

Beta Annual Program Review Questions 2019

I. PROGRAM DESCRIPTION: In one or two paragraphs, provide a description of the primary goals of your program or service area. Attach an appendix to describe your program or service area in more detail, if needed.

Note: If no changes have occurred, copy and paste from last year's review.

If it exists, feel free to copy the brief description of your program from the college catalog:

<http://www.smc.edu/CollegeCatalog/Pages/default.aspx>

The Library is one of the most heavily used facilities of Santa Monica College, and it is in constant use by students, faculty, and staff. The average weekly gate count in 2017-18 was 16,537 students, with daily user counts as high as 7,500. We procured a more accurate and reliable gate counter that gives us much more granular data than our current method does. The 96,000 square foot facility offers a variety of seating arrangements and study areas that can accommodate up to 1,300 students, including 19 group study rooms as well as individual study carrels and tables with data and power. There is a computer classroom designed for library instruction with 47 workstations. To serve our disabled student population, the Library offers a room which houses a video communication device for the hearing impaired, and has turned one of the smaller group study rooms into a distraction reduction room for those students who require a quiet place to study. The Library provides information resources to enrich and support the curriculum and strives to meet the information needs of students, faculty, administration, staff, as well as the community at large. Santa Monica College has a diverse student population in terms of age, college preparation, computer literacy, fluency in English, for example, all of whom the Library serves. Librarians employ different approaches to instruction - to meet the users where they are and to provide materials that are appropriate for student's research and study needs. The Library supports the College mission and Institutional Learning Outcomes, and prides itself on the ability to not only provide and use the latest information technology, but also to assist our students in achieving enhanced levels of information literacy by using that technology.

II. PARTNERSHIPS:

(CTE only):

Part 1:

Industry advisory meeting dates and attendance for 2018-2019. Insert additional rows as needed:

Date of meeting	# of SMC attendees	# of non-SMC attendees

Part 2:

Employer partnerships/collaborations in 2018-2019 (insert additional rows as needed):

Employer Name	Type of partnership or collaboration: <ul data-bbox="565 1192 857 1375" style="list-style-type: none">• Advisory attendance• Internship site• Donations• Job placement• Other	Optional: Additional information about partnership or collaboration

III. PROGRESS SINCE LAST REVIEW (LAST YEAR'S OBJECTIVES):

Identify the original objectives from your last review as well as any new objectives that have emerged since then (if applicable).

For each objective, determine status and explanation for status.

Objective: Weed outdated materials from the print collection.	Status	Status Explanation
Begin digitizing archival materials.	Project well underway. Purchased Omeka subscription with a foundation grant and began the digitization	Omeka is digital archive management software. Images can be seen at: https://santamonicacollege.omeka.net/
Objective: Create an Information Desk in the Library Commons	Status: This objective has been put on hold because other projects have been taking higher priority.	Status Explanation: Currently student workers are assisting user with print/copy questions/issues and though not ideal, it is working most of the time.
Objective: Deploy Wireless printing	Completed.	
Objective: Repurpose space that was formerly a computer lab	Completed: Space has now been designated as a quiet study area to address students complaints regarding noise in the Library.	No complaints about noise have been referred to Library administration since opening this area.
Objective: Maker Space	Eliminated	The creation of a Maker Space in the Library abandoned due to the cost and refurbishing of to accommodate it.

IV. ACHIEVEMENTS:

(Optional) List any notable achievements your program accomplished in the last year.

The Library increased its e-book collection by over half, and now have 62,000 titles available electronically. Increasing our electronic offerings that supports our distance education users, and well as on-ground student who want to access materials when the Library is not open.

Installed a new traffic counter that gives granular data on the on use and occupancy of the Library, broken down in 15 minute increments, which gives us accurate data for any given time or date.

Collaboration with Santa Monica History Museum on several exhibits, KCRW (summer, 2018), Sally Ride exhibit (will be June of 2019), SMC 90th (November of 2019). Though some of these dates are in the future, the work has been ongoing during this academic year.

The migration to a Statewide Library Services Platform (LSP) has been the focus of much of the work this year. Training is ongoing, and data is being sent and tested by ExLibris our LSP vendor. The migration will require substantial programming and data entry, and ongoing testing for functionality.

Library faculty and administration are actively engaged in promoting the use of Online Educational Resources in the classroom. The books in the Library's reserve collection represents under two percent of the books in the Library but account for sixty-four percent of the circulation activity, which is not the best option that student should have if they can't afford a textbook. Students need access to their course materials 24/7, and if their textbook is an OER, they needn't worry about the Library's hours of operation or if the book that they need is check-out at the time they need to access it.

Faculty Achievements:

Steve Hunt is the chair of the statewide EAR committee that reviews and selects new database products to be offered at discounted prices through the state's Community College Library Consortium. Steve is also the Chair of the System Work Group. This group makes technology decisions and sets policies for the new statewide LSP. Steve is also the campus 504 compliance officer and deals with students who have concerns regarding access and/or accommodation

Brenda Antrim is the chair of the Curriculum Committee, is the departments Academic Senator, and is the Library Chair. She was chair of an American Library Association committee, the Gay, Lesbian, Bisexual, and Transgender committee. In addition, she also is a member of the Ben Franklin Book Awards, for both print and electronic books.

The Librarians have instructed over 5,600 students in the orientations, workshops and credit classes. This does not include the nearly 7,000 one-on-reference encounters. This work is being done by three reference librarians and a cadre of part-time librarians.

V. ASSESSMENT AND EVALUATION

Part 1: Outcomes and Evaluation Results

- A. Reflect on the outcome assessment (PLO, SLO, UO) data that your program reviewed in the current year (2018-2019) that have yielded **notable** or **actionable** findings. Insert additional rows as needed.

Note: It is not required that you mention every outcome assessed in your program.

What outcome were you assessing?	How was the outcome assessed?	What were the results of the assessments?	Describe any changes that are planned or in progress to address the results
Students will locate a book in the Library using the Library of Congress Classification System	By retrieval of the book	100% of students met the SLO	None at this time

- B. Reflect on other effectiveness data you collected and analyzed for the program this year.

1a: Course Success and Retention (Instructional Depts Only)

After reviewing the course success and retention rates for your program, describe how these rates reflect the overall effectiveness of your program, and discuss any planned changes or actions your program plans to take to address the results (if applicable). Access data in Tableau (<http://tableau.smc.edu>)

The Library for-credit classes in the Library instruction program is relatively small, with seven one-unit classes are taught per year at the most. The success rate for these classes with 71.4%, however, there was one class with a 57% success rate adversely impacted the results. The retention rate for these classes was 94%.

1b: Racial and Other Equity Gaps for Course Success (Instructional Depts Only)

After reviewing the course success rates by ethnicity/race and other demographic variables, identify any equity gaps, and discuss any planned changes or actions your program plans to take to address the gaps (if applicable). Access data in Tableau (<http://tableau.smc.edu>)

See appendix

2: Degrees and Certificates (Instructional Depts Only)

After reviewing the numbers of degrees and certificates awarded by your program, describe how the data reflect the overall effectiveness of your program, and discuss any planned changes or actions your program plans to take to address the results (if applicable). Access data in Tableau (<http://tableau.smc.edu>)

3: Additional Data Demonstrating Effectiveness (If applicable)

If available, describe the results of other data indicating the effectiveness of the program and discuss any planned changes or actions your program plans to take to address the results.

Examples of other data include: surveys, document reviews, observations, performance indicators, focus groups/interviews, advisory committees, labor market demand, license exam pass rates

Our user survey is done every other year, and will not be deployed in time to provide data for this period. See appendix for a copy of the survey instrument.

Part 2: Analyses of Results

This question is designed to bridge the results of your evaluation and outcomes assessment with next year's objectives (VI).

In one or two paragraphs, describe what you have learned about your program and how this knowledge will inform your plans for next year.

In preparation for Program Review and the need for course revision, the Library 1 course outline of record was revised and will be submitted to the Curriculum Committee. The discussions regarding the course outline gave the Librarians an opportunity to discuss the evolving nature of information resources and the preferred methods information consumers use to access information. Discussions will continue on how to mesh students' preferred method of access with the information resources that they need. With these discussions in mind, the Librarians will develop an online Library 1 class. These discussions regarding the class will continue over the fall, with the target of the submission of the DE course outline to be sent to the Curriculum Committee in the spring of 2020.

The migration to the new LSP has caused us to reevaluate our procedures and workflow. The notion that "we have always done it that way" has to be discarded. As we begin working with our data inside Alma (the name of the staff side of the LSP) it will become clearer what procedural changes we need to make. This system is a radical departure from the system we use currently, so acquiring new skills and a deep understanding of the inner working of ALMA is necessary in order to do our jobs. In addition to Alma, the public interface is controlled by another product, Primo V. There needs to be at one person on staff who passes the Primo V certification in order to be allowed access to configuration tools. We have learned that we are in the midst of a steep learning curve in learn a system that will change every aspect of our work.

VI. NEXT YEAR'S OBJECTIVES:

Itemize any specific strategies or projects you plan to accomplish next year to improve the effectiveness of your program. *Limit 3 objectives.*

Objective	Rationale for Setting Objective <i>Link to data, if applicable.</i>
Complete migration and implementation of the LSP	Current library system is not fully ADA compliant, so it had to be replaced with a fully compliant system.
Complete ongoing training on this new software	Staff need in-depth training in order to do tasks such as importing records into the new system, placing items on Reserve, and the check-in/out of Library materials.
Acquire ALMA and Primo V administrator certifications for Interim Dean and the Systems Librarian	Without certification, we will not be given access to configure the system for use. In addition, we would have to pay for configuration assistance from ExLibris.
Propose that Library 1 be taught as a DE course	Do the necessary work to revamp Library 1 to be taught in an on-line environment and submit to the Curriculum Committee for review and hopefully approval.

VII. CURRENT PLANNING AND RESOURCE NEEDS:

Part 1: Narrative

Broadly discuss issue or needs impacting program effectiveness for which institutional support or resources will be needed for the coming year.

Security is an ongoing problem in the Library. The police are called regularly to deal with disorderly conduct on the part of students or community members. Library staff do not feel safe when they are verbally abused, have things thrown at them, or are threatened with assault. Often times the person causing the disruption leaves before the police arrive, making identification virtually impossible.

During the migration to the new LSP, we will need temporary Library Assistants to staff the Circulation Desk to allow our full-time staff to be trained and to perform data entry and/or maintenance. They will also have to train on all of the varied activities done through our Library system, such as acquisitions, cataloging, reserves, holds, and circulation activities.

The Library classroom's Audio/Visual system no longer works properly and needs to be replaced. When presenting media such as video clips, the sound is garbled and difficult to understand. The projector display is not clear and there are parts of the display that are tinged with colors that are not part of the video. A new flat-screen display should replace our system that is now 17 years old.

Part 2: List of Resources Needed

Itemize the specific resources you will to improve the effectiveness of your program, including resources and support you will need to accomplish your objectives.

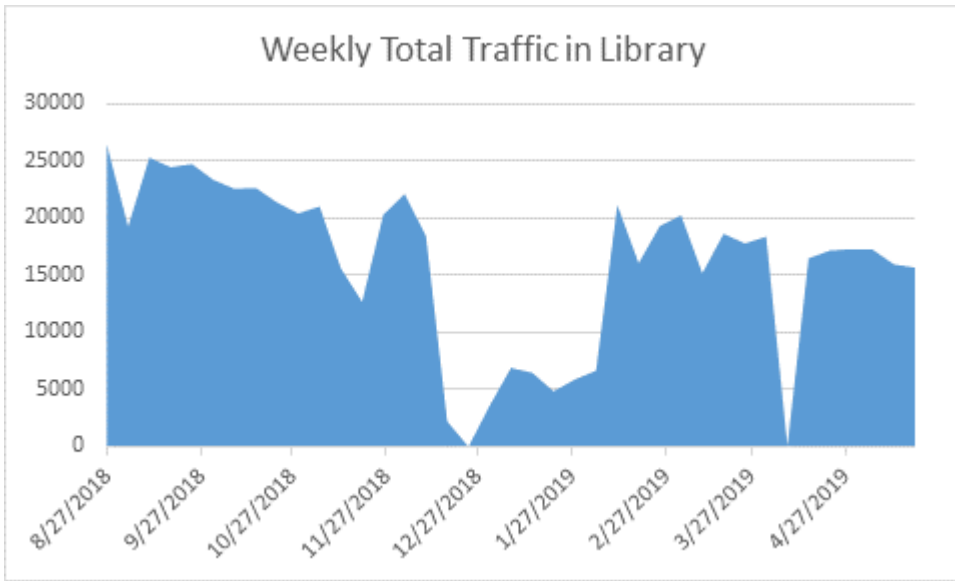
While this information will be reviewed and considered in institutional planning, this information does not supplant the need to request support or resources through established channels and processes.

Resource Category	Resources Description/Item	Rationale for Resource Need (Including Link to Objective)
Human Resources Temporary Library Assistants	Temporary Library Assistants	To allow permanent staff to train, and do data entry/maintenance in the new LSP
Equipment, Technology, Supplies New audio/visual equipment for the Library Classroom	Flat screen monitor and audio system	The AV equipment in the classroom is now 17 years old and is malfunctioning.
Professional Development	Funding for Eluna for 5 Library staff.	Eluna is the annual ExLibris User's group meeting, and is of value to us because working with this software and in a consortial environment is a radical departure from our current environment.

VII. CHALLENGES:

(Optional) List significant challenges your program faced in the past year (optional)

Significant challenges: Security continues to be a problem, and the number of incidents that require police presence is on the rise. Student workers have been sexually harassed in the restrooms, racially and ethnically offensive graffiti has been found in the restrooms. This building is very large, and has very few staff, all of whom are located at one end of the building, leaving the bulk of the space unsupervised. On evenings and weekends there are only two staff in the building. The physical appearance and cleanliness of the Library has been an on going problem. Restrooms are not cleaned and supplies are not being restocked, carpets are dirty, and needed repairs not being done (plumbing, etc.). The Library is meant to be a welcoming space, and it is not when the facility is poorly maintained and not kept clean.



As shown on the above chart, weekly traffic in the Library is as much as 25,000 users/week in the beginning of Fall semester. It gradually declines during the semester, peaks again before finals week. There is much less traffic in the Library in Winter session, which then picks up again in Spring semester.

