San Bernardino
Valley College

2017-18
Annual Unit Plan

Name of Unit: Library & Learning Support Services
Name of Area: Student Services
April 1, 2017

Mission Statement

The Library supports the academic programs of San Bernardino Valley College by providing a wide range of learning resources at varying levels of difficulty, with diversity of appeal, and representing differing points of view, to meet the needs of students and instructors.

Characteristics, Performance and Trends

The 40,000 square foot SBVC Library houses a collection of over 70,000 volumes, over 200,000 e-books, 110 current periodical subscriptions, and over 40 microfilm titles. SBVC students and faculty also have access to hundreds of thousands of journal articles indexed in over 40 general and specialized research databases, as well as general, vocational and subject-based tutorials, exercises and practice tests offered through *Learning Express*.

When classes are in session, the Library is open 63.5 hours per week: Mon-Thu 7:30-8:00, Friday 7:30-5:00 and Saturday 10:00-2:00. The Library participates in *Question Point*, affording students 24/7 online reference service. The Reference Desk is staffed, usually by two librarians, during all regular hours of operation. Additionally, library faculty offer customized information literacy instruction and open workshops, as well as courses offered as part of the Library Technology AA and certificate programs.

Expanded hours of operation continues to be the most frequent request from students. Increased staffing (restoration of a position previously lost to attrition) has allowed those requests to be met. As of Fall 2016 the library opens 30 minutes earlier (7:30 a.m.) Mon-Fri and since Spring 2015 the library stays open until 10:00 p.m. during the week before, and the week of, final exams.

Also housed in the library are over 110 computers, 3 printers, and several photocopiers and microfilm readers, supported by two computer technicians, and available for use during all regular hours of operation. The reference area also provides an additional 35 dedicated research workstations.

Materials from the general collection may be checked out for 21 days by SBVC and Crafton Hills College students and faculty with a current school ID. The Circulation Desk is staffed by classified employees, backed by student assistants, during all regular hours of operation. Housed behind the desk is the extremely popular Textbook Bank, which includes copies of expensive and/or high-demand textbooks assigned during the current semester, available to students for 2 hours at time, for in-library use. Additional copies of "basic skills" textbooks can be checked out overnight.

The SBVC Library is an extremely busy and popular service on campus, serving as many as 2,000 visitors every day. The department is consistently reviewed positively by students and faculty. Library faculty partner with academic departments and specialized student service areas, and maintain a strong presence in campus-wide governance. Faculty and staff at all service desks manage patron transactions with friendly efficiency, and students feel welcome in the library.

Strengths and Weaknesses

Strengths

- People: The faculty and staff of the SBVC Library consistently demonstrate commitment to student success, and should be commended for working well together as a team to meet the needs of our students and faculty.
- Reputation: The Library enjoys a well-earned positive image in the campus community.
- Ability: Library faculty and staff know and perform their jobs very well.

Weaknesses

- Cumbersome and/or redundant practices and procedures: Changes could be made to utilize technology and better integrate systems, to provide the same or even improved services faster and more easily.
- Professional development: While librarians are contractually afforded time for professional development, classified staff do not enjoy similar opportunities, due to the need to simply keep the building open.

Opportunities and Challenges

Opportunities
- In 2015-16 the library requested and received $5,000 in Student Equity funds to renew our subscription to Learning Express, and $20,000 to purchase additional copies of "basic skills" textbooks, specifically designated to circulate overnight. Data analysis showed a measurable positive impact on the success rates of our disproportionately impacted student cohorts. Since Student Equity funding cannot be relied upon indefinitely, increased funding for textbooks has been built into the 2017-18 budget.
- The anticipated development and implementation of a statewide integrated library system (see Goal #1) will afford us the opportunity to re-examine policies, procedures and workflows.
- The Library Technology AA/Certificate program is consistently enrolled and remains secure, as one of just a handful of Library Tech programs in the Greater LA region.

Challenges
- The need to "do more with less" continues.
- Professional development opportunities (and even departmental meetings) are usually impossible to arrange, due to the desire to maintain current hours of operation.
- Without significant reconfiguration, public study space is at capacity.
- Future trends and attendant needs in information technology are particularly difficult to forecast.

Evaluation of Unit's Performance

The Library consistently and admirably maintains high standards of service. Faculty and staff evince a strong commitment to student success, and go above and beyond what is expected of them, to meet and exceed our students' wants and needs.

3-5 Year Strategic Directions

As a critical and vibrant student service center, the Library must take advantage of its good standing, and leverage student expectations, in order to grow services and resources, while expanding opportunities for its faculty and staff to contribute to student success. The Library should be defined less by what students can find in it, and more by what they can get from it.

Goals and Objectives

Goal #1 — Short term (1-2 years) — Status: tba

Library staff and faculty will prepare for and implement the anticipated migration to a new statewide integrated library system (ILS) over the next 2 years.

Supports

SBVC Strategic Initiative 2 – Student Success

Evaluation

The Library will be prepared to "go live" with the new ILS on schedule, as established by CCC.

Objective #1.1 — Status: in progress

Known issues with the current system (OCLC WMS) will be identified, and data "cleanup" will begin during summer 2017, and continue through the transition period.

Objective #1.2 — Status: tba

Library faculty and staff will receive all necessary and appropriate training in advance of implementation.

Resources Needed

Travel to regional training sessions for some faculty and staff may be required.
  - ➢ Object Code 5200 • $2,000 • one-time (FY 2018-19)

Goals and Objectives

Goal #2	Short term (1-2 years) and ongoing	Status: in progress

Hard data will be systematically gathered and analyzed to support and inform planning.

Supports

SBVC Strategic Initiative 5 – Effective Evaluation and Accountability

Evaluation

All program evaluation, planning and needs assessment will be supported by pertinent statistical evidence.

Objective #2.1	Status: in progress

Systems and procedures will be identified and established for capturing and extracting student data for all service transactions (circulation, computer lab, reference & instruction).

Objective #2.2	Status: tba

Working with Campus Technology Services, the Library will develop means to analyze transactional data in various ways (demographic trends, academic success rates, etc.) without impinging on privacy rights.

Objectives have been met and are ongoing. Transactional data is regularly captured and analyzed through a variety of means and systems (*SenSource, Cybrarian, OCLC WMS*) and reported as an integral component of formal and informal program review processes (EMP's, Program Efficacy, etc.) Class rosters for sections that received library instruction were compiled and submitted to the office of Research, Planning and Institutional Effectiveness for analysis, which revealed that 67.3% of students who classes attended library workshops during Spring 2015 received a passing grade, compared to 65.4% of students who did not. Workshop attendees also re-enrolled at a 93.3% rate, compared to 87.3%, and had a collective term GPA of 2.34, compared to 2.25. Objective, quantitative data have supported anecdotal operating assumptions (i.e., "no surprises") and are proving to be essential in program evaluation and planning.

Implementation of Cybrarian has allowed our computer lab technicians to focus more on user support instead of simple traffic management. Also, a pop-up user survey window was added in January 2016, asking students to indicate the reason(s) for that session (e-mail, research, Blackboard, etc.) allowing for more in-depth understanding of patterns of use and emerging needs.

Goal #3   Long term (2-3 years)   Status: in progress

The Library Technology Associates Degree and Certificate programs will enhance their standing among similar regional programs.

Supports

SBVC Strategic Initiative 2 – Student Success

Evaluation

Program revisions will secure Board approval and ALA certification by the end of 2016, and the programs will see a minimum 5% increase in overall FTE enrollment by Fall 2017.

Objective #3.1   Status: in progress

The Library Technology Associates Degree and Certificate programs will be revised and updated, and formally recognized as a Library Support Staff Certification program, in partnership with the American Library Association.

Objective #3.2   Status: tba

The library director and/or faculty will attend professional conferences during 2016-17 to promote the AA/Cert program.

Library faculty successfully completed a thorough curriculum review and update, aligning it directly with national and state professional standards and recommendations, and state approval was finalized in Spring 2017. Interest in the program, as measured by inquiries from potential students, remains strong.

Goal #4   Long term (2-3 years)   Status: tba

The Library will enhance and expand its role as purveyor of Information Literacy instruction, as a core competency.

Supports

SBVC Strategic Initiative 2 – Student Success

Evaluation

At its inception the *First Year Experience* program will include a required, credit-bearing *Information Literacy & Research Skills* course.

Objective #4.1   Status: tba

At least one librarian will be "embedded" with the new *FYE* program.

Objective #4.2   Status: tba

In collaboration with the new *FYE* director and other contributors, library faculty will develop or revise a credit-bearing *Information Literacy & Research Skills* course, appropriate to new college students.

LIB 110 (*Information Literacy*) has been included as part of the core curriculum for the *First Year Experience* program since its inception. While AcAd 001 (*Strategies for College Success*) was not integrated into *FYE* as initially imagined, it continues to be a popular and viable course, and one of the few SBVC courses offered to high school students off campus.

Goal #5   Long term (2-3 years)   Status: tba

Apply existing and emerging technologies to streamline procedures and improve services.

Supports

SBVC Strategic Initiative 6 – Facilities

Evaluation

Student wait times at service desks will be reduced by at least 25%

Objective #5.1   Status: tba

Systems and procedures for student authentication and use of computers and printers will be streamlined.

Resources Needed

computer software and/or hardware

Objective #5.2   Status: tba

To the extent legally and logistically possible, the Textbook Bank will be digitized and made available as e-books.

Ongoing *Cybrarian* annual support cost is $1,500 and is been built into the library's annual budget. Waiting lines at the computer lab desk have been virtually eliminated.

Discussions with district counsel concluded that Objective 5.2 was legally uncertain and risky. However, library management and faculty are in the vanguard of SBVC's effort to take advantage of the statewide Open Educational Resources incentive program. As of this writing over 30 course sections have committed to the complete use of online textbooks, reducing or eliminating textbook costs for those students. As a result, the state will provide $1,000 per section for support and professional development aimed at increasing the number of participants.

Goal #6   Short term (1-2 years)   Status: in progress

Library hours of operation and staffing schedules will be optimized to serve student needs.

Supports

- SBVC Strategic Initiative 2 – Student Success
- SBVC Strategic Initiative 6 – Facilities

Evaluation

Overtime hours will be reduced by at least 25%

Objective #6.1   Status: tba

Traffic data will be gathered and analyzed (see Goal #1) to determine if hours of operation can be reduced on Fridays without negatively impacting student success.

Objective #6.2   Status: in progress

Work schedules of classified staff and student workers will be optimized, to reduce reliance on overtime.

Resources Needed

additional student hours
  ➤ Object Code 2380 • $3,000 • annual

Regularly-scheduled overtime has been substantially reduced (by over 80%) and now involves only one staff member working 4 hours per week of regularly scheduled overtime. With the help of Institutional Research, analysis of library traffic data and campus-wide enrollment patterns indicated that expansion of library hours would be most effective on weekday mornings. Accordingly, the library now opens at 7:30 a.m. Mon-Fri.

Additional funding for student workers was requested and received in 2016-17, to cover expanded hours during the week prior to, and the week of, final exams.

Participants

The following people participated in the development and/or review of this plan.

1. Ron Hastings – Plan Leader
2. Rose Mary Bishop - Reviewer
3. Virginia Evans-Perry – Participant
4. Angelita Gideon – Participant
5. Ernest Guillen – Reviewer
6. Claudia Herrera - Reviewer
7. Tim Hosford – Reviewer
8. Celia Huston – Participant
9. John Kevari – Reviewer
10. Marie Mestas – Participant
11. Truong Nguyen – Reviewer
12. Quang Pham – Reviewer
13. Mary Valdemar – Reviewer
14. Patricia Wall – Participant