

Entry #: 23 - ---Library

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2023-2024 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

Are you completing a Comprehensive or Annual PRP?

Annual

Division Name

Instruction

Department Name

L&L

Program/Unit Name

---Library

Name of Person responsible for the Program/Unit

Timothy Martin, Marie Templo-Capule

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

Webpage URL 1

Unit webpage

<https://www.palomar.edu/library/>

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

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

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**

8.00

Number of Classified Staff

8.00

Number of CAST Staff

0.00

Number of Administrators

0.00

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)

2.98

FTEF of Part-time Faculty

2.40

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

The library has 8 hourly employees and a 5% OCC Library Manager.

Program/Unit Description

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

Yes, the services provided by our unit have undergone significant changes over the past year. Since March 2023, the library has been operating without a permanent full-time Library Manager, a vacant Senior Library Technician position, and at least one Library Tech position. Despite staffing challenges, we have expanded our service hours and remained committed to offering library services to support student learning and success.

Additionally, there have been adjustments to our operating hours. The library has reverted to pre-pandemic hours in San Marcos and extended operating hours in Escondido and Rancho Bernardo to better accommodate our patrons.

Furthermore, we've proactively addressed student equity concerns by offering complimentary coffee and snacks at our centers to facilitate studying, acknowledging the limited availability of affordable and convenient food options for students. Additionally, recognizing the limited accessibility of supplies due to the bookstore's restricted operating hours (only open during the first week of the semester), we've extended support by providing essential student supplies.

Furthermore, changes in services offered by other departments, such as the halting of the streaming server/media process, have led to increased demand from faculty for streaming media licenses for films. Consequently, our budget allocated for streaming media has been fully utilized, reflecting the evolving needs of our users and the broader campus community.

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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](#)

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 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

SAO 1

SAO Title

Collaborative Study Spaces

Assessment Status

Assessed

SAO Summary and Reflection

In Fall 2023 we surveyed students at all 4 library locations at Palomar College to see if the study spaces were sufficient. We had a total of 390 student participants in our survey. Most of the suggestions for improvements reflected student concerns with the lack of food and bookstore services at the Center locations. The feedback about our services, employees, and resources was above satisfactory for all 4 locations. We have identified issues due to the lack of electrical outlets and a separate study room at the Rancho Bernardo Center Library. Below you will find a breakdown by location of what we require College support to achieve.

The San Marcos Library, on the 1st and 4th floors, of the LRC building is currently meeting the study needs of the students. The group study rooms are consistently booked and utilized by groups for collaboration. The diversity in seating arrangements on the rest of the 4th floor and on the 1st floor are meeting the needs of our students.

The Fallbrook Center Library surveys indicate that there is a desire for students to have different options for study spaces available, such as larger group study rooms. However, due to a current lack of space and the ongoing planning for a new facility being built at the Fallbrook Education Center we are unable to currently address any potential changes until after the new construction has been completed and the available library space has been increased.

The Escondido Center Library surveys indicate that there are inviting and sufficient areas to study. The remodel in 2019 did not meet the student needs so while the space is very small at the Escondido Center Library our Librarian Katy Farrell is always working on ways to increase the student success by making improvements to the library space as necessary.

The Rancho Bernardo Center Library is a beautiful space on the 4th floor of the building. The remodel at the Escondido Center Library in 2019 impacted the Rancho Bernardo Center Library in a negative way. The shelving was removed from Rancho Bernardo Center Library to add to the Escondido Center Library. After that there were multiple requests to retrofit the areas to allow access to power for students. The students are unable to utilize outlets to charge laptops and other devices. These are the suggestions for what is required to truly make the Rancho Bernardo Center Library a suitable space for students to achieve student success at that location. The requests below require College support to complete:

Power outlets: This is important to RB students. Currently insufficient number and placement of power outlets throughout the space to meet student needs. Have noted this on past PRPs/requested and been approved for funding, but it hasn't happened, and a large part of the library remains underutilized as a result.

Separate study room at RB: Requested and funding was approved multiple times to add power and technology to our one study room, but the job was never completed.

SAO 2**SAO Title**

Online Collections

Assessment Status

Not assessed

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

This was assessed last cycle.

Next planned assesment

It will be assessed next year.

SAO 3**SAO Title**

Library Instruction

Assessment Status

Not assessed

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

This was assessed last cycle.

Next planned assesment

It will be assessed next year.

SAO 4**SAO Title**

Resources & Access- Library Hours

Assessment Status

Not assessed

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

Assessed in Fall 2022, we had 528 responses from all four of the library locations. Because of this survey we have increased our hours at the libraries.

Next planned assesment

It will be assessed next cycle.

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

2022/2023 - 667,623

Measure 2

Number of Information Literacy Instruction Sessions

2018/2019- 197

2019/2020- 202

2020/2021- 39

2021/2022- 103

2022/2023 - 204

Measure 3

Collection Development- Physical items at all locations

2019- 184,678

2020- 197,935

2021- 196,036

2022- 122,274

2023 - 121,630

Measure 4

Circulation of Materials- Items processed

2018/2019- 25,816

2019/2020- 26,505

2020/2021- 464

2021/2022- 3,592

2022/2023 - 4,409

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- (Data N/A)

2022/2023 - 4,080

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- 2,206

2022/2023 - 2,263

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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 Fall 2023, the Library has achieved significant milestones in bolstering student success. These were accomplished despite the challenge of vacancies in key positions such as Library Manager, 1 Senior Library Tech, and 2 Library Techs. We have persevered in expanding our operating hours and increasing service availability compared to pre-pandemic times. Despite staffing

challenges, we managed to offer 3,849 room reservations totaling 8,548 hours and a 99% of students showing up for their reservation, providing students with enhanced study spaces conducive to productivity. In addition to supporting students in person at our four library locations,

Library Faculty continue to support our students online by staffing LibChat, our online chat reference service. The number of online Chat Reference interactions Librarians have participated in have continued to increase every year since 2018. During this review period we have assisted students with 2,263 chat interactions.

Moreover, our commitment to student support is evident in the 204 Library Instruction sessions conducted, empowering students with essential research and academic skills. We also had the 10 online workshops and 5221 students attended those. Additionally, we have innovatively addressed student needs by offering complimentary coffee, particularly in areas lacking cafeteria access, ensuring students remain fueled for their academic endeavors.

Furthermore, upon our full return from COVID in Fall 2022, we immediately noticed that the 2020 renovation of the Escondido Center Library, completed without the consultation of library faculty, did not meet the needs of the current student population. The renovation provided little space for individual and group study. To remedy this, library faculty and staff took swift action to align the library space with student needs. We removed unused furniture and added 17 more seats, individual and large group study areas, and 7 ports for students to charge devices. We also relocated certain collections, such as the ESL collection, to make them more visible to students. The enhancements were completed by February 2023. According to library usage data, student use of library space increased by 200% from fall 2022 to fall 2023. The individual study carrels are in high demand and students, including EME students, are now able to study and collaborate in larger groups. Total circulation of physical materials also increased by 72% from fall 2022 to fall 2023. Circulation of the ESL collection rose 483%.

Over the past year, the RBEC Library has made significant strides in supporting the educational endeavors of students and instructors within the Architecture & Interior Design Programs, as well as Poway to Palomar Middle College (PPMC). We have bolstered our collection by adding pertinent print books to the Architecture & Interior Design section, while also procuring subscriptions for online databases tailored to research and topics relevant to these fields. Additionally, we have collaborated closely with program leaders to highlight and showcase student projects, fostering an environment that celebrates their achievements.

In Fall 2023, RBEC Library took the initiative to host and promote a showcase of PPMC class projects, further integrating the college experience for these students. We have worked diligently with program coordinators to emphasize to students that the library serves as a vital space for study and learning, ensuring they feel welcomed and supported in their academic pursuits. This holistic approach underscores our commitment to facilitating student success and providing resources tailored to their specific needs within the academic landscape.

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 global queue for our NetZcore (formerly GoPrint) printing solution continues to have a significant impact on the service we provide to students. Currently, we're observing a high demand for library staff/faculty assistance when students attempt to print their materials in the library. This necessitates considerable time spent by library personnel guiding students through the printing process. Unfortunately, in many instances, students leave frustrated without their documents, leading library staff to print the materials themselves to aid the students.

Printing at Palomar College presents a barrier to student success due to various challenges. Students are required to log in with their email address and password multiple times (at least five times for a Word document and six to eight times for a PDF). Adding funds to their printing accounts at cash and credit card deposit points proves difficult, and in some cases, the printer deducts money without printing the documents.

Despite offering multiple printing locations across campus, including all four campus libraries, the ATRC, Tutoring, and other areas, many students rely on these facilities as they lack access to printers at home.

Beginning in Spring 2023, providing students with a preloaded account balance of \$1.10 at the start of the semester proved beneficial in reducing student anxiety during initial printing.

Addressing the issue of wireless printing on the platform is also imperative. While it functions intermittently, there are instances where it fails to operate. Moreover, the instability of the wireless internet connection in the centers adds to student frustration, with students often being disconnected and needing to sign in repeatedly.

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

The NetZcore software is still negatively impacting students' success. We recommend maintaining the practice of preloading student accounts with a minimum of \$2.00 each semester and making it a permanent policy. Additionally, we propose evaluating the NetZcore software to determine if it meets best practice standards and ensures fair service for all students.

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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

Goal 1

Brief Description

Our goal is to meet the minimum standards set forth in California Code of Regulations, title 5, §58724, while also improving student access to library resources and services. To achieve this, we intend to hire a Library Manager and a Senior Library Technician, as well as propose additional staff positions. This recruitment initiative is aimed at ensuring compliance with regulations and delivering student-centered service, aligning with our mission.

Choice

Ongoing

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.

Despite successfully filling the Library Manager position in August 2023, the position became vacant again after 7 months. Currently, we have a Senior Library Technician serving as a 5% Out of Class (OOC) Library Manager. However, this arrangement is insufficient to support departmental services adequately. The situation is particularly challenging for the Rancho Bernardo Center Library, where the Senior Library Technician is juggling two roles. The 5% allocation as an OOC Library Manager is not enough to handle the tasks that are assigned.

Although approval for hiring a new Library Manager was granted in Fall 2023 and a hiring committee has been formed, the position has yet to be posted. While our existing staff have made commendable efforts to adjust their schedules, concerns persist regarding staffing adequately all locations, leading to increased strain within our department. Proper staffing levels are crucial for ensuring the safety and security of our students and supporting their academic success.

Increasing staffing is vital to ensure compliance with California Code of Regulations, title 5, §58724, and to adequately cover crucial evening and weekend shifts. Furthermore, additional personnel are needed to manage the growing array of online resources and services and to support the College's expanding online and distance education programs.

Goal 2**Brief Description**

Provide adequate and flexible learning spaces for students to meet their research and information needs by providing spaces for individual, group, and virtual study to ensure students have access to sufficient and adaptable learning environments that cater to their learning needs.

Choice

Ongoing

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 remain dedicated to the ongoing task of providing ample and adaptable spaces for study and collaboration. It's evident that students heavily rely on group study rooms, quiet study areas, and computer facilities within our libraries. However, we've identified a pressing need for spaces where students can connect virtually to their courses, collaborate with peers, and access essential student services.

Furthermore, it's crucial to address the existing inequity in access to flexible learning environments. Presently, students in the center libraries lack access to these vital spaces, which undermines their ability to succeed academically. To ensure the holistic support and success of all students, it's imperative that we prioritize the equitable distribution of resources and facilities across all campus centers. By doing so, we can foster an environment where every student has the opportunity to thrive and excel in their academic pursuits.

Goal 3

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.)

Choice

Ongoing

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. Incorporating a 'Request' feature into the LSP's PrimoVE public search interface marks a significant advancement in our efforts to streamline access to library resources. This innovative addition offers students the convenience of requesting materials from all four library locations. By eliminating geographical barriers, we enhance inclusivity and ensure that all students, regardless of their location, have equal access to the resources they need to excel in their academic endeavors.
2. The introduction of email notifications for overdue materials represents a proactive step towards improving communication and enhancing user experience within our library system. By implementing this feature, we aim to provide students with timely reminders about overdue items, thereby increasing the availability of library resources and ensuring a smoother borrowing process. However, the successful integration of this functionality is contingent upon the support and collaboration of our Information Services (IS) team to configure the necessary email notification system.

Goal 4

Brief Description

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

Choice

Ongoing

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.

This ongoing goal is a key part of what we do in the library department, collaborating and meeting our student and faculty needs each year. We provide library instruction in-person, online, and other locations where Palomar classes are being taught (Alta Vista High School is one example.)

In terms of other collaborations, we work with other departments to create library displays at San Marcos and at Center Libraries to enhance the student learning experience. Examples of displays featured at the San Marcos Library and curated by our Public Services Librarian this year include Cabinet and Furniture Making, Dia de Los Muertos, LGBTQ History Month, Black History Month, Women's History Month, Banned Book Week and Hispanic Heritage Month. Displays highlighting similar events and student-focused activities were installed at the Center Libraries. Library Faculty have collaborated with others to participate in the Plenary sessions every semester titled What's New in the Library for faculty and staff. We have also collaborated with local high schools to speak at the Amnesty International Event for Human Rights called Write 4 Rights where the Outreach Librarian spoke on the topic of censorship and free speech to over 200 students and volunteers. After the December event a student requested a follow up presentation be given at their Banned Books Think Tank event in February.

RBEC Library continues to support the information needs of students and instructors in the Architecture & Interior Design Programs, and Poway to Palomar Middle College (PPMC). We've added new relevant print books to the Architecture & Interior Design collection, have ordered subscriptions for online databases that focus on research and topics in these fields, and work with program leaders to spotlight student projects. In Fall 2023, RBEC Library featured PPMC class projects from a student showcase, and worked with program coordinators to ensure students know the library is as much a study and learning space for them as it is for all other Palomar students.

Goal 5

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.

Choice

Ongoing

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 are undertaking a comprehensive review of our collection. Utilizing empathy and equity principles, our aim is to identify and address any systemic barriers that may hinder student success. By doing so, we strive to create an environment that fosters inclusivity and provides equitable access to resources and services for all members of our community.

As part of this initiative, we are closely examining our collection development policy to ensure that it aligns with our antiracism goals. This entails evaluating the diversity and representation within our collections, as well as actively seeking out materials that reflect the varied perspectives and experiences of our student body. Additionally, we are exploring ways to enhance the accessibility of our resources, making them more readily available to all students, regardless of background or circumstance.

Through these efforts, we aim to not only address existing disparities but also foster a culture of understanding and acceptance within our library community. By actively promoting equity and inclusion in all aspects of our operations, we are working towards creating a more just and equitable learning environment for everyone.

The ongoing challenge we face is the insufficient staffing levels to effectively evaluate our resources, particularly in terms of weeding, shelf management, and relocating materials. This lack of resources hinders our ability to adequately support our goals in this area.

The Vision Plan 2035 includes the College's Educational Vision Plan. Review the goals and objectives in the plan and identify 1-3 objectives that your unit supports. Describe how your unit helps to support those objectives.

Goal 1: REIMAGINE AND REDESIGN INSTRUCTION AND STUDENT SERVICES TO INCREASE STUDENT SUCCESS.

The library is dedicated to continually innovating ways to enhance student learning and success. We achieve this through a multifaceted approach that leverages our diverse library resources, including physical books and e-resources, along with engaging outreach activities, captivating library displays, and our robust library service platform.

Aligned with our objectives, we prioritize several key objective. Firstly, we strive to ensure academic support services (Objective #1) by offering a range of services such as library instruction sessions, workshops, and access to a wealth of library resources tailored to meet the unique needs of students and their learning objectives.

Moreover, we are committed to creating warm, welcoming, and organized student service spaces (Objective #3). In pursuit of this objective, we have implemented strategic changes, such as rearranging furniture at the Escondido Center Library to optimize space utilization and create a more spacious and efficient environment. Additionally, at the Rancho Bernardo location, we advocate tirelessly for the establishment of flexible learning spaces that are essential in fostering student success and accommodating diverse learning styles.

GOAL #5 BUILD A UNIFIED PALOMAR DISTRICT WHILE ALLOWING EACH LOCATION TO ESTABLISH A UNIQUE CULTURE AND PROGRAMS TO SERVE ITS STUDENT POPULATION AND CREATE COMMUNITY CONNECTIONS.

The library is actively supporting the development of anchor programs at each center to meet community needs and establish the site's unique identity. One way we are accomplishing this is by Center Librarians creating their own display tailored to the unique programs offered at their location.

For instance, in Escondido Education Center Library , where there is a significant demand for ESL (English as a Second Language) programs, the Center Librarian has curated displays focused on ESL resources, language learning materials, and cultural enrichment resources. These displays not only showcase the library's commitment to supporting ESL students but also provide valuable resources to aid in language acquisition and integration into the community.

Similarly, at the Rancho Bernardo Education Center Library, where there is a strong emphasis on architecture programs, the Center Librarian has worked closely with faculty and students to develop displays highlighting architecture-related resources, such as

books, journals, and digital databases. These displays serve to promote the unique programs offered at the center and provide students with easy access to relevant materials for their studies and research projects.

By empowering each education center to create displays that reflect the unique programs and interests of their respective communities, the library is playing a vital role in fostering a sense of identity and pride within each location. These displays not only enhance the visibility of the library's resources but also contribute to the overall educational experience of students, faculty, and staff at each center.

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 [Vision Plan 2035](#)

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 new positions only 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

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

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 to support library administrative services, including processing invoices, reconciling accounts, providing faculty administrative support, managing departmental events, maintaining supplies, the LIT Program, and other related duties. This role will handle routine to complex administrative tasks, contribute to accreditation efforts, participate in the LRC safety team, ensure regulatory compliance, assist in budget development and tracking, oversee special projects, and maintain efficient accounts payable processes.

Additional responsibilities include serving as a liaison with faculty, students, advisory committees, and external organizations, providing administrative support for new faculty hires, including logistical arrangements and orientation, assisting with departmental chair elections, and offering general administrative assistance. This role also involves word processing, proofreading, copying materials, scheduling events, and maintaining departmental 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?

No

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

Hiring an administrative specialist in the library will greatly bolster our efforts to achieve our objectives of enhancing academic support services and ensuring students receive timely and comprehensive assistance aligned with their academic and career goals.

Vision Plan 2035 Goals and Objectives

1:1

1:2

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 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

Library Technician

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

Classified

Is this request for a full-time or part-time position?

Full 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.)

The current staffing levels for the Library Department does not align with the staffing requirements outlined in California Code of Regulations, title 5, §58724, which establishes minimum staffing levels based on yearly full-time equivalent student enrollments. With an FTE of 14,090 for the 2022-2023 period, we should have a minimum of 16 certificated and classified staff members in libraries. Presently, we only have 8 full-time staff and 2.98 FTE hourly staff. Consequently, the Library Department fails to meet the mandated minimum staffing levels specified by California regulations. To adhere to these regulations, we require an additional 5 full-time staff members.

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 efficient 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?

No

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

With additional staff, the library can offer a wider range of services to students, such as extended operating hours, enhanced research assistance, and more specialized workshops or programs tailored to students' needs. More staff means shorter wait times for students seeking assistance with research, finding materials, or using library resources. This improves overall satisfaction and encourages students to utilize the library more frequently.

Vision Plan 2035 Goals and Objectives

1:1

1:3

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. However, this will continue to strain existing personnel and resources while providing ineffective processes and reporting. Also, it will negatively impact student success by leading to longer wait times for assistance, reduced access to resources, limited support for research and academic needs, decreased availability of study spaces, and overall lower satisfaction with library services.

Staff, CAST, AA request 3**Title of position**

Library Technician

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

Classified

Is this request for a full-time or part-time position?

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.)

Hiring part-time library technicians for evening and weekend shifts is crucial to better support student learning success during these extended hours. The full-time staff is already stretched thin during the day, and the addition of part-time support ensures adequate coverage during evening and weekend hours. When full-time staff members are absent due to sickness or other reasons, minimal coverage at the service desk becomes a concern, underscoring the urgent need for additional staffing to maintain seamless library operations and enhance student experiences.

The Library Department is currently relying on too many hourly employees who do not have experience working in libraries to effectively serve our students. Converting two positions from long term hourly employees to permanent PT employees will improve our efforts to support student success and give the Department the ability to potentially retain valued employees who have worked at Palomar College for years.

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

Library staff aid students in computer usage, including login procedures and printing assistance.

Is there funding that can help support the position outside of general funds?

No

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

With additional staff, the library can offer a wider range of services to students, such as extended operating hours, enhanced research assistance, and more specialized workshops or programs tailored to students' needs. More staff means shorter wait times for students seeking assistance with research, finding materials, or using library resources. This improves overall satisfaction and encourages students to utilize the library more frequently.

Vision Plan 2035 Goals and Objectives

1:1

1:3

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Staff, CAST, AA request 4**Title of position**

Senior Library Technician

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

Classified

Is this request for a full-time or part-time position?

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.)

Hiring part-time library technicians for evening and weekend shifts is crucial to better support student learning success during these extended hours. The full-time staff is already stretched thin during the day, and the addition of part-time support ensures adequate coverage during evening and weekend hours. When full-time staff members are absent due to sickness or other reasons, minimal coverage at the service desk becomes a concern, underscoring the urgent need for additional staffing to maintain seamless library operations and enhance student experiences.

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Vision Plan 2035 Goals and Objectives

1:1

1:3

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PART 2: BUDGET REVIEW

Review your Budget/Expenditure reports for 2021, 2022, 2023. 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 need to address the escalating costs of our library resources, with inflation rates exceeding 8% across most resources. We request an additional of at least 8% in our current 600010 account for databases and instructional tools.

Additionally, it's imperative to establish a supplies budget within our 400010 account to support our centers in Escondido, Rancho Bernardo, and Fallbrook. Currently, we lack any designated funds for supplies, leaving our centers ill-equipped to meet student needs. We request establishing a supplies budget of at least \$2,000 budget for each Center libraries (Escondido, Rancho Bernardo, and Fallbrook).

Furthermore, our existing supplies budget 400010 has been stretched thin due to our commitment to assisting students with essential supplies. With the bookstore only open during the first week of the semester in the centers, students often turn to the library for items such as pens, paper, calculators, post-it-notes, folders, scantrons, and green books. Given our dedication to supporting student learning, we have been using our library supplies to fulfill these needs. However, without a dedicated supplies budget, this support is unsustainable. We request an increase of \$5,000 in our 400010 account to account for inflation costs and the extra supplies we need to purchase library materials.

Moreover, we must augment our 500010 budget to cover printing charges from the GoPrint printers effectively. Presently, we are bearing the cost of print jobs from three printers, which are also utilized by students. Unfortunately, there is no mechanism to differentiate between student and faculty/staff print jobs, resulting in the department inadvertently covering student printing expenses. Since 2019, the Library department has not received any revenue from GoPrint, exacerbating our financial strain. We are requesting the allocation of a GoPrint budget account to cover the expenditures associated with student printing in the library, which are currently being charged to our department.

Additionally, it's essential to augment our 230010 account to meet our staffing requirements. Given our current understaffed situation and the extension of operating hours, we urgently need to schedule more hourly employees to bolster library services and enhance student learning and success. Since we haven't hired a Library Manager and the vacant positions of Senior Library Tech and Library Technicians, we have been relying on hourly employees.

In conclusion, addressing these budgetary concerns is critical to ensuring the continued provision of essential resources and services to support student learning effectively.

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 and 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.

1.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

Technology Request**Technology Request 1****What are you requesting?**

2 Printers for LRC

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

Replacement of Technology

Who is the current user of the requested replacement technology?

Library Faculty and Staff

Provide a detailed description of the request. Include in your response:**a. Description of the need? (e.g., SLO/SAO Assessment, PRP data analysis)**

The two printer/scanners (Konica Model 501) utilized by Library Faculty and Staff for instructional support have reached the end of their operational lifespan. According to Print Services, any issues with the equipment would incur an approximate \$1,500 service charge merely for assessment. Furthermore, due to the equipment's end-of-life status, replacement parts are unavailable as they are no longer manufactured. It is imperative to replace the printer to ensure seamless operations and support the productivity of faculty and staff in order to assist student learning.

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

Library faculty and staff

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

Faculty, staff, and student will benefit from having a printer/scanner.

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.).

Total of \$5,9998 for two printers including tax.

Do you already have a budget for this request?

No

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

It aligns with our Goal #4. It is imperative to replace the printer to ensure seamless operations and support the productivity of faculty and staff.

What Vision Plan 2035 Goal/Objective does this request align with?

1:5

2:6

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)?

Support from facilities during delivery and from IS when it's plugged to the network.

Will you accept partial funding?

Yes

Technology Request 2

What are you requesting?

Five (5) RFID Pad Readers

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

Replacement of Technology

Who is the current user of the requested replacement technology?

Library Staff who processes the library materials for students.

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

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

The San Marcos site currently has three RFID Readers, while each center has one, making a total of six readers. Unfortunately, three of these readers have already malfunctioned and require replacement. RFID technology serves to safeguard library materials against theft or accidental misplacement, enabling library staff to monitor each item's circulation journey closely. Moreover, it facilitates the checkout process for students borrowing library materials. It is imperative to replace the broken RFID Readers to ensure seamless operations and support the productivity of faculty and staff in order to assist student learning.

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

Library faculty and staff

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

Faculty, staff, and student will benefit from having a printer/scanner.

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.).

\$7,500

Do you already have a budget for this request?

No

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

It aligns with our Goal #4. It is imperative to replace the printer to ensure seamless operations and support the productivity of faculty and staff.

What Vision Plan 2035 Goal/Objective does this request align with?

1:5

2:6

5:2

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)?

N/A

Will you accept partial funding?

Yes

PART 4: FACILITIES REQUESTS

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

Yes

Facilities 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. Include 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 2 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 Vision Plan 2035 Goal/Objective does this request align with?

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

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)?

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

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?

No

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

Yes

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

mtemplocapule@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:

Leanne Maunu

Sign Date

4/29/2024

FEEDBACK

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

I appreciate how thoughtful the Library has been to ensure that students and patrons have their needs met. It's remarkable to see how much more usage the databases have seen over the course of the last five years, and the growth to pre-pandemic levels of the information literacy instruction levels is also very encouraging to see. I'm glad to see that the library instruction sessions are following suit; given how many more online classes Palomar is offering, it's nice to see that online workshops are also being incorporated into the Library's work. The LibChat feature also seems very beneficial to our students.

It's wonderful to see that each center library is supporting the students who are part of each center's anchor programs. Additionally, although the Escondido Center Library re-model didn't meet students' needs, it's great that the librarians were able to re-configure the space to better accommodate students and their study needs. Hopefully the space needs at the Fallbrook Center will be met once the new Fallbrook 40 building opens.

I fully support the Library's desire to create the new Library Technician position and to ask for one full-time and one part-time Library Technician, in addition to the Senior Library Technician request and the Administrative Specialist II position. The new Library Technician position will offer a pathway for graduates of the LIT program and for the department's STH workers, and the Admin Specialist II position will be able to help the new Library Manager (when they are hired) and the co-chairs with their work to ensure the smooth running of the libraries. Since the libraries are open expanded hours at each location except Fallbrook, we need to make sure that the Library department has adequate staffing to ensure the safety of the students, staff, and faculty at each location and to support their patrons.

I also support the Library's technology and budget increase requests. Given the escalating costs of technology, supplies, and e-materials, it's important to make sure that the Library's budget is keeping pace with these costs.

I commend the librarians for all their work on behalf of Palomar students and Library patrons. Thank you for ensuring that their needs are met, and that our students feel welcome and supported each time they enter one of our libraries.

Areas of Concern, if any:

None

Recommendations for improvement:

To help with the power outlets at RB, can you provide more detail about why they were not installed, even though they were approved for PRP funding? Can you also provide more detail as to why the technology wasn't added to the study room there? If work orders were submitted for both projects, perhaps we can track them down and see where things were stalled.

To address the NetZcore situation, can we try to meet with I.S. to see if they can help us work on a solution?

For the lack of study spaces at some of the center libraries, is there talk about putting in study pods at those locations as there is at San Marcos?

For the two printers at the LRC, the cost is listed as "\$5,9998." Should that be \$59,998 or is it \$5,999.80?

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:**