

# Program Review & Planning (PRP)

## ANNUAL UPDATE

### Part 1: General Information

Program Review is a self-study of your unit. For non-instructional program review, the definition of what is a unit varies based upon your division. A unit may be a department (e.g., Information Services, Institutional Research and Planning, Financial Aid), a program (e.g., EOPS, TRIO), or a division (Human Resource Services). The Vice Presidents for each division have identified/defined the units that will complete the review cycle.

Regardless of whether your unit is a program, department, or division, program review is about documenting the plans you have for improving Institutional Effectiveness in your area and sharing that information with the college community. Through the review of and reflection on key elements, program review and planning identifies program strengths as well as strategies necessary to improve the operation of your area.

The Annual Update is designed to help you track progress on your three-year plan. It allows for updates to your plan based on:

- 1) updates to Service Area Outcomes assessment cycle or unit data;
- 2) new events, legislation, or processes that affect your unit's ability to meet your mission; and
- 3) a review of progress on your three-year plan's goals.

<b>Date:</b>	October 11, 2019
<b>Unit Name:</b>	Library
<b>Department Name:</b>	Library
<b>Division Name:</b>	Social and Behavioral Sciences
<b>Name of person responsible for the Program/Unit:</b>	April Cunningham, Co-Chair Marlene Forney, Co-Chair
<b>Website address for your unit:</b>	<a href="https://www2.palomar.edu/pages/library/">https://www2.palomar.edu/pages/library/</a>

Please list all participants in this Program Review:

Name	Position
April Cunningham	Professor and Library Co-Chair
Marlene Forney	Professor and Library Co-Chair
Connie Sterling	Library Manager
Linda Morrow	Professor
Natalie Lopez	Professor

**SECTION 1: Staffing Updates and Services Updates****Staffing**

Using the table below, describe any changes you have experienced in staff in the past year.

<b><u>Full-time Staff</u></b>		<b><u>Part-time Staff</u></b>	
<b>Total Number of Full-time Staff</b>	12	<b>Total Number of Permanent Part-time Staff</b>	0
<b>Number of Classified Staff</b>	11	<b>FTE of Part-time Staff (2X19 hr/wk = .95)</b>	0
<b>Number of CAST Staff</b>	0	<b>FTEF of Part-time Faculty</b>	4
<b>Number of Administrators</b>	1		
<b>Number of Full-time Faculty</b>	9		

**Describe additional temporary hourly or contract staff support this unit and/or department? (Include FWS/District Student Worker/Veteran Student Worker)**

FWS, Short-term Hourlies and District Student Workers

**Program/Unit Description**

**Has the services your unit performs changed in any way over the past year?**

The opening of the new Library/LRC Building in January 2019 has introduced new challenges and opportunities.

## ANNUAL UPDATE

### PART 2: PROGRAM/UNIT ASSESSMENT

#### SECTION 1: Service Area Outcomes Update

#### GOT SERVICE AREA OUTCOMES?

**Outcomes are statements written in support of student learning to show direct support (instruction) or indirect support (services) provided on campus. Assessment is the way we measure how well we are achieving our outcomes.**

**For non-instructional areas, outcomes are called Service Area Outcomes (SAO).**

#### So what is an SAO?

A Service Area Outcome (SAO) is a statement about what a client will experience, receive, or know as a result of a given service. Clients can be students, faculty, staff, or community members.

As part of our three year planning and review cycles, all non-instructional units are asked to:

- identify at least two SAOs,
- develop a plan and assess their SAOs,
- reflect on the results,
- and take action, as necessary.

Palomar has adopted TracDat as our official repository for SLO and SAO Assessment information.

#### **Review and/or define your SAOs and assessment plans and ensure they are entered in TracDat by:**

- 1) Login to Nuventive Improve (TracDat): <https://www2.palomar.edu/pages/sloresources/2015/08/10/tracdat/>.  
Your Palomar username and password will get you in.
- 2) Update or add your SAOs and assessment plans.

#### **NEED HELP?**

##### **TracDat:**

- 1) If you need help with anything TracDat related such as login, unit identification, entering SAO info, contact Marti Snyder at [msnyder2@palomar.edu](mailto:msnyder2@palomar.edu).
- 2) Check out this video on how to enter SAOs in TracDat: <https://youtu.be/b1sRa68wm4c>

##### **Defining and Assessing SAOs:**

Not sure if your SAOs make the grade? Need some help writing an SAO? Not sure about how to assess your SAOs?

1. [Hartnell's SAO Guide](#) is a nice resource! Thank you Hartnell!
2. Contact Michelle Barton at [mbarton@palomar.edu](mailto:mbarton@palomar.edu). We have a resource support team to help.
3. The SAO template at the end of this document is a useful template for defining an SAO and assessment plan. It is modeled off what we enter in TracDat.

<b>Are all of your unit's SAOs and assessment plans entered in TracDat?</b>	<b>YES X</b>	<b>NO</b>
<b>If NO, describe why and identify a data by which they will be entered.</b>		

**If you have completed any SAO assessments over the past year, summarize what you learned from the assessment and what improvements you have implemented or plan to implement as a result of your SAO assessments. If you have not completed SAO assessment's document why (e.g., SAO was assess last year).**

1) Learning Spaces: We added an SAO this year about learning spaces in the library to ensure that they're supporting students' success and engagement. In spring 2019, we surveyed 91 students about their use of the study rooms. The results confirmed that we are exceeding our standards for success. 95% reported that using the study room contributed to their ability to learn something new. 96% reported that using the space made them more confident that they can achieve their goals, and 97% reported that they will use the study rooms again. Comments received on the surveys allowed us to immediately improve students' experiences by adding power strips to ensure that all students could plug in their devices during study sessions. Based on student feedback, we are also troubleshooting the room reservation software so that appointment no-shows will be cleared from the system, allowing other study groups to use the space more seamlessly.

2) Instruction Support: In preparation for a full evaluation of the library's instruction support services in spring 2020, we surveyed 327 students in research sessions in fall 2019. We found that we are exceeding our standards for success. 93% of students in research sessions with a librarian reported learning something new to help with their success in their classes. 94% reported that they were more aware of library resources and services after the research session. 93% reported that they plan to apply what they learned in the research session. And 87% reported feeling more confident that they would be able to complete their assignment(s). Analysis of students' comments on the surveys suggests that students who did not respond that the research session improved their knowledge, confidence, skills, or awareness may have felt that they already had made these gains through participating in similar research sessions in the past.

3)

4)

## SECTION 2: Other Assessment Data

**Review the Quantitative and Qualitative Data from your comprehensive review. If there are updates please describe them below.**

Trends in the quantitative data from our comprehensive review remain steady. Here are a few new data points to share:

Group Study Rooms: M-Th our occupancy ratio in the library group study rooms is 80 or above.

Library Research Instruction: In 2018-2019 we again increased the number of library instruction sessions we provided. The total at all sites in 2017-2018 was 212. The total at all sites in 2018-2019 was 232. This was an overall increase of 9% for the year. Comparing just spring 2018, when we were still in the old library, to spring 2019, the first semester in the new library, we saw an increase of 14%.

Outreach activities: Student interactions through outreach activities increased 39% this year. In 2018-2019, there were 243 student interactions with a Librarian recorded at the campus and center Library table/Information resource fair events. With the introduction of Library "Meet & Greets," 95 additional students interacted with a Librarian at the San Marcos Library to learn about how the library can help them meet their goals.

Textbook affordability: 4 librarians have completed the Creative Commons online certificate, enabling them to assist faculty who have questions about open educational content and fair use when they are transitioning their classes to zero-textbook-cost materials.

Observations we made about qualitative data on our comprehensive review are still relevant.

### SECTION 3: Achievements and Other Relevant Information

**Describe your program's achievements or this past year. Where possible, describe how these achievements are related to our students and their success!**

The transition to ExLibris Primo/Alma as our catalog and integrated library system has successfully reached the milestone of the cut-over on October 15, at which point the materials records, user records, staff workflow, and all settings were all established in the new system. This achievement was due to the leadership of Marlene Forney and represents the collaboration of librarians, library staff, deans, directors, and staff from Information Services. Though we did not select Primo/Alma to be our next library system (it was selected by the CCC system), we believe that it will provide for students stable and robust access to the library's collections.

In spring 2019, requests by faculty for research instruction for their classes increased significantly. From spring 2018 to spring 2019, we had a 14% increase in instruction requests and we were able to accommodate all the requests we received.

Though we face budget constraints, we have been able to update our collections by using our limited resources to purchase eBooks as well as continue our access to article and media databases so far this year. By focusing our resources on electronic sources, we ensure that students have access no matter where they are located throughout the District.

**Describe provide an update on recent changes in legislation, policies, procedures, processes, and/or technology (software and hardware) that have impacted or will impact your program/unit? What effect will these changes have on your program/unit?**

The major technology change that is impacting our program is the transition to ExLibris Primo/Alma. This transition has required enormous commitment of faculty and staff time.

We also anticipate the implementation of a GoPrint global queue to significantly impact the service we provide to students who need assistance printing their materials in the library. We do not yet know what the nature of this impact will be.

Changes to students' access to Adobe products this summer were not well-publicized, so we have been slowly learning to troubleshoot the new Adobe Creative Cloud in order to provide students with the same level of access they had without impediment last year. Staff in the Academic Technology Lab and staff and faculty in the Library have worked collaboratively to identify workarounds to better serve students. A meeting with staff from IS in October also provided us with the opportunity to explain the issues that students are encountering when trying to log in to the Creative Cloud.

**In addition to (or in response to) the changes listed above, what board policies, procedures, and processes need to be updated, created, or deleted?**

## ANNUAL UPDATE

### PART 3: Progress on Goals

Review the goals listed on your comprehensive review and summarize progress you have made on the strategies for implementation. If the unit has experience barriers for impel in implementing the goals, describe those challenge

#### Goal #1

**Goal from Comprehensive Review**

Fill staff vacancies and request new staff position to improve student access to library resource and services to fulfill our mission.

**Goal Status (insert an "X" in box most closely aligned with the status of this goal).**

**Not Started**

**In Progress**

**Completed**

X

**Describe Progress**

This goal remains a priority for the library. We continue seeking support through HR to pursue hiring these positions by August 2020.

**Describe Barriers to implementation**

We have been informed that there is a de facto hiring freeze and that only essential positions are being filled.

**Describe Outcomes (if any)**

#### Goal #2

**Goal from Comprehensive Review**

Provide more flexible learning spaces for students, including online and on-site in order to meet students' needs and satisfy their expectations.

**Goal Status (insert an "X" in box most closely aligned with the status of this goal).**

**Not Started**

**In Progress**

**Completed**

X

**Describe Progress**

Significant progress has been made on this goal as we observe students benefiting from the flexible learning spaces available for individual and group study at the San Marcos Library.

**Describe Barriers to implementation**

We continue to pursue flexible and responsive learning spaces for students online as well as in-person. The transition to ExLibris is requiring significant time and attention. At the same time, we remain committed to creating an easy-to-find link for students in Canvas courses to connect them to library resources, including help from a librarian, to support their learning. Over the past several years, our efforts to create a badge for students completing the Dashboard Tutorials about Information Literacy have not been successful. But we are now investigating the badging feature in Portfolium to see if it is a good option for allowing students to record and share the fact that they have completed our tutorials.

**Describe Outcomes (if any)**

Surveys of students show that the group study rooms strengthen their learning and confidence.

#### Goal #3

**Goal from Comprehensive Review**

Maintain an excellent Library Service Platform (LSP).

ANNUAL PROGRAM REVIEW AND PLANNING: Non-Instructional Programs

Goal Status (insert an "X" in box most closely aligned with the status of this goal).	Not Started	In Progress	Completed
<b>Describe Progress</b>	In August 2019 we moved to a new public discovery tool, migrating from OCLC's WorldCat Local (WCL) interface to WorldCat Discovery (WCD). This required collaborating with Academic Technology to customize our Library WordPress site to update the catalog searchbox. Over the past year we have made progress in preparing to transition from the WorldShare Management System that has been our LSP for 6 years to the ExLibris Primo/Alma LSP selected by the State Chancellor's Office and paid for through the state budget.		
<b>Describe Barriers to implementation</b>	Despite difficulties created by the timeline of this transition and the need for ongoing, intensive collaborations with staff in IS, we are meeting the benchmark dates for the transition and expect to be able to go live in 2020. Additional software licenses are needed to make the LSP function correctly and to ensure that we can implement the planned self-checkout, RFID, and smart gate capabilities to allow us to collect the data we need for trouble shooting and planning.		
<b>Describe Outcomes (if any)</b>	Faculty assisted students in the use of WCD for their research needs, both on the Reference Desk and via Instruction sessions. The Library Department created a local implementation team of staff and faculty to prepare for migration to ExLibris.		
<b>Goal #4</b>			
<b>Goal from Comprehensive Review</b>	Collaborate with academic departments to offer instruction and resources that meet faculty and student needs.		
Goal Status (insert an "X" in box most closely aligned with the status of this goal).	Not Started	In Progress	Completed
<b>Describe Progress</b>	Significant progress has been made on this goal and we remain committed to continuing our efforts. In particular, we have expanded our options for library displays, offered professional development workshops about the library's resources and how to request instruction sessions, and promoted library resources and events on the digital display units in the Student Union. We have also started facilitating meet-and-greet events in the library's lobby to support library displays initiated by academic departments.		
<b>Describe Barriers to implementation</b>	Additional data about library use by students would support our collaborations with academic departments. We are working with IS to overcome issues with existing hardware and software, but the process is slow, which creates a barrier to full implementation.		
<b>Describe Outcomes (if any)</b>	Increased number of displays in the library. Increased requests for displays in the library. Increased requests for library instruction. Increased number of venues available for library promotion and outreach.		
<b>Goal #5</b>			

ANNUAL PROGRAM REVIEW AND PLANNING: Non-Instructional Programs

<b>Goal from Comprehensive Review</b>	Provide more dynamic programming options.		
<b>Goal Status (insert an "X" in box most closely aligned with the status of this goal).</b>	<b>Not Started</b>  X	<b>In Progress</b>	<b>Completed</b>
<b>Describe Progress</b>	We did not organize the planned RISE ABOVE event this year and we are looking into options for organizing it in the future.		
<b>Describe Barriers to implementation</b>	Unfortunately, due to instability in the support available at the college to effectively promote and embrace the planned display and programming for the RISE ABOVE project, the librarians decided to cancel the planned event so that we can offer it in the future.		
<b>Describe Outcomes (if any)</b>			



**The Strategic Plan 2022 includes the College's Vision for Success (VfS) outcomes. Review the VfS goals and reflect on how your unit supports these outcomes. Identify one strategy your unit will implement to help the college meet these outcomes. Click here access [Strategic Plan 2022](#).**

VfS Goal 1: Completion. We are helping the college meet this outcome by supporting textbook affordability through textbook reserves and being a resource for faculty who are working to transition to using open educational resources. We are also supporting students' ability to afford to take classes by working on campus. And we are reducing barriers created by the digital divide to allow students to carry a greater course load and achieve their degree or certificate goals. Though these efforts we also help the college to meet outcomes related to VfS Goal 5: Equity.

**Describe any changes to your goals or three year plan as a result of this annual update.**

Our current goals are long-term and ongoing due to the recent openings of new facilities and the dynamic budget crisis in the District. So we do not have any changes to make to our goals or three year plan as a result of this annual update.

**ANNUAL UPDATE  
PART 4: RESOURCES**

Reflect upon the three year plan you created as part of your comprehensive review, your annual update, your current operations, and any upcoming factors (retirements, changes in legislation, and changes in policies or procedures). How will you allocate resources to implement your plan? Describe additional resources needed to improve the effectiveness of your unit/program. All resource requests must be aligned with the College's Strategic Plan. Click here to access the [Strategic Plan 2022](#).

**SECTION 1: Reallocation or Reassignment of Resources**

**Summarize any reallocation/re-organization of resources you are making based upon your three-year plan or your annual update, your current operations, and any upcoming factors in legislation. Describe the impact of the reallocation of resources to your unit.**

This year we continue to find ourselves straining to do more with less. We have reallocated staff and faculty time to ensure the successful transition to ExLibris. The impact has been to postpone other technology-heavy initiatives in the library until the transition is completed. We have also reallocated staff and faculty time to additional Programming/Displays and to cover the increase in our Instruction requests. The impact has been to slow progress on cataloging and data analysis and to leave service points short-staffed when staff or faculty are called away to provide support for students needing printing assistance and for scheduled instruction.

## SECTION 2: Need for Additional Resources

## STAFFING

If you are requesting STAFF, please fully complete this section. If not, you can skip to the next resource section.

Title	Three Year Plan Goal	<a href="#">Strategic Plan 2022 Goal/Obj.</a>	New / Vacant / Modified / Temporary	Describe Need:
1)Lib Tech 1	1	4.1, 4.2	New	Provide adequate staffing for the library at San Marcos which has additional service points beyond what needed to be staffed in the previous library building.
2)45% Lib Tech 1	1	4.1, 4.2	New	Provide permanent part-time staffing at Escondido to serve library users in the evenings.
3)Lib Tech 2	1	4.1, 4.3	Vacant	Provide evening library staff coverage, especially at San Marcos. Fills a vacancy left by a staff person who was promoted.

## TECHNOLOGY

If you are requesting TECHNOLOGY, please fully complete this section. If not, skip to the next resource section.

Resource	Unit's Three Year Plan Goal	<a href="#">Strategic Plan 2022 Goal/Obj.</a>	Cost (\$\$\$)	Describe need and identify if the technology need will require: 1) extra wireless access, 2) integration with existing technology (hardware and software such as PeopleSoft), and/or 3) operational maintenance and support.	For each item, assign a PRIORITY number (1 = most important, 2= next important, and so on) across ALL of your Technology, Equipment, or Other Resource Requests.
1) 3 RFID Conversion pads	3	5	\$4500	RFID conversion pads are part of the technology system we use with our Library catalog (Library Service Platform –LSP) to keep physical items in the library collection ‘secure’ through RFID tags. The ones we have often need repair. Having 3 additional conversion pads will allow service to be uninterrupted when pads need to be taken offline for repair.	1
2)Springshare LibCal	2	1	\$500	Software to increase the number of study rooms that can be booked.	3
3) SIP2 Software	3	5	\$600	Software required to allow self-checkout systems and smart security gates to communicate with the Library Service Platform-LSP (ExLibris beginning Jan 2020). Obtaining the software is essential to generate in-depth statistics re collection use. The other metrics from these reports will help the Dept strategize for optimum facility use. Shareware versions must be	2

ANNUAL PROGRAM REVIEW AND PLANNING: Non-Instructional Programs

				compatible with ExLibris and can cost up to \$600 for the minimum licenses (4-6) needed.	
4) Namtuk	3	5	\$1200	Proprietary software to make it possible to print from Alma, the new Library Service Platform. Current subscription price is \$52 per unit for @20 workstations. <a href="https://www.automatic-email-manager.com/order-automatic-email-manager">https://www.automatic-email-manager.com/order-automatic-email-manager</a>	5
5) Springshare LibStaffing	1	5	\$500	Software to assist in the scheduling process.	6

**EQUIPMENT (Other than technology)**

**If you are requesting EQUIPMENT, please fully complete this section. If not, skip to the next section.**

Resource	Three Year Plan Goal	<a href="#">Strategic Plan 2022 Goal/ Obj.</a>	Cost (\$\$\$)	Describe need:	For each item, assign a PRIORITY number (1 = most important, 2= next important, and so on) across <u>ALL</u> of your Technology, Equipment, or Other Resource Requests
1) 10 boxes of Equipment RFID Tags	3	1	\$3500	Security tags to facilitate the circulation of laptops for in-building use by students.	4
2)					
3)					

**OTHER RESOURCES**

**If you are requesting OTHER RESOURCES not described above, please fully complete this section. If not, CHEERS!!! You are DONE!!!**

Resource	Three Year Plan Goal	<a href="#">Strategic Plan 2022 Goal/ Obj.</a>	Cost (\$\$\$)	Describe need:	For each item, assign a PRIORITY number (1 = most important, 2= next important, and so on) across <u>ALL</u> of your Technology, Equipment, or Other Resource Requests
1)					
2)					
3)					

## ANNUAL UPDATE

### PART 5: FEEDBACK AND FOLLOW-UP

Once your Program/Unit PRP is completed, your division or planning council should review and discuss based on your Vice President's planning process. This area is intended for summary feedback and recommendations from the divisional review.

#### Confirmation of Review by Division / Planning Council

<b>Person/Group/Council Who Reviewed PRP</b>	
<b>Date</b>	

#### Feedback

**1. Progress on Goals.**

**2. Areas of Concern, if any:**

**3. Assistance/Guidance for addressing barriers for goal completion.**

## SERVICE AREA OUTCOMES TEMPLATE

Date Identified or Last Reviewed	Description of SAO (What is your SAO?)	Assessment Method (How will/do you measure or assess it?)	Criterion (How will/do you know if you met the outcome?)	Date of Assessment	Date of Next Assessment