program Evolution
Folsom Lake College Information Literacy Framework
In Fall 2019, the FLC library developed a framework for a tiered information literacy pilot program for Folsom Lake College that will help:
- make IL a priority for students and faculty
- students build skills as they progress through their classes
- reduce barriers students face in settings that require navigation of information-rich environments/situations
- provide cohesive instruction through strategic points of contact
- strengthen elements in existing courses that have information literacy components
- teach information literacy within in a discipline-specific context
- students use IL skills in real-world settings
- support students with through equity minded approach.

The program aims to teach students information literacy concepts and help them develop those skills through learning opportunities at various points in their educational careers.

ORIENTATION- Introducing new students to library services and resources
In-person tour of library space at main campus and centers
Library faculty work closely with orientation specialist for unified messaging
Positive, welcoming environment for students

FIRST YEAR EXPERIENCE - Introducing basic information literacy concepts through the First Year Experience
Dedicated lecture hours for IL instruction
Library instruction & tutorials in Canvas
Hands-on practical experience
Collaboration with FYE faculty to deliver relevant instruction

COLLEGE COMPOSITION - Integrating information literacy instruction into ENGWR 300/33
Six dedicated lecture hours for IL content in ENGWR 300/33, respectively
Guide students through in-depth research and search techniques
Contextualized information literacy practice to support assignments & projects
Collaboration with English faculty to deliver relevant instruction

GUIDED PATHWAYS/META MAJORS- Participating in cross-functional teams for student success
Personal librarian for each meta major
Member of student support and referral system in Starfish
Discipline-specific advanced library instruction & tutorials
Course-mapping LIBR 318 into pathways & new IL/Research courses

INTEGRATED EDUCATION - Providing multiple layers of support integrating IL fully into the college experience
Advanced education and collaboration with local high school librarians
Career, work experience, and real-world IL
Learning Communities (DSPS, Veterans, Student Athletes, Inmate Ed, etc.)
IL training for faculty and staff

Statistics
Library Instruction Statistics:
https://docs.google.com/document/d/1mw5u3zRXiv1JGRa20Fqq6tPwpgd5jjF3U08MuxHx1Ws/edit?usp=sharing
Folsom Lake College Library - Age of Collection Statistics
Before 2000 – 18.26%
Between 2000-2010 – 64.29%
After 2010 – 17.45%

El Dorado Center Library - Age of Collection Statistics
In Fall 2014, the librarians and library technician launched a concerted effort to weed older materials and update the EDC Library collection for our students, staff and faculty. Below are the positive results of that continuing effort.
Before 2000 – 49.73% (down from 60.8% in 2014)
Between 2000-2010 – 31.71%
After 2010 – 18.56% (up from 8% in 2014)

New database subscriptions added since Fall 2014:

18. Evidence of Program Relevancy: Student Library Survey Results
https://drive.google.com/file/d/1mTQ7XqahSRKiLVODVG9uPsxOtqW2DGxF/view?usp=sharing

Employee Library Survey Results
https://drive.google.com/file/d/13EsPSiMOcSc_goK8sbD4BgoLsf67oPSV/view?usp=sharing

Classroom faculty continue to value librarian led research instruction. Over the last 5 year period, we have averaged 140 instruction requests per year, serving an average of 4002 students per year. (See 17. Maintaining Program Currency above for link to full statistical breakdown)