

Ohlone College

Program Review Report

- **Program Description and Scope:**

- *Program Review Title:* LRC Program Review
- *Academic year:* 2015/2016
- *Review Type:* Instructional Disciplines
- *Program/Departments:* Library Science/Services (16000, 61200)
- *Authority Code:* 53-Dean, Business, Technology, and Learning Resources
- *External Regulations:* Yes_ No X
- *Provide a brief narrative that describes the instructional program/discipline:*

The LRC supports departments across the curriculum by providing access to books, periodicals, databases, media, equipment, facilities, and services related to all disciplines. It serves students through these collections and as an instructional unit offering for-credit classes, collaboration with subject-area faculty to provide customized research instruction, and individual research assistance. Through oversight of the Information Competency (IC) GE requirement, library faculty work to infuse IC concepts into the curriculum by collaborating with English, Speech, Allied Health and other faculty departments to embed information competency units into their programs. LRC faculty strive to continuously adapt services to meet the needs of students via emerging technologies that include providing increased remote access to electronic books, online periodical databases, web-based guides and tutorials, an online research skills class, and email/chat reference services. The LRC is committed to providing quality services and collections that support curriculum and stimulate the acquisition of lifelong learning skills.

- **College Mission:**

- *Mission Statement:*

Ohlone College responds to the educational needs of our diverse community and economy by offering high quality instruction supporting basic skills, career development, university transfer, and personal enrichment and by awarding associate degrees and certificates to eligible students in an innovative, multicultural environment where successful learning and achievement are highly valued, supported, and continually assessed.
- *Program Relation to College Mission:*
 - University Transfer
 - Support Services
- *State Your Program Mission/Purpose:*

As expressed in its mission statement, "[t]he Ohlone College Learning Resources Center connects students with the high-quality resources they need to succeed in their classes, careers, and lives. Librarians teach students how to find the best information and how to use it effectively, efficiently and ethically. The LRC is committed to providing quality services and an excellent collection

of materials that supports the curriculum and stimulates the acquisition of lifelong learning skills."

- *Briefly Describe Program Accomplishments:*
 - Completed assessments of embedded GE Plan A information competency requirement for SPEECH 101 and COMM100.
 - Embedded GE Plan A information competency requirement in selected History classes.
 - Complete course assessments for LS101 and LS151.
 - Completed major update to fully online research skills lab for Eng101A.
 - Piloted LS101 learning community with Puente English class.
 - Reviewed and discarded approx. 25,000 outdated titles from the Fremont print collection.
 - Relocated into temporary swing space in Hyman Hall for campus core construction. Developed plan of service for next 3+ years in swing space.
 - Participated in design and development of the Learning Commons in planned academic core.
 - Adopted Discovery Search (simultaneous search across all library resources collectively) to improve students' experience and increase access to and use of library resources.
 - Expanded online database offerings to 50+.
 - Adopted Libguides web publishing platform and created dozens of course and subject guides.
 - Added streaming media database.
 - Increased e-book collection from 20,000 to 60,000 volumes.
- **Achievement and Resource Data Analysis:**
 1. *Research Questions:*
 1. The LS sections have been declining in enrollment. Is there an identifiable cause for the low enrollment? and is there a remedy?
- **Resource Assessment Summary:**
 1. *Academic Year:* 2013-14
 2. *Activity Center Fund 10 Budget Allocation:* \$981856.00
 3. *FTES:* Fall: 3 Spring: 3 Summer: 0
 4. *WSCH/FTEF:* Fall: 549 Spring: 614 Summer: 0
 5. *Course Sections Offered:* Fall: 3 Spring: 3 Summer: 0
 6. *Sections Taught FT Faculty:* Fall: 0 Spring: 0 Summer: 0
 7. *Sections Taught PT Faculty:* Fall: 3 Spring: 3 Summer: 0
- **Human Resources:**
 1. *# of FT Faculty:* 3
 2. *# of PT Faculty:* 1
 3. *# of Classified Staff:*

4. *# of Administrators:*
 5. *% Faculty release/reassigned time:*
 6. *Technology:*
 - Specialized Software
 7. *Physical Resources:*
 - Specialized Labs
- **Program Analysis PSLOs - Student Learning:**
(Key: I-Introduced, P-Practiced with Feedback, M-Demonstrated at the Mastery Level)

1. *PSLO Matrix:*

Course PSLO-1

LS 101 M

LS 151 P

2. *Please Indicate the PSLO(s) which you are reporting on:*
 - Students who receive library instruction or use library services and collections will, in accordance with their level of contact with the library, demonstrate one or more core information competencies. They will:
 1. Develop effective research strategies.
 2. Locate, retrieve, evaluate, and use information ethically and legally.
3. *Analyze and summarize your assessment findings â?? What in the data jumped out?*

The following courses were assessed: LS101: spring 2013 and fall 2013 loop closed; LS151: spring 2014; SPEECH101: GE Plan A Information Competency fall 2012 and loop closed loop closed fall 2013; COMM100: GE Plan A Information Competency assessment done spring 2013 and loop closed fall 2013

For LS101, significant improvement was seen following the modifications to lecture content, quiz questions, and the final project requirement which were designed to more clearly articulate the importance of engaging in an information evaluation process.

The primary cause for the decline in enrollment in LS101 and 151 is the embedding of the GE Plan A Area VII Information Competency requirement into SPCH101, COMM100, and HIST119A&B. Students who successfully complete any of these courses are no longer required to take an LS course to fulfill the GE Plan A requirement. Embedding information competency across the curriculum has

been an ongoing goal of the department but we also want to reach students through stand-alone courses. The department is looking at ways to increase enrollment in its stand-alone LS courses that include: changing LS101 from fully online to face to face or hybrid; partnering with basic skills and ESL faculty to develop learning communities for Student Equity Plan targeted populations, e.g. Puente; revising LS151 Internet for Research to reach a more advanced audience; position fully online LS courses for inclusion in the statewide Online Education Initiative (OEI) course exchange; better marketing & coordination with counselors.

4. *Give examples of assessments used for your PSLO analysis:*

Example of LS101 assessment: <http://libguides.ohlone.edu/LS101/assessment>

5. *Describe input from Program Advisory Committee (if applicable):*
6. *Comments:*

- **Program Improvement Objectives**

1. *Based on the program data analysis and PSLO analysis, identify your Program Improvement Objective(s): What are you going to do? Why are you going to do it?*

Replace our dated, legacy Integrated Library System (ILS) with a modern Library Services Platform to ensure that this backbone of our library technology can continue effectively to support student learning now and in the future.

Notes (optional): Please include any notes related to your PIO. (2500 Character limit)

Program PIO will address the following:

- Student Learning & Achievement
- Service Impacts

How will you assess the effectiveness of your PIO:

With a new system in place, we should see measurable improvements across our library operation, notably in: system stability, resource management (e.g.: enhanced resource sharing and new demand driven acquisition models), staff/workflow efficiencies (staff freed from duplicative and inefficient tasks can work on new initiatives), and increased student satisfaction with a modern search interface, better integrated with our databases and other technologies.

PIO Action Plan:

How will you accomplish this?

Gather information on modern systems and recommend replacement, either through RFP process, possible sole-source option, or adopting potential statewide selection through the Chancellor's office. Work with new vendor to profile for and prepare data for migration to new system. Implement new system.

What is your timeline?

Ideally, we want to have a modern library system in place in tandem with our new building, estimated to be 2018. However, we also want to take advantage of a potential statewide selection/purchase for California community colleges, a proposal currently under discussion.

Who is going to do this?

Systems Librarian, with involvement of entire library staff and Division Dean.

PIO Status:

- In-Progress

Closing the loop - Describe the results of your PIO implementation or completion:

Conclusion: Complete if PIO has been completed

Fiscal Resources Status:

- Request has been submitted through Instructional Software -potential funding through Instructional Software - 2015-16.

PIO Resources:

2. *Based on the program data analysis and PSLO analysis, identify your Program Improvement Objective(s): What are you going to do? Why are you going to do*

it?

Custom-design and install permanent shelving behind the NC-LRC reference desk to house the growing collection of textbook reserves. Shelving should be capable of securing this valuable collection during hours the LRC is not open, and maximize its access during hours of high-circulation.

Notes (optional): Please include any notes related to your PIO. (2500 Character limit)

Program PIO will address the following:

- Student Learning & Achievement
- Service Impacts

How will you assess the effectiveness of your PIO:

The LRC coordinator will conduct a staff satisfaction survey to assess the anticipated improvements to service and learning.

PIO Action Plan:

How will you accomplish this?

The LRC coordinator will collaborate with contractor.

What is your timeline?

ASAP

Who is going to do this?

The LRC coordinator will collaborate with contractor.

PIO Status:

- New

Closing the loop - Describe the results of your PIO implementation or completion:

Conclusion: Complete if PIO has been completed

Fiscal Resources Status:

PIO Resources:

- Resource: Facilities Improvement
Description: Funding for materials and labor.

3. *Based on the program data analysis and PSLO analysis, identify your Program Improvement Objective(s): What are you going to do? Why are you going to do it?*

Redesign and custom-build a new service desk at the Newark LRC to improve delivery of essential services and face-to-face research assistance to increase student success.

Notes (optional): Please include any notes related to your PIO. (2500 Character limit)

Program PIO will address the following:

- Service Impacts
- Student Learning & Achievement

How will you assess the effectiveness of your PIO:

The LRC Coordinator will conduct a student/staff satisfaction survey to assess the anticipated improvements to service and learning.

PIO Action Plan:

How will you accomplish this?

Redesign and custom-build a new service desk at the Newark LRC. The current desk was not designed as a library service desk. It acts as a barrier to student/librarian collaboration and is ergonomically challenging.

What is your timeline?

Who is going to do this?

Newark LRC Librarian with contractor and/or support from Facilities (old desk would need to be removed and new desk installed) and IT (desk will need to be appropriately wired and enabled for technology).

PIO Status:

- Completed

Closing the loop - Describe the results of your PIO implementation or completion:

Conclusion: Complete if PIO has been completed

PIO achieved - worked

Fiscal Resources Status:

- Funded from Newark Capital Campaign \$ (Foundation fund)

PIO Resources:

4. *Based on the program data analysis and PSLO analysis, identify your Program Improvement Objective(s): What are you going to do? Why are you going to do it?*

Purchase textbooks to place on reserve in the library. Lack of access to textbooks can be an obstacle to student success for low-income and other students. Students may fall behind in courses before they receive their textbook financial aid, impacting course retention and completion.

Notes (optional): Please include any notes related to your PIO. (2500 Character limit)

Program PIO will address the following:

- Course Retention

- Course Completion
- Persistence
- Student Learning & Achievement
- Success Rates
- Increase Degrees/Certifications
- Equity/Disproportionate Representation

How will you assess the effectiveness of your PIO:

The automated library system can generate both item specific and overall collection usage statistics. Additionally, the library may develop a questionnaire to determine why students are using the collection, and may be able to use Accudemia to track use of the collection disaggregated by student characteristics.

PIO Action Plan:

How will you accomplish this?

Work closely with faculty and the book store to determine high demand textbooks. Purchase textbooks from college book store. Catalog and process materials for student use.

What is your timeline?

Purchase, catalog, and process textbooks in January for the spring 2016 semester. Purchase, catalog, and process textbooks in August for the fall 2016 semester.

Who is going to do this?

Librarians and library technicians.

PIO Status:

- In-Progress
- Revised

Closing the loop - Describe the results of your PIO implementation or completion:

Conclusion: Complete if PIO has been completed

Fiscal Resources Status:

- Explore funding through Equity Plan

PIO Resources:

- Resource: People Time
Description: Catalog and process reserve textbooks.
- Resource: Data from Research and Planning Office
Description: To assess usage disaggregated by student characteristics for SEP.
- Resource: Instructional Equipment
Description: Funding for library reserve textbooks
Est. Cost: \$20,000.00

5. *Based on the program data analysis and PSLO analysis, identify your Program Improvement Objective(s): What are you going to do? Why are you going to do it?*

Improve access to support the delivery of instructional and technology services, and to assist in day-to-day operations at the Newark Center LRC. The increased support will streamline student access to all LRC services, help improve students' application of the academic research process, and develop information presentation skills, thus enhancing student achievement across the curriculum.

Notes (optional): Please include any notes related to your PIO. (2500 Character limit)

Program PIO will address the following:

- Student Learning & Achievement
- Service Impacts

How will you assess the effectiveness of your PIO:

The success of this newly created position will be assessed as part of annual performance evaluations by the division dean. Specific measures of effectiveness

of new programs and services will be created depending on the type of program developed. Usage and service statistics to support this proposal are routinely gathered.

PIO Action Plan:

How will you accomplish this?

If a new FTE is approved, develop detailed job description in collaboration with division dean. Follow established Ohlone College hiring processes.

What is your timeline?

As soon as possible.

Who is going to do this?

Library faculty, division dean, human resources.

PIO Status:

- Completed

Closing the loop - Describe the results of your PIO implementation or completion:

Conclusion: Complete if PIO has been completed

PIO achieved - worked

Fiscal Resources Status:

- .25 Staff position - LRC Aide funded through Equity budget

PIO Resources:

- Resource: Staff/Administrative Position
Position Title: LRC Aide
FTE: .25

Est. Cost: \$20,000.00

6. *Based on the program data analysis and PSLO analysis, identify your Program Improvement Objective(s): What are you going to do? Why are you going to do it?*

Seek stable, predictable and appropriate levels of funding for essential library resources in order to ensure access to learning resources vital to student success, and to comply with Accreditation 2014 Recommendation 5: "...that the cost of regularly replacing and updating library and learning resources be institutionalized in the College's budget..."

Notes (optional): Please include any notes related to your PIO. (2500 Character limit)

Program PIO will address the following:

- Student Learning & Achievement

How will you assess the effectiveness of your PIO:

Library material usage statistics will be collected and analyzed.

PIO Action Plan:

How will you accomplish this?

Library faculty will develop, advocate for, and continuously review budgets for essential library materials and services. Categories include: 1) library system and cataloging utilities 2) electronic periodical and library databases 3) print and electronic books and DVDs 4) print periodicals. The circulating print collection was reduced by more than 50% in preparation for the move to temporary swing space. The library will have to begin building the print collection back up to meet the needs and demands of a new facility.

What is your timeline?

Funding for expansion of the print circulating collection to be ongoing. Planning for an "opening day" library collection to be ongoing.

Who is going to do this?

Library faculty and staff.

PIO Status:

- In-Progress
- Revised

Closing the loop - Describe the results of your PIO implementation or completion:

Conclusion: Complete if PIO has been completed

Fiscal Resources Status:

- Funded through General Fund 10 - 2015-16 budget augmented to \$20,000.00

PIO Resources:

- Resource: Instructional Equipment
Description: Ongoing budget line item for print and electronic book (e.g.: GVRL) and DVD purchases.
Est. Cost: \$60,000.00
- Resource: Instructional Equipment
Description: Ongoing budget line item for electronic databases, including ebook and streaming media (FOD) subscriptions.
Est. Cost: \$80,000.00
- Resource: Instructional Equipment
Description: Ongoing budget line item for print periodicals.
Est. Cost: \$8,000.00
- Resource: Instructional Software
Description: Ongoing budget line item for library system and cataloging utilities.
Est. Cost: \$21,000.00

Attached Files:

- [2013spring-sloa-comm100-GE Area VII Info Comp.doc](#)