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## **2020-2021 ANNUAL REVIEW**

### **OVERVIEW OF PROGRAM REVIEW AND PLANNING FOR NON- INSTRUCTIONAL PROGRAMS**

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. With that in mind, please answer the following questions.

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.

## BASIC UNIT INFORMATION

**Program/Unit Name**

Library

**Department Name**

Library

**Division Name**

Social and Behavioral Sciences

**Name of Person responsible for the Program/Unit**

Connie M. Sterling

**Website address(es) for your program(s)/unit(s)****Webpage URL 1****Unit webpage**<https://www2.palomar.edu/pages/library/>**Please list all participants and their respective titles in this Program Review**

Participant	Title
Connie Sterling	Library Manager
April Cunningham	Dept. Co-Chair and Instruction Librarian
Alex Doyle Bauer	Dept. Co-Chair and Escondido Center Librarian
Linda Morrow	Public Service Librarian
Tamara Weintraub	Rancho Bernardo Center Librarian
Marlene Forney	Systems & Technology Librarian
Natalie Lopez	Outreach Librarian
Benhui Zou	Technical Services Librarian
Marie Temple-Capule	Subscriptions Librarian
Timothy Martin	Fallbrook Center Librarian

## STAFFING AND SERVICE UPDATES

### Staffing

Use the link provided to help answer the staffing questions below.

Link: [Permanent Employees Staff Count](#)

This form requires a login and password to access. Please use your Palomar email and password to log in.

**Full-Time Staff****Total Number of Full-time Staff**

9.00

**Part-Time Staff****Total Number of Permanent Part-time Staff**

0.00

**Number of Classified Staff**

9.00

**FTE of Part-time Staff (2x19 hr/wk=.95)****Number of CAST Staff**

0.00

**FTEF of Part-time Faculty**

2.00

**Number of Administrators**

1.00

**Number of Full-time Faculty**

9.00

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

Prior to COVID-19, the Library employed 8 Federal Work Study students as Computer Assistants. These FWS Computer Assistants attended to students using the 1st floor student work stations with printing, loading money onto GoPrint accounts, formatting documents, using Microsoft tools, etc. Additionally, the Library also employed one short-term hourly part-time staff member, two interns and one volunteer to assist with helping students at the information desk and to assist with Technical Services projects.

**Have you experienced any changes in staff this past year? If so, please describe how the changes have impacted your operations.**

Three Library staff members retired this year, a Sr. Library Technician who provided service to the learning community at the Escondido Center Library, a Library Technician II who provided public service in the evening at the San Marcos campus and our Library Systems Technician. Additionally, in January 2020, we were asked to release from employment all short-term hourly staff. Moving forward, if the hiring freeze prevents us from replacing the Sr. Library Technician for the Escondido Center Library, we will have to ask one of the remaining 8 staff members to staff that library. Two Sr. Library Technicians also staff the FEC and RBEC Libraries. This will leave 5 staff members at the main campus, 2 to manage and maintain all physical resources for all 4 library locations and 3 to assist our learning community with information and research needs at San Marcos, Monday- Saturday, 64 hours a week. An additional change in Library staffing occurred this summer with the Library Technology ADA. The ADA currently works 13 hours per week for the LT program and 27 hours for Economics, History, Political Science.

## Program/Unit Description

**Have the services your unit performs change in any way over the past year?**

The COVID-19 pandemic forced us to move all services to online. One of the most sought after resources that our Library provides to our learning community is our instructor reserves which, for the most part, can be checked out for only 2 hours at a time. Unfortunately, due to the need to quarantine materials for the health and safety of our students, we cannot provide access to this collection. However, this semester, we did work with instructors who brought class sets of books that could be checked out for an entire semester and arranged pick-ups for the UMOJA and Puente program students. We are also currently utilizing Zoom to provide reference service and to assist students with their research and information needs. We are currently preparing to provide curbside service so students may request books and DVDs from the general collection and arrange to pick them up. Unfortunately, we are not able to provide the services students want most of all, a space to study quietly, study rooms to collaborate on projects and WIFI access.

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## PROGRAM/UNIT ASSESSMENT

# 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 Nuventive Improve (previously named 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 Nuventive Improve by:

1) Login to Nuventive Improve (previously TracDat) <https://www2.palomar.edu/pages/sloresources/2015/08/10/tracdat/>. Your Palomar username and password is your login.

2) Check your SAOs for **currency** and **sunset** any SAOs if you no longer plan to assess them.

3) Revise or edit your current SAOs by revising their wording and/or updating the assessment and assessment results.

### NEED HELP?

#### Nuventive Improve:

- 1) If you need help with anything Nuventive Improve 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 Nuventive Improve: <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.

A template for entering SAOs can be found on the [IR&Ps Non-instructional Program Review and Planning website](#)

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
1)					
2)					
3)					
4)					

Are all of your unit's SAOs and assessment plans **UPDATED** and **ENTERED** in Nuventive Improve?

Yes

## SAOs Summaries / Reflection

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 assessments, document why (e.g., SAO was assessed last year).

### SAOs

#### SAO 1

##### SAO Title

Collaborative Study Spaces

##### Assessment Status

Assessed

##### SAO Summary and Reflection

1) Learning Spaces: We added an SAO last 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.

#### SAO 2

##### SAO Title

Information Literacy

##### Assessment Status

Assessed

##### SAO Summary and Reflection

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.

## 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.

## ACHIEVEMENTS AND OTHER RELEVANT INFORMATION

**Describe your program's achievements 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 in January 2020, 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.

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 and provide 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.

**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 have updated the technical services manual this Spring after we switched to Alma. Many sections were completely rewritten.

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 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?**

Not applicable

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## PROGRESS ON GOALS

**Review the goals listed on your comprehensive review and summarize progress you have made on the strategies for implementation. If your unit has experienced challenges implementing the goals, describe those challenges.**

**Click on "+Add Goal" below for each additional goal.**

## Goals

### Goal 1

**Goal**

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

**Choice**

In progress

**Describe Progress**

Fill staff vacancy at the Escondido Center Library. Our dean submitted the Position Authorization request for this position.

**Describe Challenges**

We've had a number of staff retirements in the past several years reducing the number of full-time staff to cover our hours of operation at 4 locations, and to order, catalog, and process materials to just 8 staff. Due to budgetary constraints and a hiring freeze, this position may not be funded for the 21/22 year.

We continue to remain concerned about our staff shortage and the ability to appropriately staff all our locations at all times. Adequate staffing, both in numbers and qualifications, ensures the Library can meet the safety and security of our students, and contribute to their success at Palomar by providing them with resources and services that meet their academic needs. Adequate staffing also protects our multimillion dollar book and technology collections. We also need more staff to acquire and manage an increasing amount of virtual online information resources and services that we offer students in response to a growing demand for these as the College expands its Centers and online and off-site distance education offerings.

**Describe Outcomes (if any)**

### Goal 2

**Goal**

Provide more flexible learning spaces for students in order to meet their research and information needs.

**Choice**

In progress

**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/LRC. Additionally, during AY2020, a group study room opened at the RBEC Library, and unused shelving was removed from another area of that library to open up additional potential student learning space. The study room offers chairs and a conference table for students to collaborate.

We also expanded our virtual options to accommodate students participating in distance education, something that has proven particularly beneficial for all students after the College moved instruction and services online for everyone in March 2020 due to the global pandemic. Currently, while the campus is closed to students, we provide live, synchronous on-demand reference and research assistance in the Library's video Zoom Room and through our 24/7 Chat with a Librarian service. Palomar Librarians provide both services to Palomar students during regular business hours in Fall and Spring semesters, and select hours during Summer session and weekends. Our academic library partners from other institutions assist our students all other times. To facilitate access for students, we worked with ATRC to add an "Ask a Librarian" link to our remote services in all Canvas course shells, and are currently updating the Library website to improve resource and site navigation for students. During Summer 2020, we changed our librarian chat provider to LibChat, a service that offers more features to better assist students, including screen share and video chat.

**Describe Challenges**

At present, students are unable to fully utilize the newly opened student learning spaces in RB Library for study or instruction due to the lack of appropriate technology and equipment. Equipment and power options in both areas (projectors, projection screens/monitors, sufficient electrical lines and outlets), as well as furnishing and soundproofing options for the newly opened space, will ensure optimal student-use of both spaces.

The FEC Library struggles with accommodating student printing due to the number of computers available. The Library/TLC currently has six computer stations available. Students utilize our computers to study, write papers and take tests. Prior to classes beginning, we frequently assist large groups of students who need to quickly print their coursework. Due to the lack of computers available, the printing process can often be a frustrating experience for students. The computer lab in the J building has printing available. The lab is sometimes unavailable due to scheduled classes. The lab is also unsupervised and students often need assistance with the printing process. Establishing a Quick Print Station in the Library/LRC would allow us to better serve our students and eliminate unnecessary stress in completing coursework. In order to adequately support student needs, equipment would need to be purchased including a portable stand and a computer station (available only for printing). Additional data ports would also need to be installed.

**Describe Outcomes (if any)**

Surveys of students show that the group study rooms strengthen their learning and confidence. We are currently surveying students to determine if the new online formats are effectively supporting their learning needs. 88% of the respondents said they learned something new to help with their research and 89% reported that they felt more confident in their ability to conduct research. Our goal is to bring equitable services and learning opportunities to our student users of our center libraries.

**Goal 3****Goal**

Maintain an excellent Library Service Platform (LSP).

**Choice**

In progress

**Describe Progress**

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. In January, 2020 we migrated from the WorldShare Management System that has been our LSP for 6 years to the ExLibris Primo/Alma LSP selected an originally funded by the State Chancellor's Office for calendar year 2019 but now the College . . .



**Describe Challenges**

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.

**Describe Outcomes (if any)**

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.

**Goal 4****Goal**

Collaborate with academic departments to offer instruction and resources that meet faculty and student needs.

**Choice**

In progress

**Describe Progress**

Significant progress has been made on this goal and we remain committed to continuing our efforts. In particular, we have expanded our options for on-site and virtual library displays, and have been offering both face-to-face (prior to the campus closure) and remote professional development workshops for Faculty highlighting library resources and instruction options for their classes. At San Marcos, we promote library resources and events on the digital displays in the Student Union, and have instituted a program facilitating meet-and-greet events in the Library's lobby that highlight and support student-initiated Library displays and programs.

Our Center libraries also develop displays that support specific instruction needs and student interests at those locations, and collaborate with other departments and offices to promote Center-wide services and resources.

When the College closed to on-campus instruction and services in March 2020, the Library worked with instructional departments to identify and provide additional electronic resources and tools (including e-textbooks, RefWorks citation management program, and other resources) to ensure students had access to these materials for ongoing learning. The Library also converted its instructional program to an online modality that provides flexible, varied, and effective synchronous and asynchronous learning modules at the same level and quality as in-person library sessions. These modules include active-learning assignments that instructors can embed and manage in their Canvas course shells, live Zoom workshops with Librarians, brief self-help video tutorials on using library resources, and other tools and resources that expand learning opportunities for all students.

The Library continues to develop its offering of programs, resources, instruction, and tools to meet the needs of all Palomar students regardless of the instructional modality.

**Describe Challenges**

The reductions in the library budget means that we will not be able to afford to renew databases in 21/22 to support instructional programs. We are currently contacting instructional departments to see if they can locate alternative funding.

**Describe Outcomes (if any)**

Prior to COVID-19:

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.

Since COVID-19, we have increased options provided for distance education students in collaboration with faculty.

**Goal 5**

**Goal**

In alignment with our antiracism solidarity statement, we will review library policies, procedures, webpages, and spaces using empathy and equity principles.

**Choice**

In progress

**Describe Progress**

We have begun to review and identify policies and procedures that we can change that will make an impact on our students even while we are working and studying remotely. At the beginning of Fall 2020, the librarians, library manager and staff collaborated on a solidarity statement for antiracism that we are using to focus our analysis of existing and prospective library services. The statement invites participation from our community and we are using the solidarity statement as the basis for a video that will add our friendly faces to the website while the library buildings remain closed. We have adopted the definitions of antiracist education, implicit bias, institutional racism, and structural racism that were gathered by the National Museum of African American History and Culture, <https://nmaahc.si.edu/learn/talking-about-race/topics/being-antiracist>. We developed new procedures in order to provide students in Umoja and Puente with their semester-long reserve textbooks despite the library being closed. Overall, we are using the commitment we reaffirmed in our solidarity statement to focus our efforts to reduce barriers for the students most affected by the campus closures due to COVID-19.

**Describe Challenges**

Though equity has long guided our decisions in the library, adapting our services to be delivered 100% online or distanced has been a new challenge and we know that Palomar's most impacted students have struggled without access to the library's textbook reserves, reliable computers and printing, quiet places to study, and in-person support from staff and librarians. This is challenging us to work creatively within the restrictions created by the campus closure to continue meeting students' needs.

**Describe Outcomes (if any)**

The Library has developed procedures to allow all faculty, students and staff to check out library materials from the San Marcos campus even though the building remains closed because of the pandemic. In order to support our students more equitably, the Library has also eliminated imposing fines for late materials.

**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.**

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. We added a new goal this year to reflect our commitment to antiracism.

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## RESOURCES

Congratulations! You are nearing completion. In this section, you will consider the resources you need to implement your three-year program review plan and/or address any findings from your assessment of your discipline.

The section is organized into the following four parts:

PART 1: Staffing Needs (Faculty and Additional Staff)

PART 2: Budget Review

PART 3: Technology and Facilities Needs

PART 4: One Time Request for Other Needs (NonTechnology Equipment, Supplies, Operating Expenses, Travel)

**Reflect upon the three year plan you created above, your current operations, and any upcoming factors (retirements, changes in legislation, and changes in policies or procedures) that will impact your unit. 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 2022](#).**

**Summarize any reallocation/re-organization of resources you are making based upon your three-year plan, your current operations, and any other factors (e.g., legislation). Describe the impact of the reallocation of resources to your unit.**

## PART 1: STAFFING NEEDS

Are you requesting new Classified, CAST, or AA positions?

No

**If you are requesting STAFF, please fully complete this section. If not, you can skip to the next resource section. Click "+Add Staff, CAST, AA request" below for each additional request.**

**When considering the funds required for a position, consult the HR website for position salary schedule and the [Benefits Worksheet](#) for additional costs related to benefits for the position.**

## PART 2: BUDGET REVIEW

Review your Budget/Expenditure reports for 2018, 2019, 2020. Consider your three-year PRP plan.

Click on the link below to access directions to the *Available Budget Report* to complete this section.

[How to Request the Available Budget Report](#)

**Reflecting on your three-year PRP plan, are there any budget considerations you would like your dean/supervisor to be aware of for the upcoming year?**

Yes

**What budget considerations would you like your dean/supervisor to be aware of or to consider? Please be as specific as possible. For example, if you need an increase in the 40000 account and a decrease in the 23000 account, describe what increase your department needs, how much, and a description of why the department needs the adjustment.**

We currently do not have adequate funding to renew all databases/electronic resources for our students' research needs. An increase of \$20,000 in lottery 600010 funding would help us renew highly requested databases.

We are currently struggling to meet the new Library System Platform ExLibris expense. An increase in 500010 of \$55,000 would help the library continue to fund this on-going expense.

Three Library staff retirements this year, puts the Library at 8 staff to cover all technical services and public services for 4 locations. If the hiring freeze means that we will not be able to replace the Sr. Library Technician for the Escondido Center Library, one of the remaining 8 staff members to staff that library. Two Sr. Library Technicians also staff the FEC and RBEC Libraries. This will leave 5 staff members at the main campus, 2 to manage and maintain all physical resources for all 4 library locations and 3 to assist our learning community with information and research needs at San Marcos, Monday- Saturday, 64 hours a week. If center staff are ill or absent for any reason, there are no additional staff to cover. Short-term hourly employees will allow the Library to fill in the employee shortage. Short-term hourly funds of \$10,000 moved from 400010 to 230010 will help us be able to continue to provide services to our learning community at all 4 library locations.

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## **NOTE: PARTS 3 and 4 – TECHNOLOGY, FACILITIES AND OTHER NEEDS**

This year the College is implementing two new processes related to resource needs coming from the PRP process.

1. One-Time Fund Requests. The college is implementing a process for prioritizing and allocating funds for one-time needs/requests tied to Program Review and Planning. Prioritization will take place through participatory governance in planning councils and the Budget Committee. Then, a recommendation will be made to Exec for funding of request utilizing various funding sources.

For more information about funding sources available, see [IELM BLOCK GRANT, LOTTERY, PERKINS AND STRONG WORKFORCE GUIDELINES](#) (on the left menu of the web page).

Consider submitting one-time requests only if you have verified that you cannot fund the request using your general discretionary funds or other funds.

2. Technology and Facilities Review. From now on, ALL requests for technology will go through an institutional process. If you request technology here, you will see a description of the process below.

## PART 3: TECHNOLOGY

Will you be requesting any technology (hardware/software) this upcoming year?

Yes

### Technology Request

#### Technology Request 1

What are you requesting?

For FEC Library Quick-print Station:

computer

portable computer stand

data ports

**Provide a detailed description of the technology item requested. What is it, and why do you need it? Please be as descriptive as possible. Include in your description how the requested item aligns with your discipline's PRP goals, analysis of PRP data, SLO/SAOs.**

The technology requests for the RBEC and FEC Library align with our Goal #2, Provide more flexible learning spaces for students in order to meet their research and information needs. When we surveyed our students on the main campus

in preparation for a full evaluation of the library's instruction support services in spring 2020,

327 students from research sessions in fall 2019 responded. 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). Our goal is to bring equitable experiences and learning opportunities to our student users of our center libraries.

FEC Library: The FEC Library struggles with accommodating student printing due to the number of computers available. Due to the lack of computers available, the printing process can often be a frustrating experience for students. Establishing a Quick Print Station in the Library/LRC would allow us to better serve our students and eliminate unnecessary stress. In order to adequately support student needs, equipment would need to be purchased including a portable stand and a computer station (available only for printing). Additional data ports would also need to be installed.

**Estimated Amount of Request.**

\$2,200.00

**Will you fund the request through your budget or other sources?**

One Time Request

**What PRP plan goal/objective does this request align with?**

Goal #2: Provide more flexible learning spaces for students in order to meet their research and information needs.

**What Strategic Plan 2022 Goal/Objective does this request align with?**

1:3

**If you have multiple requests for technology and had to prioritize, what number would give this? (1 = Highest)**

**Do you think that your request for technology will require changes to a facility?**

Yes

#### Technology Request 2

**What are you requesting?**

For RBEC Library Flexible Instruction:

portable projector

portable projection screen

portable instructor stand/station

laptop

**Provide a detailed description of the technology item requested. What is it, and why do you need it? Please be as descriptive as possible. Include in your description how the requested item aligns with your discipline's PRP goals, analysis of PRP data, SLO/SAOs.**

RBEC Library: At present, students are unable to fully utilize the newly opened student learning spaces in RB Library for study or instruction due to the lack of appropriate technology and equipment. A simple solution for providing flexible instruction in the RBEC Library is a portable projector, a projection screen, a laptop, and a portable instructor station.

**Estimated Amount of Request.**

\$5,000.00

**Will you fund the request through your budget or other sources?**

One Time Request

**What PRP plan goal/objective does this request align with?**

Goal #2: Provide more flexible learning spaces for students in order to meet their research and information needs.

**What Strategic Plan 2022 Goal/Objective does this request align with?**

1:3

**If you have multiple requests for technology and had to prioritize, what number would give this? (1 = Highest)**

**Do you think that your request for technology will require changes to a facility?**

Yes

**Note about technology requests:**

*All technology requests will now go through a review process before prioritization.*

- *Your director will send you a Technology Request Checklist (aka Technology Proposal Analysis Checklist).*
  - *You must complete this checklist and return it to your director no later than 10/30/2020.*
  - *Once the director approves the form and the request, the director will send the document to the Technology Review Committee to determine IS resources needed, any integration issues, and/or potential overlap with existing technology.*
  - *The results of the review will be sent to the director with feedback.*
  - *The director will determine whether or not the request moves forward for prioritization and/or implementation.*
    - *Requests for one-time funding will move forward for prioritization.*
    - *Requests that use funding from your department budget may move forward for purchase.*

## PART 3: FACILITIES NEEDS

Do you have resource needs that require physical space or modification to physical space?

Yes

### Facilities Requests

#### Facility Request 1

What are you requesting?

For FEC Library, a data port for the quick-print station for students.

What discipline PRP plan goal/objective does this request align with?

Goal #2: Provide more flexible learning spaces for students in order to meet their research and information needs.

What Strategic Plan 2022 Goal/Objective does this request align with?

1:3

**Provide a detailed description of the facilities item or space requested. What is it, and why do you need it? Please be as descriptive as possible. Include in your description how the requested item aligns with your discipline's PRP goals, analysis of PRP data, SLO/SAOs.**

The FEC Library struggles with accommodating student printing due to the number of computers available. Due to the lack of computers available, the printing process can often be a frustrating experience for students. Establishing a Quick Print Station in the Library/LRC would allow us to better serve our students and eliminate unnecessary stress. In order to adequately support student needs, equipment would need to be purchased including a portable stand and a computer station (available only for printing). Additional data ports would also need to be installed.

Is there an associated cost with this request?

Yes

Will you fund the request through your budget or other sources?

One Time Request

What impacts will this request have on the facilities/institution (e.g., water/electrical/ADA compliance)?

#### Facility Request 2

What are you requesting?

For RBEC Library: dry-erase privacy film on windows/glass of Rancho Bernardo Library Study Room and additional electrical outlets

What discipline PRP plan goal/objective does this request align with?

Goal #2: Provide more flexible learning spaces for students in order to meet their research and information needs.

What Strategic Plan 2022 Goal/Objective does this request align with?

1:3

**Provide a detailed description of the facilities item or space requested. What is it, and why do you need it? Please be as descriptive as possible. Include in your description how the requested item aligns with your discipline's PRP goals, analysis of PRP data, SLO/SAOs.**

The study room offers chairs and a conference table for students to collaborate in, but lacks equipment and sufficient power/electrical options to optimize use by students.

To complete this space for optimal student usage, additional outlets would need to be installed in the floor OR on the south wall of the room where shorter cords can be used. Additionally, dry-erase film on the windows/glass would make this study room more closely match the rooms in the San Marcos Library thus providing an equitable learning experience for RBEC students.

Is there an associated cost with this request?

Yes

Will you fund the request through your budget or other sources?

One Time Request

What impacts will this request have on the facilities/institution (e.g., water/electrical/ADA compliance)?

## PART 4: ONE TIME NEEDS

For more information about funding sources available, see [IELM BLOCK GRANT, LOTTERY, PERKINS AND STRONG WORKFORCE GUIDELINES](#) (on the left menu of the web page under "Instructional Funding Sources").

Do you have one-time requests for other items (e.g., Non-Technology Equipment, Supplies, Operating Expenses, Travel) that your budget or other funding sources will NOT cover?

Yes

### Requests

#### Request 1

What are you requesting?

10-12 uneven trapezoid tables w/wheels (allowing 2-person seating), that can be combined into hexagonal pods.  
Corresponding number of lightweight chairs w/wheels (no arms, no attached desk)  
2 accordion walls

Estimated Amount of Request.

Will you accept partial funding?

Yes

Budget Category

Non-technology Equipment (acct 600010 and per unit cost is >\$500)

What PRP plan goal/objective does this request align with?

Goal #2: Provide more flexible learning spaces for students in order to meet their research and information needs.

What Strategic Plan 2022 Goal/Objective does this request align with?

1:3

Provide a detailed description of the item requested. What is it, and why do you need it? Please be as descriptive as possible. Include in your description how the requested item aligns with your discipline's PRP goals, analysis of PRP data, SLO/SAOs.

Please upload a copy of the quote, if available.

**Reminder: Data does not autosave. Save this content before moving to the next section or closing form.**

## 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



**Person/Group/Council who reviewed PRP:**

Fabienne Chauderlot

**Date Reviewed**

11/6/2020

**FEEDBACK****Strengths and successes of the program/unit as evidenced by the data, analysis, and assessments:**

The detailed program review and mid-long term planning in terms of technological and equipment requests as well as outreach to and collaboration with instructors reflect the thoughtful organization and sound management of this program. Data shows that students greatly benefit from the broad variety of support they get via the different activities in libraries. The Chairs and team members should be commended for the quality of the analysis and of the services provided to students during and beyond the transition to an all online modality.

**Areas of Concern, if any:**

It may be difficult to fill the requested staff positions under the current circumstances.

**Recommendations for improvement:**

None needed at this time.

**Enter your email address to receive a copy of the PRP to keep for your records.**

acunningham@palomar.edu

**I confirm that the Program Review is complete and ready to be submitted.**

Yes

**Vice President Review****Strengths and successes of of the discipline as evidenced by the data and analysis:**

transition to ExLibris Primo/Almo complete; strong SAO assessments re: study rooms and info literacy; flexibility in reconfiguring spaces in order to provide for more student study space; strong campus-wide collaboration on a number of goals

**Areas of concern, if any:****Recommendations for improvement:**

discuss budget needs with dean in anticipation of budget development; also discuss with dean need for more collaborative work with IS re: goal for LSP, if more collaboration is needed.

**VP Name:**

Shayla Sivert

**Signature Date:**

12/30/2020