2022-23 Non-Instructional Program Review and Planning

2022-2023 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 and strategies necessary to improve the operation of your area. With that in mind, please answer the following questions.

BASIC UNIT INFORMATION

Academic Year

2022-23

Are you completing a Comprehensive or Annual PRP?

Annual

Division Name

Instruction

Department Name

L&L

Choose your department. If you don't see it, you may add it by typing it in the box.

Program/Unit Name

Library

Programs/units are listed by division in alphabetical order (FAS, HRS, INSTR, PRES, SS). If you don't see your unit, you may add it by typing it in the box.

Name of Person responsible for the Program/Unit

Timothy Martin, Benhui Zou, Sylvia Contreras

Website address(es) for your program(s)/unit(s)

Units need not include each webpages within the main site. However, if your unit oversees multiple areas, please list the sites for each area reviewed in this PRP form.

Click "+Add Webpage URL" to include additional web pages

Please list all participants and their respective titles in this Program Review

Click on "+Add Participant" below to include additional participants.

Participant	Title
Timothy Martin	Library Department Co-Chair/Fallbrook Center Librarian
Benhui Zou	Library Department Co-Chair/Technical Services Librarian
Sylvia Contreras	Library Manager
Alexandra Doyle Bauer	Outreach Librarian
Linda Morrow	Public Services Librarian
Marie Templo-Capule	Subscriptions Librarian
April Cunningham	Instruction Librarian
Marlene Forney	Systems & Technology Librarian
Tamara Weintraub	Rancho Bernardo Center Librarian
Katy Farrell	Escondido Center Librarian

PROGRAM/UNIT DESCRIPTION

Staffing

In this section, you will identify how many faculty and staff support your program. This information is considered when you request permanent staff and faculty hires. It is also useful as you evaluate your program and the human resources and talent you have to support our students.

To help you answer questions in this section, you will need the link shown in red below. This form required a login and password to access. Please use your Palomar email and password to log in.

Link: [Permanent Faculty and Staff Count](#)

Full-Time Staff

Total Number of Full-time Staff

6.00

Number of Classified Staff

6.00

Number of CAST Staff

0.00

Number of Administrators

1.00

Number of Full-time Faculty

9.00

Part-Time Staff

Total Number of Permanent Part-time Staff

0.00

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

0.93

FTEF of Part-time Faculty

1.34

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

The Library employs three hourly classified staff members while we recruit three permanent positions.

Total Staff FTE= .925

Program/Unit Description

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

Our Library facilities have reopened at close to pre-pandemic hours of operation at all four campus locations for the Fall 2022 semester. Library Faculty have returned to providing in-person Instruction sessions at all four campus locations. The number of requested Library instruction sessions has increased significantly for Fall 2022. Due to staffing vacancies in the Library Department, we are currently only able to be open two evenings per week (Monday and Tuesday until 8 pm). This impacts our efforts to provide Library instruction for evening classes at the San Marcos campus as our classrooms are not always available to host students.

Beginning in the Spring 2022 semester, Library Faculty began offering the option of participating as an Embedded Librarian in a number of Canvas courses as an additional way to support student success. Faculty serving as Embedded Librarians create pages, quizzes, discussion, and modules about research, participate in students' discussions about research to offer feedback and suggestions, create scoring and feedback rubrics related to finding, evaluating, and citing sources, update library-created materials and give feedback on assignments that students submit through Canvas.

Each year, the Serials & E-resources Librarian negotiates with publishers and vendors to provide access to e-resources that supports the curricula for all departments. Unfortunately, the cost of these resources rises by 5%-8% far outpacing the realistic constraints of the library budget. For fiscal year 2022-2023, the library did not renew the subscription for O'Reilly Media. This has impacted the library services. The library offered the professors who used titles in O'Reilly Media as a textbook for the class to purchase a copy of their textbook to put on reserve. To meet the student's information needs, the library would need to find the resources from O'Reilly Media from other resources without relying on costly subscription (i.e. ILL).

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PROGRAM/UNIT ASSESSMENT

SERVICE AREA OUTCOME ASSESSMENT

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 uses Nuventive Improve 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 doing the following:

1) Login to Nuventive Improve through the Palomar College Single Sign-on.

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 method and/or assessment results, if appropriate.

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.

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. 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

Are all of your unit's SAOs and assessment plans UPDATED and ENTERED in Nuventive Improve?
⊙ Yes ○ No

SAOs SUMMARIES AND REFLECTIONS

Each of your program/unit SAOs should be assessed at least once every three years. 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
Click "+Add SAO" below to include additional requests.

SAO 1

SAO Title

Online Collections

Assessment Status
⊙ Assessed ○ Not assessed

SAO Summary and Reflection

Online Collections: We added an SAO last year to assess student satisfaction with our online library resources to ensure that our collections are supporting students' success and engagement. In spring 2022, we surveyed 68 students who contacted us to find a library resource online. The results confirmed that we are exceeding our standards for success. 94% reported that after contacting a librarian they felt more knowledgeable about topics due to resources used. 92% reported they felt more confident when using resources or collections, 90% reported that they intend to apply what they learned and 88% were more aware of the library's resources and collections. These responses met the outcome goal.

Comments received on the surveys allowed us to immediately address students' feedback by adding instructional videos to our databases page demonstrating how to limit searches to articles with full text access. Below are examples of student comments and feedback that show student satisfaction with the Library's online collection.

- "Very extensive. Helpful library staff as well."

- "The librarian gave me plenty of resources to work with. Thank you !"

- "There are more avenues for finding the sources I need then I previously knew were available."

- "Continue to use live librarians that students can chat with, it makes looking for resources much easier and
   quicker."

- "I liked how it was simple to get a lot of information about a single topic through the resource collection."

- "Create a mini video on how to use the filters. I was finding articles that weren't availaible to me. Once I put the
   filter where I can access the articles, it helped."

SAO 2

SAO Title

Library Instruction

Assessment Status
⊙ Assessed ○ Not assessed

SAO Summary and Reflection

During the Spring 2022 semester, Palomar College Librarians conducted follow-up surveys to students to collect data and insight about how their instruction services and programs support student needs. Library Faculty surveyed patrons using the Project Outcome Instruction Follow-Up Survey, which measures student-reported outcomes after a period of time has passed.

A total of 74 survey responses were collected. Students surveyed reported that, as a result of participating in the program or service:100 % felt they did better in their classes, 99% used what they learned to do better in their class(es) and 45% of students used additional library resources. These responses met the outcome goal.

Below are examples of student responses that show the impact of our Library Instruction on student success.
- "What I found most helpful from the session is the feedback and tips that I get during research from the librarian."

- "The library is awesome, but I feel like more classes should make an effort to involve it as a resource. We are
  always relying on virtual textbooks/sources. I found working with a real book to be much more involved."

- "I loved the book that was recommended to me. It was perfect for the assignment and I prefer physical books to
  websites 100%. Easier on the eyes, I absorbed the information better, and the images were very clear. It also
  would have been harder to find this book without the library.

- "I learned a lot about how to find key words and find the right databases to search through."

- "The librarian was always available to help and clarified all my questions."

- "Just the experience and learning the resources I had available was well worth it."

SAO 3

SAO Title

Resources & Access- Library Hours

Assessment Status

○ Assessed ⊙ Not assessed

If you have not completed SAO assessments, document why (e.g., SAO was assessed last year).

The Library will distribute surveys at all four campuses from October 31st to November 18th, 2022 to students to assess whether our current hours are meeting student needs. The results of this survey will be assessed and including on next year's PRP.

Next planned assesment

OTHER ASSESSMENT DATA

Review the Quantitative and Qualitative Data from your comprehensive review. If there are updates please describe them below. Completed comprehensive reviews can be found on the IRP website - "Completed PRPs".

Measure 1
Database Usage- Documents viewed using electronic databases.
2018/2019- 420,383
2019/2020- 436,175
2020/2021- 453,709
2021/2022- 523,380

Measure 2
Number of Information Literacy Instruction Sessions
https://palomar0.sharepoint.com/:w:/s/TeamLibraryDepartment/EZGhCiA5kQJBuK5CU7OTIFkBprKV
xqXP3VIfgfk7QvpL6g?e=TZItGI
2018/2019- 197
2019/2020- 202
2020/2021- 39
2021/2022- 103

Measure 3
Collection Development- Physical items at all locations
2019- 184,678
2020- 197,935
2021- 196,036
2022- 122,274

Measure 4
Circulation of Materials- Items processed
2018/2019- 25,816
2019/2020- 26,505
2020/2021- 464
2021/2022- 3,592

Measure 5
Number of Students Receiving Library Instruction- The total number of students attending library
instruction sessions
2018/2019- 5,132
2019/2020- 5,070
2020/2021- 5,372
2021/2022-

Measure 6
Online Reference Interactions- Number of online reference "chats" the Librarians engaged in.
2018/2019- 744
2019/2020- 1,009
2020/2021- 1,939
2021/2022- 2206

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!

Beginning in the Fall 2022 semester, the Library increased our building hours from the Spring 22 semester, and returned to providing library hours close to what we provided pre-pandemic. We have increased hours and access for students at a time when we have 5 vacant staff positions which impact our scheduling and public service coverage.

During this semester, the Library has reopened access to our 4th floor, including our circulating collection and our 10 group study rooms. Our study rooms can be reserved online and have been utilized by students consistently this semester. As of 10/19/22, we have had 840 room reservations booked for a total of 1,883 hours.

In addition to increasing our hours and reopening library spaces for student use, Library Faculty have resumed providing in-person library instruction sessions at all four locations. As of 11/2/22 Faculty have been scheduled to provide instruction for 103 sessions including English, ESL, Counselling, Child Development, Speech, Psychology, Geology and Photography. Our Faculty Librarians have continued to serve as an Embedded Librarian in Canvas for requested courses and to offer Zoom sessions for instruction as needed.

Describe any 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 GoPrint global queue significantly impacts the service we provide to students. We are experiencing a high level of students who need library staff/faculty assistance when printing their material in the library. Library personnel spend a great deal of time walking students through the printing process. In many cases the student leaves frustrated without their documents. Library staff have also had to print the documents themselves to assist the students.

Printing at Palomar College is a barrier to student success. Students are required to login with their email address and password at least five times to print a Word document (6-8 times for a PDF). Students are experiencing difficulties adding funds to their printing accounts at the point of cash and credit card deposit. In other cases, the printer consumes their money and does not print their documents. Library personnel spend a great deal of time walking students through the printing process. In many cases the student leaves frustrated without their documents. Library staff have also had to print the documents themselves to assist the students.

Students are offered several locations to print documents for their courses. Printing is available at all four campus libraries, the ATRC, Tutoring at centers, and other campus locations. Currently STAR Tutoring (San Marcos) does not offer printing options. Most of the students utilizing our printers do not have them available at home.

At the beginning of each semester students are allocated 10 cents to print. If they have more than one page to print, they need to add money to their GoPrint account. Students are charged 10 cents for black and white per page and 30 cents for each color page printed. We recommend that their accounts are preloaded with a minimum of $2.00 each semester. Additionally, we recommend evaluation of the GoPrint software to determine if it meets best practice standards and provides equitable service to students.

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

GoPrint software has negatively impacted students' success. We recommend that student accounts are preloaded with a minimum of $2.00 each semester. Additionally, we recommend evaluation of the GoPrint software to determine if it meets best practice standards and provides equitable service to students.

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

PROGRESS ON PRIOR PRP 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.

[Click here for previous PRPs with goal information.](#)

Prior PRP Goals

Click "+Add Goal" below to include additional goals.

Goal 1

Brief Description

Fill classified staff vacancies to improve student access to library resources and services. Recruit and hire three classified staff vacancies to improve student-centered service to library resources to fulfill our mission.

Select "+ Add Item" to include additional measures.

Choice

○ Completed ⦿ Ongoing ○ No longer a goal

Add any comments related to your work on prior goal. Include outcomes or progress, successes and challenges, and reason(s) for eliminating a goal, if applicable.

The Library has filled the Library Manager position effective August 1, 2022.

The library had several staff retirements in the past several years reducing the number of full-time staff to cover operational hours and duties at four locations. Due to budgetary constraints and pandemic closures positions were not funded until FY 22/23. Four of the positions were authorized. The Library Manager was hired in August 2022. Three Sr. Library Technicians positions were opened, and recruitment has began September 2022. These three positions will fill vacancies at the Escondido, Fallbrook, and San Marcos libraries.

Although they will help alleviate scheduling and service challenges, we remain concerned about our ability to appropriately staff all our locations. Adequate staffing ensures the library can meet the safety and security of our students and contribute to their academic success.

Additional staffing is needed to offer longer operational hours and to acquire and manage an increasing number of online resources and services as the College expands its online and distance education offerings.

Goal 2

Brief Description

Maintain an excellent Library Service Platform (LSP) that provides easy access to resources in all formats and from any place (library, home, office, etc.)

Select "+ Add Item" to include additional measures.

Choice

○ Completed ⦿ Ongoing ○ No longer a goal

Add any comments related to your work on prior goal. Include outcomes or progress, successes and challenges, and reason(s) for eliminating a goal, if applicable.

1-Added a proactive chat client to our LSP's PrimoVE public search interface.

Using coding and settings options within our LSP configuration we are now able to provide assistance for library researchers. The Ask a Librarian icon appears when first accessing PrimoVE. It remains available after completing a search in in the catalog/discovery interface.

We are working to update the graphic and its positioning to increase visibility and awareness of this resource for research assistance.

2-Initiated a subscription to LibKey from Third Iron to simplify & expand linking to library-licensed and open access content across the web. The LibKey tool is a new artificial intelligence based linking technology from Third Iron which interfaces syncs with PrimoVE. The LibKey add-on of Browzine access problems for Internet device users are also eliminated. The LibKey utitily is designed to minimize link resolver pitfalls in PrimoVE. Such problems include display problems with EBSCOhost database Open URLs, problems correctly presenting pdf documents and displaying content from open-access content identified.

This is the first year of the subscription. Hopefully database statistics and reports from Third Iron will help us assess the effectiveness of the tool. It may take an additional 2-3 years to fully gauge the value of the subscription given the ongoing constraints on funding for library subscription tools (LibGuides, LibCalc, etc.).

Goal 3

Brief Description

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

Select "+ Add Item" to include additional measures.

Choice
○ Completed ⊙ Ongoing ○ No longer a goal

Add any comments related to your work on prior goal. Include outcomes or progress, successes and challenges, and reason(s) for eliminating a goal, if applicable.

During the Fall 2022 semester, the Library Department has returned to a focus of offering in-person library instruction sessions. As of 11/1/22, 103 library instruction sessions have been scheduled for the Fall semester at all four library locations. This is our highest total for scheduled instruction since our facilities closed during the pandemic. Our library classrooms at the LRC are now equipped to accommodate Hyflex classes that visit the library. The Library also continues to promote our Embedded Librarian role for Canvas courses to allow Librarians to work with and assist online students.

The Library distributed a survey to Faculty who utilized Library Instruction sessions for their courses at the end of the Fall 2021 semester. Below are examples of Faculty comments showing the impact of Library Instruction on student success.

"More interaction between students and librarians to break the ice and make students feel like librarians are "family", if that makes sense. I feel part of their reluctance to contact librarians is because they don't get much interaction, so they feel intimidated (kind of like people who want to join a gym but are hesitant walking into one for the very first time)."

"As you know I struggled with teaching the research component this semester, but knowing that librarians can now create assignments inside of Canvas is going to be a huge help. I just need to adjust my assignment schedule to make sure I'm able to devote adequate time to it—I'm wondering if it would be possible to schedule two visits? Maybe the first visit for the tutorial and activity/assigning the homework, then a follow-up visit to address any challenges/issues (which could be shorter). I am also going to narrow the focus of the research assignment, which I think will help a lot. I hope to be able to reach out to you by the end of break with a revamped plan!"

"I absolutely loved bringing my students to library help sessions that I set up with a librarian before we went online. Those sessions were very valuable for me and my students and I can't think of a way that they could have been more valuable. I have missed those sessions since going online. "

The Library has also collaborated with other Departments to create library displays at San Marcos and at Center Libraries. Examples of displays featured at library locations during Fall 2022 semester include: Filipino History Month, Dia de Los Muertos, LGBTQ History Month, Women and Girls of Iran, Banned Book Week and Hispanic Heritage Month. Library Faculty have collaborated with other Departments to participate and host a number of events on campus. Examples of these events include: LGBTQ and You- Banned Books, What's new in the Library and Library Skillshops.

Challenges- Due to staffing vacancies, the San Marcos Library is currently only open two evenings per week. This limits our options of hosting classes for library instruction for evening classes.

Goal 4

Brief Description

In alignment with our antiracism solidarity statement, we will review collections, library policies, procedures, webpages, and spaces using empathy and equity principles while reducing student barriers to success and providing equitable resources and services.

Select "+ Add Item" to include additional measures.

Choice
○ Completed ⊙ Ongoing ○ No longer a goal

Add any comments related to your work on prior goal. Include outcomes or progress, successes and challenges, and reason(s) for eliminating a goal, if applicable.

As of last year, the library removed late fines, provided access to electronic textbooks. The Library Department partnered with Faculty from a number of Departments/Programs (Umoja, Puente and STEM) to provide access to semester long textbooks.

The Library has identified several barriers to student success. We eliminated fines for late fees for returned items. We will continue to work towards providing equitable service and consistently review collections, policies, procedures, webpages and spaces to strive towards providing equitable resources and services.

Goal 5

Brief Description

Provide adequate and flexible learning spaces for students to meet their research and information needs. Provide spaces for individual, group, and virtual study.

Select "+ Add Item" to include additional measures.

Choice
○ Completed ⊙ Ongoing ○ No longer a goal

Add any comments related to your work on prior goal. Include outcomes or progress, successes and challenges, and reason(s) for eliminating a goal, if applicable.

We continue to work towards providing adequate, flexible space for study and collaboration. Students heavily use the group study rooms, quiet study spaces, and computer environments within the libraries. Students are now requesting spaces to connect virtually to courses, collaborative groups, and with other student service departments.

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.

SP Goal 1: STUDENTS: Increase student access, progress, and completion, while decreasing equity gaps.

Palomar Library is committed to offering a variety of student spaces and resources at all four campuses. We consistently monitor services and resources to identify and decrease equity gaps. We strive towards improving student spaces and resources that meet the needs of our learning community.

SP Goal 2: TEACHING AND LEARNING: Implement instructional strategies that strengthen teaching and learning across the college.

The Library Department offers Library Instruction at all campus locations to support student learning and success. In addition, Library Faculty are available to serve as an Embedded Librarian in Canvas courses to create content and assignments.

SP Goal 4: HUMAN RESOURCES: Attract, support, and engage a workforce to meet the needs of the College's diverse student body.

The library is currently recruiting three Sr. Library Technician positions that reflect our DEI philosophy. We will continue to monitor service and staffing needs to adequately reflect our commitment to DEI initiatives. We will support and engage a workforce to meet the needs of the College's diverse student body.

Click here to access the Strategic Plan 2022.

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

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 five parts:

PART 1: Staffing Needs (Faculty and Additional Staff)

PART 2: Budget Review

PART 3: Technology Needs

PART 4: Facilities Needs

PART 5: 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.

NOTE: All requests listed in the PRP will be reviewed by deans and supervisors, then forwarded to the appropriate review group for prioritization. A resource requests approved to move forward in the review process does NOT guarantee a position or funding.

PART 1: STAFFING NEEDS

This year, units are asked to identify <u>new positions only</u> as part of the PRP process. Vacant positions will be addressed outside of the PRP process.

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.

Are you requesting new Classified, CAST, or AA positions?
⊙ Yes ○ No

REQUEST FOR ADDITIONAL CLASSIFIED, CAST, AA

Staff, CAST, AA request 1

Title of position

Administrative Specialist II

Is the position request for AA, CAST, or Classified staff?

Classified

Is this request for a full-time or part-time position?
⊙ Full Time ○ Part Time
○ _____

How does the position fill a critical need for current, future, or critical operations? (e.g. accreditation, health and safety, regulatory, legal mandates, institutional priorities, program trend analyses of growth/stability.)

Recruit and hire an Administrative Specialist II in support of library administrative services. The individual will be responsible for all departmental administrative duties including the processing of invoices, reconciliation of accounts, faculty administrative support, departmental events, supply maintenance, and other departmental duties.

The position will perform routine to complex administrative support and office management functions within the library. The position will work on gathering necessary resources for accreditation, serve as a member of the LRC safety team, and ensure compliance with regulatory bodies. The Administrative Specialist II will assist in budget development and tracking, oversees special projects or administrative processes and maintains an efficient accounts payable process.

Additional tasks the position can assist the Department with include: Serving as liaison with department/program faculty, students, advisory committees, other academic department or programs, and interested community and professional organizations. Provide administrative support for the hiring of new faculty and other department/program employees including making arrangements for new hires, including parking permits, computer access, email addresses and other needs; orients new full- and part-time faculty and other department personnel on District and department policies, procedures and practices; provides support for the annual election of department chair and orients the new chair on relevant department and District procedures.

Perform a wide variety of other administrative support for the department chair and the department; word processes and proofreads reports, correspondence, brochures, flyers, posters and other written materials; copies materials for faculty; schedules and coordinates arrangements for various seminars, presentations, workshops, open houses and other informational and academic meetings; performs standard event planning tasks; maintains department, confidential and specialized student files and records.

Does the position assist in establishing more efficient District Operations through either of the following: reorganization/restructuring OR use of technology?

Hiring an Administrative Specialist II would provide efficient administration support of the department and will assist in the day-to-day accounting process.

Is there funding that can help support the position outside of general funds?
○ Yes ⊙ No

Describe how this position helps implement or support your three-year PRP plan.

The position will afford the library a more efficient proccess to monitor and expend allocated budgets, support library departmental services and programs, and provide timely internal budgetary reporting. The position will also assist with the administrative duties required in the department.

Strategic Plan 2022 Objective

☐ 1:1	☐ 1:2	☐ 1:3	☐ 1:4
☐ 1:5	☐ 2:1	☐ 2:2	☐ 2:3
☐ 2:4	☐ 3:1	☐ 3:2	☐ 3:3

☐ 3:4   ☐ 3:5   ☑ 4:1   ☐ 4:2

☐ 4:3   ☐ 5:1   ☐ 5:2

Refer to the Palomar College Strategic Plan 2022

If the position is not moved forward for prioritization, how will you address this need?

We will continue to disperse the duties amongst a number of staff, administrative leadership, and co-chairs. This will continue to strain existing personnel and resources while providing ineffective processes and reporting.

Staff, CAST, AA request 2

Title of position

Sr. Library Assistant (two)

Is the position request for AA, CAST, or Classified staff?

Classified

Is this request for a full-time or part-time position?
○ Full Time ⊙ Part Time
○ ⬚

How does the position fill a critical need for current, future, or critical operations? (e.g. accreditation, health and safety, regulatory, legal mandates, institutional priorities, program trend analyses of growth/stability.)

Part-time positions will allow us to have more flexibility in scheduling during peak periods and during exam week, assist with special projects, cover sick/vacation staff, and with group study reservations.

Does the position assist in establishing more efficient District Operations through either of the following: reorganization/restructuring OR use of technology?

The position will establish more effiencet operations through the use of reorganization and use of technology. The position would trouble-shoot student technology and printing issues.

Is there funding that can help support the position outside of general funds?
○ Yes ⊙ No

Describe how this position helps implement or support your three-year PRP plan.

The position will afford the library a more efficient proccess in support student-facing interactions and library services and programs, and provide student technology and printing support.

Strategic Plan 2022 Objective
☐ 1:1   ☐ 1:2   ☐ 1:3   ☐ 1:4

☐ 1:5   ☐ 2:1   ☐ 2:2   ☐ 2:3

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☐ 3:4   ☐ 3:5   ☑ 4:1   ☐ 4:2

☐ 4:3   ☐ 5:1   ☐ 5:2

Refer to the Palomar College Strategic Plan 2022

If the position is not moved forward for prioritization, how will you address this need?

We will continue to disperse the duties amongst a number of staff which will continue to strain existing personnel and resources while providing ineffective processes and reporting.

PART 2: BUDGET REVIEW

Review your Budget/Expenditure reports for 2019, 2020, 2021. 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 ○ No

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.

Databases have an annual increase of roughly 5-8%. Vendors kept database renewals steady during the pandemic. As institutions moved back on campus, vendors began reinstating the annual increases. As such, we do not have adequate funding to renew databases/electronic resources for our students research needs. We request an increase in databases & Instructional tools (600010) to include the 8% inflationary increase (roughly $20,000). The increase allows the library to renew highly used databases.

We are requesting an increase in short-term, non academic salaries (2230010) from $8,640 to $12,000 (roughly $3,500) to help us continue to provide services to our learning community. Hourly employees will cover evening and weekend shifts. The will also be scheduled to work early shifts and during high traffic periods.

We are asking for an increase supplies and materials budget (400010) by $5,000 due to inflationary costs.

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

PARTS 3, 4 and 5 – TECHNOLOGY, FACILITIES AND OTHER NEEDS

1. One-Time Fund Requests. Through the PRP process the college implements an approach for prioritizing ad allocating one-time needs/requests. Prioritization takes place through the appropriate groups, leadership, and the Budget Committee. The executive team and Resource Allocation Committee consider various sources for funding PRP requests. Resource requests also inform the larger planning process like Scheduled Maintenance Plans, Staffing Plans, and institutional strategic planning.

For more information about funding sources available, see IELM BLOCK GRANT, LOTTERY, PERKINS

[AND STRONG WORKFORCE GUIDELINES](#) (on the left menu of the webpage).

If you are a CTE program and think you may qualify for CTE funds for your PRP request(s), you are STRONGLY encouraged to answer the call for Perkins/Strong Workforce grant applications in February. Contact the Dean of CTEE for additional information.

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. Requests for technology and facilities are assessed by the Deans and then, if appropriate forwarded to the proper institutional group (e.g., technology review committee, or facilities) for review and feedback.

PART 3: TECHNOLOGY NEEDS

Will you be requesting any technology (hardware/software) this upcoming year?
⊙ Yes ○ No

Technology Request
Click "+Add Technology Request" below to include additional requests.

Technology Request 1

What are you requesting?

Retrofit the group study room to create a collaborative study space for students at the Rancho Bernardo library.
Add data and equipment to the Rancho Bernardo Library group study room (similar to what is available in study rooms at the San Marcos campus library) in order to create a fully collaborative and semi-private group work space for students. Students prefer the enclosed space as it provides the ability to freely work together without disrupting others in the Library. Lack of collaborative technology prevents the space from being fully utilized at present.

Is this a request to replace technology or is it a request for new technology?

New Technology

Provide a detailed description of the the request. Inlude in your response:

a. Description of the need? (e.g., SLO/SAO Assessment, PRP data analysis)

Students on the San Marcos campus have access to fully equipped group study rooms that are heavily used. We would like to provide equitable services and resources to all students regardless of their home campus.

b. Who will be impacted by its implementation? (e.g., individual, groups, members of department)

Students will greatly benefit from the equipment in order to work collaboratively in groups. Fully equipped study rooms at the San Marcos library are heavily used.

c. What are the expected outcomes or impacts of implementation?

Students will use the group study room to collaborate on course assignments, peer learning, and to communicate remotely with other students or instructors located elsewhere.

d. Timeline of implementation

ASAP

What is the anticipated cost for this request? If any, list ongoing costs for the technology (licences, support, maintenance, etc.).

The anticipated cost of the request is roughly $60,000 (including 48 port data switch required.)

Do you already have a budget for this request?

No

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

The request aligns with goal 6 of the PRP: Provide adequate and flexible learning spaces for student in meeting their research and information needs. Provide spaces for individual, group, and virtual study spaces.

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

☐ 1:1	☐ 1:2	☐ 1:3	☑ 1:4
☐ 1:5	☑ 2:1	☑ 2:2	☑ 2:3
☑ 2:4	☐ 3:1	☐ 3:2	☐ 3:3
☐ 3:4	☐ 3:5	☐ 4:1	☐ 4:2
☐ 4:3	☐ 5:1	☐ 5:2	

Click here to access *Strategic Plan 2022*

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

1

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

This request will impact the electrical and data runs in the building.

Will you accept partial funding?
⊙ Yes ○ No

Technology Request 2

What are you requesting?

Add AV equipment, data, and some structural modifications to the open study area on the east side of the Rancho Bernardo Library to optimize use of this space for both learning and teaching: class instructionl/learning and peer study and collaboration.

Is this a request to replace technology or is it a request for new technology?

New Technology

Provide a detailed description of the the request. Inlude in your response:

a. Description of the need? (e.g., SLO/SAO Assessment, PRP data analysis)

This space, which accounts for approximately 1/4 of the RB Library, is currently not being used by students and provides no functionality for the Library, even though there are mobile tables and chairs that could accommodate both class or independent learning. Most of this space was created 3 years ago by the removal of unused book shelves in order provide a high-demand open study area for students that could also double as a much-needed in-library classroom. However, there is insufficient power, lighting, data, and instructional equipment to serve either purpose, leaving the area underutilized. Studying and practicing research within an academic library facilitates students' information competency, but at present, RB library instruction has to be conducted elsewhere in the Center building (where students aren't exposed to the full-range of information options available to them), and many students end up working together outside of the library where it's not easy to obtain expert on-demand assistance from Palomar's skilled Librarians.The addition of AV equipment, data, electrical, and some structural modifications to this area would allow the space to be appropriately utilized by students and the Library.

b. Who will be impacted by its implementation? (e.g., individual, groups, members of department)

Students will be able to learn critical research skills within the library. Learning that occurs within an academic library space facilitates information competency.

c. What are the expected outcomes or impacts of implementation?

Students benefit from working within an academic library space where they have full access to information resources and instructional support. This, in turn, helps them develop the knowledge and information literacy skills that are essential to their success..

d. Timeline of implementation

ASAP

What is the anticipated cost for this request? If any, list ongoing costs for the technology (licences, support, maintenance, etc.).

The project requires the installation of data points, acquiring AV equipment, and modifying space. The project will cost roughly $70,000 .

Do you already have a budget for this request?

No

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

The request aligns with goal 6 of the PRP: Provide adequate and flexible learning spaces for student in meeting their research and information needs. Provide spaces for individual, group, and virtual study spaces.

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

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☑ 2:4	☐ 3:1	☐ 3:2	☐ 3:3
☐ 3:4	☐ 3:5	☐ 4:1	☐ 4:2
☐ 4:3	☐ 5:1	☐ 5:2	

Click here to access [*Strategic Plan 2022*](#)

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

2

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

The data installation will impact the electrical and data capabilities of the Rancho Bernardo facility. Additionally, a new 48 port Cisco Network Switch is required for the buidling.

Will you accept partial funding?
⊙ Yes ○ No

PART 4: FACILITIES REQUESTS

Do you have resource needs that require physical space or modification to physical space?
⊙ Yes ○ No
Please include only those facilities requests that could be accomplished within a one-year time frame and/or under a $75,000 estimated amount. Other facilities needs, such as buildings or remodels, should come through the long-range facilities planning process.

Facilities Requests
Click "+Add Facility Request" below to include additional requests.

Facility Request 1

What are you requesting?

Electrical and Lighting modifications - Rancho Bernardo - Additional outlets and lighting throughout the Library to power student devices (computers, phones, tablets, and peripherals). Students bring their own devices for study and research inside the Library, where they also have access to information resources, help from a Faculty Librarian, and areas for small group study. However, due to insufficient lighting and charging options, a large amount of space is not conducive for studying and is underutilized. More power and light would optimize available study space for students.

Provide a detailed description of the the request. Inlude in your response:

a. Description of the need? (e.g., SLO/SAO Assessment, PRP data analysis)

Additional outlets and lighting throughout the Library to power student devices (computers, phones, tablets, and peripherals). Students bring their own devices for study and research inside the Library, where they also have access to information resources, help from a Faculty Librarian, and areas for small group study. However, due to insufficient lighting and charging options, a large amount of space is not conducive for studying and is underutilized. More power and light would optimize available study space for students.

b. Who will be impacted by its implementation? (e.g., individual, groups, members of department)

Students will be able to better utilize the existing facilities with the edition of extra outlets and lighting in prime areas of the library.

c. What are the expected outcomes or impacts of implementation?

Students will have appropriate lighting and electrical needs while studying in the library.

d. Timeline of implementation

ASAP

What is the anticipated cost for this request? If any, list ongoing costs for the request (additional equipment, support, maintenance, etc.).

The cost of adding additional lighting and electrical outlets is estimated at $25,000.

Do you already have a budget for this request?

No

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

The request aligns with goal 6 of the PRP: Provide adequate and flexible learning spaces for student in meeting their research and information needs. Provide spaces for individual, group, and virtual study spaces.

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

☐ 1:1	☐ 1:2	☑ 1:3	☐ 1:4
☐ 1:5	☐ 2:1	☐ 2:2	☐ 2:3
☐ 2:4	☐ 3:1	☐ 3:2	☐ 3:3
☐ 3:4	☐ 3:5	☐ 4:1	☐ 4:2
☐ 4:3	☐ 5:1	☐ 5:2	

Refer to the Palomar College STRATEGIC PLAN 2022

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

3

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

Additional outlets and lighting throughout the Library allow more students to power and use technology needed for learning (computers, phones, tablets, and peripherals). Students bring their own devices to the Library in order to do research and access essential information resources, get support from a Faculty Librarian, and study. However, due to insufficient lighting and charging options, large areas of the Library can't be used for these or other purposes. More power and light inside the Library would optimize available study and learning spaces for students.

Will you accept partial funding?
○ Yes ⊙ No

Facility Request 2

What are you requesting?

San Marcos Library lobby requires current lighting fixtures exchanged with light the provides proper illumination to the student study space and does not glare into the eyes of staff at the service desk.

Provide a detailed description of the the request. Inlude in your response:

a. Description of the need? (e.g., SLO/SAO Assessment, PRP data analysis)

Replacing existing lighting in the SMC Library lobby will eliminate staff eye strain while optimizing lighting in the student study area. Insufficient lighting in the evening is not conducive for students. New lighting fixtures would optimize available study space for students.

b. Who will be impacted by its implementation? (e.g., individual, groups, members of department)

Students will be able to better utilize the existing facilities with the edition of optimal lighting in prime areas of the library.

c. What are the expected outcomes or impacts of implementation?

Students will have better lighting as they study. Staff will not experience eye strain and will better serve the students.

d. Timeline of implementation

asap

What is the anticipated cost for this request? If any, list ongoing costs for the request (additional equipment, support, maintenance, etc.).

The anticipated cost of this project is $10,000.

Do you already have a budget for this request?

No

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

The request aligns with goal 6 of the PRP: Provide adequate and flexible learning spaces for student in meeting their research and information needs. Provide spaces for individual, group, and virtual study spaces.

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

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☐ 2:4	☐ 3:1	☐ 3:2	☐ 3:3
☐ 3:4	☐ 3:5	☑ 4:1	☑ 4:2
☑ 4:3	☐ 5:1	☐ 5:2	

Refer to the Palomar College [*STRATEGIC PLAN 2022*](#)

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

1

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

The request will impact electrical and ensure ergonomic compliance.

Will you accept partial funding?
○ Yes ⊙ No

Facility Request 3

What are you requesting?

Install longer blinds or sunblocking film to upper windows of the library.

Provide a detailed description of the the request. Inlude in your response:

a. Description of the need? (e.g., SLO/SAO Assessment, PRP data analysis)

Installing longer blinds or sunblocking film to upper windows in the SMC Library lobby will block sun and reduce/eliminate staff eye strain.

b. Who will be impacted by its implementation? (e.g., individual, groups, members of department)

Library Staff will be able to better serve students without the glare of the sun in their eyes. This is both a potential 'health' issue for staff but also is a safety issue.

c. What are the expected outcomes or impacts of implementation?

Reduce/eliminate staff eye strain and will better serve the students.

d. Timeline of implementation

asap

What is the anticipated cost for this request? If any, list ongoing costs for the request (additional equipment, support, maintenance, etc.).

The anticipated cost is $5,000 to $15,000 depending on vendor and product.

Do you already have a budget for this request?

No

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

The request aligns with goal 6 of the PRP: Provide adequate and flexible learning spaces for student in meeting their research and information needs. Provide spaces for individual, group, and virtual study spaces.

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

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☐ 1:5	☐ 2:1	☐ 2:2	☐ 2:3
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☐ 3:4	☐ 3:5	☑ 4:1	☑ 4:2
☑ 4:3	☐ 5:1	☐ 5:2	

Refer to the Palomar College [STRATEGIC PLAN 2022](#)

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

2

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

This will impact the library structure as both blinds and sunblock film will install on building.

Will you accept partial funding?
⊙ Yes ○ No

PART 5: OTHER 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 ○ No

Requests
Click "+Add Request" below to include additional requests.

Request 1

What are you requesting?

Conduct an ergonomic review and redesign of the library service desks at Escondido Center Library. The furniture does not meet the ergonomic needs of library personnel: adujstable desks and chairs are needed. Existing desk does not allow for student interaction and does not meet ADA standards.

Provide a detailed description of the the request. Inlude in your response:ges here.

a. Description of the need? (e.g., SLO/SAO Assessment, PRP data analysis)

Existing furniture is not conducive to serving students. The furniture does not meet the ergonomic needs of library personnel.

b. Who will be impacted by its implementation? (e.g., individual, groups, members of department)

Library personnel and students will be impacted by this implementation.

c. What are the expected outcomes or impacts or implementation?

Staff will be better able to assist students in the use of library resources and services.

d. Timeline of implementation

asap

What is the anticipated cost for this request? If any, list ongoing costs for the request (additional equipment, support, maintenance, etc.).

The estimated cost for the project is $15,000 for furniture upgrades.

Do you already have a budget for this request?

No

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

The request aligns with goal 6 of the PRP: Provide adequate and flexible learning spaces for student in meeting their research and information needs. Provide spaces for individual, group, and virtual study spaces.

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

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☐ 3:4	☐ 3:5	☑ 4:1	☐ 4:2
☐ 4:3	☐ 5:1	☐ 5:2	

Refer to the Palomar College *STRATEGIC PLAN 2022*

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

4

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

This will impact the physical space. No anticipated electrical or data requirements for this area. Will comply with ADA standards.

Will you accept partial funding?
○ Yes ⦿ No

Budget Category

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

Please upload a copy of the quote, if available.

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

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

tmartin@palomar.edu

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

Page 5 will show for reviewers (VP and/or Planning Councils) upon submission of the 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 Immediate Supervisor.

Immediate supervisor who reviewed PRP:	Sign Date
Dean Fabienne S. Chauderlot	12/19/2022

If you are both the immediate supervisor and the VP for this area, please skip to the VIce President (or President) Review below.

FEEDBACK

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

This PRP provides a very detailed analysis and shows the multiplicity of activities and the range of services that are provided by everyone in the Library that includes both instructional and non instructional services. It also shows the close connections between the work of the librarians and the manager as well as her team. The coherence in directions and strategies is clear. The document provides granular details and gives a precise idea of the students' needs and general logistic and facilities challenges. This PRP is a great opportunity to reflect the accomplishments of the staff who have seamlessly adapted to providing excellent services during the closure of the library and the reopening. This document provides a very comprehensive overview of the many facets of the contributions made by the Library to the entire teaching and learning community. The Library staff team is very committed to providing outstanding services to our students in four different campuses and the PRP demonstrates the many areas in which they support them and the librarians.

Areas of Concern, if any:

At Palomar there are instructional PRPs and non-instructional PRPs, however in this case, it is sometimes difficult to make a difference between instructional and non-instructional information. Non-instructional PRPs aim at highlighting the services provided outside academic work, such as workshops, outreach events, tutoring, help to faculty and staff, contribution to the division and, in this case, the long list of services that the Manager and the staff provide to students, librarians, faculty beyond the library, the other departments within Learning Resouces, and the management of that building as a whole .The non-instructional PRP should read less as a complement to the departmental PRP. Information provided in non-instructional PRPs should be focused on what everyone in the staff team does.

Recommendations for improvement:

I recommend including all activities that are instructional in the instructional PRP so that it highlights not only the LIT program, but also the instruction sessions, the collaboration with faculty including managing the collections to respond to the needs of all disciplines, everything accomplished directly by the librarians that has a core academic component and objective. On the other hand, the non-instructional PRP would then be fully dedicated to what is not instructional, namely what the staff and the manager provide as services, with details for each centers which have different challenges, data / analysis of satisfaction surveys, personnel issues and ways to resolve them, impact of the management on the building, use of the library by other departments etc. It is difficult in this document to distinguish what is truly non-instructional. The Department would benefit from a clear distinction between functions and highlights, all the while describing the connections, synergies and the close collaboration that are well-organized between operational and academic functions.

Vice President (or President) Review

Strengths and successes of the discipline as evidenced by the data and analysis:

Areas of concern, if any:

Recommendations for improvement:

VP Name:

Signature Date: