

PROGRAM REVIEW REPORT (Narrative & Goals)

Name of Program: Student Learning Services

Division/Operational Area: Library

Contact Person: Lorie Barker

Re-submission Date: 5/2008

[Note: The information in this area will repeat on all pages.]

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Porterville College Mission Statement:

With students as our focus, Porterville College provides our local and diverse communities an excellent educational experience that fosters intellectual curiosity and growth, lifelong learning, and prepares our students for personal and academic success.

In support of our values and philosophy, Porterville College will:

- Provide quality academic programs to all students who are capable of benefiting from community college instruction.
- Provide comprehensive support services to help students achieve their personal, vocational and academic potential.
- Prepare students for transfer and success at four-year institutions.
- Provide courses and training to prepare students for employment or to enhance skills within their current careers.
- Provide developmental education to students who need to enhance their knowledge and understanding of basic skills.
- Recognize student achievement through awarding degrees, certificates, grants, and scholarships.

Program Mission Statement:

The mission of the Porterville College Library (past LMC/Learning Media Center and future LRC/Learning Resource Center) is to develop, provide, and maintain the information and library resources needed by members of the college community in their study, teaching, research, public service, and professional development; and to support all of the educational processes described in the college mission statement.

Program Student Learning Outcomes:

One of the reference librarians has participated and completed the PC Student Learning Outcomes (SLO) training. Her SLO project concerned a typical library orientation on library information resources presented to classes by teacher request. Currently librarians are told by instructors that the librarian's library resources/information seeking presentations for their classes do enable the students to create better papers. The same teachers continue to ask for librarian orientations and new teachers are pleased to discover this service. Librarians give about 100 presentations a year.

The library needs a fulltime director to implement SLO on a comprehensive level--SLO mandated by the 2007 Accreditation report. See Goals #8 and #9 (page 12).

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Analysis of Current Performance:

(Using data elements provided by the Office of Institutional Research and/or other information provided by the program.)

The library serves the college community (students and staff) and the larger community, 14 hours a day Monday – Thursday (7 a.m. – 9 p.m.) and for five hours on Friday (7 a.m. – noon). It has maintained these hours for the past three years despite the loss of a director and classified technician. The users of the library numbered 36,000 for the 2004-2005 academic year. During the busiest time of the day (10 a.m. – noon), the library may have 70 - 90 users. The library provides resources for the PC community in many formats: print books (30,000 approx.); print periodicals (125); NetLibrary with 15,000 online books, 24/7; seven online databases of current periodicals (magazines, journals, newspapers), information, and research, 24/7; audio-visual (AV) materials such as DVDs, videos, cassettes; and Internet access. Just a few of the services provided by library staff include: reference (12.5 hours/day); information competency instruction designed for individual classes (100/year); book check-out; reserve materials; AV resources (set-up and service) for students, faculty, administration, staff, and campus groups; and late homework collection. Technology provision includes: copy machines (2); student computers (45); printers; (3), scanner; machine-readable print enlargers for visually impaired readers; and DVD/VHS players (5) for library use. The library also provides study space for individuals and small groups in study rooms (4) and carrels (22), as well as other tabletop study space and electronic plug-in. The display case is used to promote campus programs, to educate, and to inform. The library created the Valley Writers Collection—a very unique preservation and reference collection of books (500+) written by people (200+) who have lived in the Great Central Valley of California. Library staff attends meetings for planning the new library and remodeling the current library .

The library is instrumental in student success and retention (FTES). Many students given assignments that require finding information from books, databases, and the Internet do not know where to start. Many of these students do not know how to find a book, let alone use an index or a table of contents. Most have never used a database (online magazines, journal, and newspaper articles) or advanced searching techniques in the Internet/Web. **Librarians and library technicians are the invisible link that makes possible student success and retention for untold numbers.** It is our goal to enable students to become independent users of the library for the information they need for their assignments. Being an independent user also means feeling comfortable asking for needed help.

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Program Strengths and Areas for Improvement:

(Based on the information above and history since previous review, describe the program's strengths, areas that need improvement, and strategies and actions to make those improvements.)

Library Strengths

- Keeping the doors open the same number of hours (61/week) despite loss of library/LMC director and a classified technician.
- Providing library services, resources, and study space for 36,000 users a year, and 70-90 users at one time during the busiest time of the day.
- Continuing to provide basic services of: reference, classroom instruction, book check-out, reserves, AV for students and staff, late homework collection, etc.
- Providing the necessary teaching link for students learning how to use the library to find the resources needed for their class assignments. This is done on a one-to-one basis throughout the day and in the classroom visits for group instruction. It's this work that enables some students to successfully complete their assignments and retain campus FTES.
- Teaching customized and individualized information competency classes (100/year) by faculty request.
- Providing "quiet" space and place for students to do their homework.
- Adding more computers for student use (5) for a total of 45.
- Creating librarian workstation for individual and small group reference work.
- Providing office for adjunct instructors.
- Providing office space for faculty displaced by remodel of Sci-Math building.
- Adding approximately 3,000 online books to NetLibrary each year available 24/7.
- Maintaining access to seven databases of magazine, journal, and newspaper articles 24/7.
- Sharing TTIP money with Learning Center to buy new computers.
- Enabling students and staff to become independent users of library resources.
- Directing limited book funds to purchase faculty requested titles.
- Improving "makeshift theater" for classroom information competency instruction.
- Adding five computers in a "makeshift lab" next to the "theater" for post-presentation computer hands-on learning for the students.
- Lorie Barker, reference librarian, assuming some of the duties of the library director in addition to her reference assignment, acting as "interim director" until a director/manager/coordinator is hired for the new LRC (Learning Resource Center: new library, learning center, computer labs, computer commons, distance ed classrooms, etc.).
- Linda Bailey, reference librarian, initiating technology improvements in hardware and databases, and improving teaching and student workspaces in the library.
- Linda and Lorie working with CHAP (Cultural and Historical Awareness Program) to buy supporting resources (books, DVDs) and create library displays.
- Library technicians performing the base essential functions needed to enable the students to use the library resources and the faculty to instruct.

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Library (LRC) Areas that Need Improvement

- **Director/manager/coordinator needs to be hired to implement the following** areas that need improvement--**most being related to Accreditation Recommendations, 2/9/2007(AR)**, and to envision and oversee the building of the new LRC. See Goal #1 (page 7) and Staffing Requests. AR notes that “staffing level is lower-than-ideal.”
- Library catalog put online (AR). See Goal #2 (page 7).
- Library services and resources need to be made available for online students (AR). See Goal #3 (page 8).
- Reference librarian service for summer school students (AR). See Goal #4 (page 9).
- Assessment of library collection (AR). See Goal #5 (page 9).
- Weeding the collection of outdated and damaged books (AR). See Goal #6 (page 10).
- Restoring book budget money to level 10 years ago (AR). See Goal #7 (page 11).
- Identify specific SLO (AR). See Goal #8 (page 12).
- Assessment methods are needed for library programs and services (program SLO) (AR). See Goal #9 (page 12).
- Evaluation of electronic resources and software (AR). See Goal #10 (page 13).
- Write Technology Plan for LRC—part of “program evaluation....with links to the college’s planning “ (AR). See Goal #11 (page 13).
- Information competency integration (AR). See Goal #12 (page 14).
- Link library/LRC program to PC planning, evaluation and budget (AR). See Goal #13 (page 14).
- Vision, plan, design interiors, purchase learning technology (hard and soft), attend to details, and oversee the LRC building and remodel. Goal #14 (page 15).
- Restore 4310 (Instructional materials) and 5690 (AV maintenance and repairs) budgets to decade past levels. Goal #15 (page 15).
- Librarians need an online classroom/computer lab for hands-on student learning for online resources (books, databases, Internet, etc.). Information searching/literacy competency class presentations are currently taught in the middle of the library from one computer teaching station disturbing other students and limiting their learning environment. Essential for enabling achievement of information competency—see Goal #17 (page 16).
- Adding databases: science, history, literature, business, etc.
- Ensuring the establishment of a multi-media workspace for student group collaboration (See plans for remodel of current library structure into the “learning commons.”)
- Remove rock display cases in the library as they present a safety hazard—students could fall into the protruding glass.
- Adequate Maintenance & Operations (M & O) staff to keep library in order. Currently Tom Cemo’s Special Ed Program students vacuum and empty waste receptacles. Please note that the students do a good job with supervision—and that these tasks should be done by M & O which is experiencing personnel shortages during the current budget crisis. M & O considerations need to be addressed for the new library and the expanded LRC.

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Strategies and Actions to Make Improvements

- Advocate for the replacement position of library/LRC director/manager/coordinator in CLC, BEMAP, and to other decision-makers in PC and KCCD. See Goal #1 and Staffing Request (Pages 4 and 17).
- Library catalog with Internet access needs coordination with Linda Bailey, Lorie Barker, Chris Craig, and Randy Morgan. See Goal #2 (page 7).
- Library/LRC services and resources available to online students need coordination with Linda Bailey, Lorie Barker, Randy Morgan, and Sarah Phinney. Currently a link exists on the library Webpage for people to email Lorie Barker. Need to work with policy statement, online format, protocols, and technology. See Goal #3 (page 8).
- LRC/library services and resources for Saturday students need campus commitment, direction, and planning. "Interim director" is on the BEMAP strategic planning subcommittee and other involved committees. See Goal #4 (page 9).
- Assessment of library collection and weeding the collection. Linda Bailey, Lorie Barker, and library staff need the time and direction to accomplish this task. See Goals #5 and #6 (pages 9 and 10).
- Returning book budget to previous higher levels. Advocate for book budget through Program Review and committee meetings. Apply for one-time monies when possible as in 2007. See Goal #7 (page 11).
- Identify SLO for specific student learning outcomes and for services and programs in the library and future LRC. One librarian has completed SLO training. LRC director and campus commitment, direction, and support are needed for program level SLO for library/LRC. See Goals #8 and #9 (page 12).
- Evaluation of electronic resources and writing of library/LRC technology plan need a library/LRC director working with other campus technology planners and the Information Technology (IT) committee. "Interim Director" is on the IT committee. See Goals #10 and #11 (page 13). Attached is LRC/library technology plan draft of ideas in table format.
- Information competency integration campus-wide needs a campus leader, presumably the future LRC/library director/coordinator/manager. See Goal #12 (page 14).
- Link library/LRC program to PC planning and budgeting. "Interim director" is a member of the College Learning Council (CLC) and other involved committees. This initiative needs campus commitment, direction, and support and a library/LRC "director." See Goal #13 (page 14).
- Vision, plan, design interiors, order furnishings, hardware/software, etc. for new library/LRC. Library staff and PC staff have met during the initial stages of planning the LRC. Meetings need to resume with the architect and a LRC director needs to be hired to be the point person, to see the whole picture, to oversee, and pay attention to details. See Goal #14 (page 14).
- Restore Instructional Materials and AV Maintenance budgets to former higher levels. These needs are presented in the Program Reviews and applications that are made for funding with one-time monies as in 2007. Goal #15 (page 15).

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Strategies and Actions to Make Improvements (continued)

- Librarians need an online classroom/computer lab for hands-on information competency student learning. New library/LRC has such a designated space that is vulnerable to other use. Currently an open area “theater” has been created in the central part of the library for classroom presentations for information competency—instruction that disturbs other library users. Instruction/learning is hampered because students don’t have access to computers for hands-on online learning during the instruction presentation. Goal #17 (page 16).
- Space has been designated in the remodeled part of the LRC for a multi-media “lab” space for students to work on projects together.
- Work requests have been placed to have the rock cases moved to safer places. Places for the display cases must be found before the move into the new library. This is an issue for the facilities management committee.
- Need campus and District money and commitment to hire more M & O personnel to free students from working in classified positions.

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Goals (This section is for you to report on progress on previously established goals and listing of new goals. If your program is addressing more than 2 goals, please duplicate this page)

Goal(s)	Timetable for Completion	Needed resources	Obstacles to completion (if any)
#1 Hire library/LRC director/manager to fill empty retirement position. Renew the stipend annually for "interim" director.	As soon as possible hire a director or manager	Adequate budget and campus priority	PC budget crisis; inadequate KCCD support

Progress on Goal: None in four years.

___ Completed (Date)

___ Revised (Date)

Comments:

Hiring a replacement library/LRC director/manager/coordinator is our number one need. This "department" of 5 employees, operating without a director, probably serves more students than any other on campus--36,000 users/year, 70-90 at the busiest time of the day. With a computer lab in the library and in the LRC, this position **will generate significant FTE**. Justifications beyond these and the building of a new library/LRC, are found in the Staffing Request section of this Program Review.

The *Accreditation Recommendations (AR, 2/9/07)*, page 38, state: "By the same standards, the current staffing level is lower-than-ideal."

Please note that the following Goals #2 -- #17 are not prioritized.

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Goal(s)	Timetable for Completion	Needed resources	Obstacles to completion (if any)
#2 Library catalog put online for public access and converted to LC	By fall's end of 2008	Funds for hardware and software: TTIP, PC, KCCD	Tech administrative decisions and tech staff implementation time

Progress on Goal: Dewey Decimal cards sent to jobber to be converted to Library of Congress, LC. Hardware and software being purchased from Sirsi for new automation System that will support new LC cataloging system and online library catalog.

___ Completed (Date)

___ Revised (Date)

Comments: This is a mandate from *Accreditation Recommendations, February 9, 2007*, page 39.

"The library catalog is not yet online for public access..." The catalog is online on campus for students and staff and community.

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Goal(s)	Timetable for Completion	Needed resources	Obstacles to completion (if any)
#3 Library services and resources available for online students	Fall of 2008	Time to research other campus's provision of such resources and to create the policy & library Webpage link	Trial and error period for software and usability; staff time to implement

Progress on Goal: PC Web Coordinator, Randy Morgan has been asked about the steps necessary to get a link on the library Webpage for accessibility to library resources and services for online students. Rough draft of Webpage created for online library resources and reference service has been created and is next to be reviewed by staff, faculty, administration, and techs.

_____ Completed (Date)

_____ Revised (Date)

Comments: There currently is a link on the PC Library Media Center (LMC) Webpage for online communication: "For further information, call 559.791.2318 or email Lorie Barker at lebarker@pc.cc.ca.us." The address needs to be changed to portervillecollege.edu and the link made user-friendly with easy-to-follow forms for those wanting to contact library staff for help with their information needs for classwork. See attached LMC Webpage.

This goal is mandated by *Accreditation Remcommendations*, 2/9/07, page 40. "However, the college does not meet the goal of assuring the same quality of student support services regardless of time of day or means of delivery; services are limited or do not exist for students using distance education...."

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Goal(s)	Timetable for Completion	Needed resources	Obstacles to completion (if any)
#4 Reference librarian service for summer school students	Each summer. Commitment needs to be made early in spring semester.	- Contracts of 185 days for two librarians give 10 days of partial summer coverage - Adjuncts need to be hired for full reference coverage	PC planning, implementation, and funding

Progress on Goal: Adjunct reference librarian hours were allotted, summer 2007.

_____ Completion (Date)

_____ Revised (Date)

Comments: The library is open 13 hrs/d in the 4-day/week summer school schedule. Reference librarians currently have 10 extra days to work in the summer sessions. Their 7.5 “contact” contract hrs/d in a 4/10, 40 hour work week only provide students and faculty with half-day reference service Hiring adjunct reference librarians for at least 4 hours/day would meet this help fill the reference need. Reference and adjunct services need to be hired for the summer session days beyond the 20 currently allotted. Minimum of 8hrs/d is suggested. Also see staffing request page (17). Budget general funds should be set aside annually for reference adjuncts. See *Accreditation Recommendations*, 2/9/07, page 40. “However, the college does not meet the goal of assuring the same quality of student support services regardless of time of day...”

Goal(s)	Timetable for Completion	Needed resources	Obstacles to completion (if any)
#5 Assessment of library collection	Before the move to the new library, 2008	Staff time to locate and implement assessment tools.	Staff time. Librarian doing “interim” library director tasks has less time for tasks like this.

Progress on Goal: New LC catalog will give accurate picture of collection and the new Sirsi automation system will give accurate circulation statistics.

_____ Completed (Date)

_____ Revised (Date)

Comments: *Accreditation Recommendations*, 2/9/07, page 38: “In anticipation of the library expansion, the college plans to conduct a thorough assessment of the collection...” Data-based assessment needs to be done and related to program SLO.

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Goal(s)	Timetable for Completion	Needed resources	Obstacles to completion (if any)
#6 Weeding the collection of books outdated and damaged	Before moving into new library (2008)	Reference librarian's time to remove books and classified staff effort to process books out of the system	Staff time. Reference librarian doing "interim" library director tasks has less time for this project

Progress on Goal: Twenty boxes of books were removed from the system in the 2005-2006 academic school year. An estimated 2,000 books were removed in 2006-2007.

___ Completed (Date 3/2007) Note that weeding is an ongoing process.

___ Revised (Date)

Comments:

Weeding books is important because:

- Books have an average copyright date of 1979. *Accreditation Recommendations*, 2/9/07, page 38: "...there is concern about the currency of the book collection; the average copyright date is 1979 for the book collection."
- *Accreditation Recommendations*, 2/9/07, page 38: "In anticipation of the library expansion, the college plans to conduct a thorough assessment of the collection..."
- Students can find useful titles more easily.
- Some titles have outdated, inaccurate information.
- Moving a smaller collection to the new library/LRC will be easier.
- It's easier to see what new titles are needed.
- Damaged books detract from the collection and deter users.

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Goal(s)	Timetable for Completion	Needed resources	Obstacles to completion (if any)
#7 Money in book and Media budget restored to 1997/8 level— suffered 50% loss	As soon as possible	General PC funds and dedicated new LRC building funds	Money not made available due to campus priorities and budget crisis; lack of KCCD support

Progress on Goal: \$9,000 one-time monies awarded 2/2007 earmarked for career books in health, criminal justice, and child development. Foundation mini-grant of \$993 used for faculty-requested DVDs and videos. No money was allotted for books for the new library.

____ Completed (Date)
 ____ Revised (Date)

Comments: The above \$9,000 will benefit students in health careers, criminal justice, and child development and would, **if** added to a renewed low base of \$14,019 books (2006/7), equal \$23,019. \$20,000 more is still needed for books for other students and to **meet the \$43,000 level of 1997/8**. See page 22 of the budget request portion of this program review.

The library, as well as the rest of the campus departments and divisions, have been continuously operating at approximately one-third (33%) of the already diminished 2005-2006 budget.

The library is allotted enough money to keep the reference series and annual books with left for books for circulation and media resources. Those titles get purchased when money comes in from small, competitive grants and past Foundation donations.

According to the *Accreditation Recommendations*, 2/9/07, page 38: "...there is concern about the currency of the book collection..."

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Goal(s)	Timetable for Completion	Needed resources	Obstacles to completion (if any)
#8 Identify Specific SLO	Not determined	Library & LRC director	Time, expertise, & no director

Progress on Goal: One reference librarian has completed the PC SLO training and has implemented SLO for one of her typical classroom presentations on finding information for assignments using library resources. This librarian also attended a community college librarians workshop on SLO.

_____ Completed (Date)

_____ Revised (Date)

Comments: This is a mandate from the *Accreditation Recommendations*, 2/9/07, page 39. "However, the library has yet not identified specific student learning outcomes..."

This significant and critical initiative needs the direction and time of a library/LRC director/manager/coordinator.

Goal(s)	Timetable for Completion	Needed resources	Obstacles to completion (if any)
#9 Assessment methods needed for library programs & services	Not determined	Library/LRC director	Time, expertise, & no director. Campus assistance on SLO for programs.

Progress on Goal:

_____ Completed (Date)

_____ Revised (Date)

Comments: This is a mandate from the *Accreditation Recommendations*, 2/9/07, page 39. "However the library has yet not identified.....assessment methods for its programs and services."

This significant and critical initiative needs the direction, expertise, and time of a library/LRC director/manager/coordinator.

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Goal(s)	Timetable for Completion	Needed resources	Obstacles to completion (if any)
#10 Evaluation of electronic resources & software	Not determined	- Staff time & expertise - Library/LRC director	Time, expertise, and no director

Progress on Goal:

_____ Completed (Date)

_____ Revised (Date)

Comments: This is a mandate from the *Accreditation Recommendations, 2/9/07*, page 39. "There is no systematic evaluation of these (electronic) resources or (learning) support software programs."

For this significant and critical initiative, reference librarians need the expertise and direction of a director/manager/coordinator. This evaluation needs to be data-based and tied to program assessments.

Goal(s)	Timetable for Completion	Needed resources	Obstacles to completion (if any)
#11 Write LRC technology plan	Immediately	Time, expertise, and a director	No director with the time and expertise

Progress on Goal: The reference librarian/"interim director" has drafted an idea "table" outline of learning technology needs for the near future. See attachment.

_____ Completion (Date)

_____ Revision (Date)

Comments: The last comprehensive technology master plan (30 pages) for the library (Learning Media Center/LMC) was written for 1999-2004 and published May 1999. It will take a full-time director to create such a visionary implementation technology LRC plan.

Although a technology plan is not specifically mentioned in the *Accreditation Recommendations, 2/9/0(AR)*, it is a critical part of program evaluation. Page 40 of the AR: Implementation of a program evaluation component ... with links to the

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college's planning, evaluation, and resource allocation processes is essential."

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Goal(s)	Timetable for Completion	Needed resources	Obstacles to completion (if any)
#12 Information competency integration	Not determined	Time & expertise of library/LRC director	Time, expertise, & designated campus leader for information competency. No KCCCD leadership.

Progress on Goal:

_____ Completed (Date)

_____ Revised (Date)

Comments: This is a mandate from the *Accreditation Recommendations*, 2/9/07, page 39. "Dialogue with faculty in related departments is needed to create an integrated information competency cycle of assessment."

This need for integrated information competency is a campus issue. An LRC director often provides information competency leadership on college campuses. The library does not now have an information competency lab and the library's priority use of the class/lab in the new library is in jeopardy. Information competency could be taught in classes, imbedded in classes, and provided in workshops—all earning FTES if there was library director initiation.

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Goal(s)	Timetable for Completion	Needed resources	Obstacles to completion (if any)
#13 Link library program to PC planning, evaluation, and budget	Not determined	Library director	Library director and campus commitment.

Progress on Goals:

_____ Completion (Date)

_____ Revision (Date)

Comments: This is a mandate from *Accreditation Recommendations*, 2/9/07, page 40. "Implementation of a program evaluation component.....with links to the college's planning, evaluation, and resource allocation processes is essential." campus commitment and direction. Campus continues to operate in an emergency mode due to severe budget constraints.

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Goal(s)	Timetable for Completion	Needed resources	Obstacles to completion (if any)
#14 Plan LRC remodel and actualize it	LRC (2010)?	Director	Director

Progress on Goal:

_____ Completed (Date)

_____ Revised (Date)

Comments: Who is overseeing the planning, construction, design, and details of the remodeled LRC: the physical plant; learning technology hardware/software; automation; security; cataloging system; copy/printing system; furnishings; the move itself, etc.? Who is going to oversee the architects and contractors?

Goal(s)	Timetable for Completion	Needed resources	Obstacles to completion (if any)
#15 Restore 4310 (Instr./Mtrls.) budget and 5690 (AV maintenance & repairs) budget	As soon as possible	Campus funds and campus priority	Budget shortfall

Progress on Goal: Budget needs have been presented past years with the KCCD/PC mandate to cut the amount requested due to continuing budget crisis.

_____ Completed (Date)

_____ Revised (Date)

Comments: **4310** (Media/AV Instructional Supplies and Materials) budget has been reduced by **87% in the last ten years** from \$11,800 to \$1,616. **5690** (Media maintenance and repairs) has **suffered a 65%+ reduction** in the past ten years from \$7,935 to \$517. See budget request in this program review, pages 19 – 21.

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Goal(s)	Timetable for Completion	Needed resources	Obstacles to completion (if any)
#16 Consider creation of an equipment FOAPAL for Audio-Visual/ Instructional Media services.	Start discussion 2008.	Meeting time for business manager, AV tech, and library director, etc., and commitment of money to that account.	Money and designation of it.

Progress on Goal:

_____ Completed (Date)
 _____ Revised (Date)

Comments: In the Budget Request section of this document, pages 19– 1, there is no FOAPAL number for purchase of audio-visual/instructional media **equipment** for items listed on page 20 (slide projectors, portable CD player/tape recorder, Boom Box, etc.) Items like this have not been purchased for years—that is why the **equipment** list is so long. To bring attention to this situation, needed **equipment** items have been listed in 4310 Instructional Supplies and Materials (**budget cut from \$11,800 to \$1,616 in the past 10 years**).

Goal(s)	Timetable for Completion	Needed resources	Obstacles to completion (if any)
#17 Computer lab for information literacy instruction for instructor class visits and future class-linked modules.	2008 -2009. It is assumed that for the first year of the new library, the library’s “lab” will be used by the Learning Center until it moves into its permanent place in the remodeled library.	Availability of “lab” in the new library.	PC commitment to using the library computer lab for information literacy and SLO success, and lack of classroom space on campus.

Progress on Goal:

_____ Completed (Date)
 _____ Revised (Date)

Comments: Presently students “learn” how to do their information searching using library resources in a makeshift “theater” in the middle of the library “watching” the librarian. Students aren’t able to “learn” using online resources using computers themselves. Real information literacy and competency can only be gained by students having direct experience during instruction with computers. For significant SLO and program success, the library needs its “lab.”

PROGRAM REVIEW REPORT (Narrative & Goals)

Name of Program: Student Learning Services

Division/Operational Area: Library

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STAFFING REQUEST

Staff Resources:			
Current Staffing Levels			
<u>Full-time Staff (FTE)</u>		<u>Part-time Staff (FTE)</u>	
Faculty	2	Faculty	
Temporary		Temporary	
Classified	2.5 (see discussion below)	Classified	
Management		Management	

Request for New/Replacement Staff

Use one line for each position requested. Justify each position in the space below.

	Title of Position	Classification (Faculty, Classified, or Management)	Full or Part Time	New or Replacement
Position 1	Library and/or LRC Director	Faculty or management	Full or Part Time	Replacement
Position 2	Library Technician I	Classified	Full or part	Replacement
Position 3	Media Tech (see discussion)	Classified	Reclassify	Reclassify

Justification: (Address each position requested)

Why a Library/LRC Director is Needed

The **number one need overall** of the library and future LRC is a director/manager/coordinator.

- For almost five years, five library employees have been working without direct supervision.
- The building of the new library and the remodeling of the current structure is happening without the full-time attention of a full-time library/LRC director.
- New LRC will house: new library with a “classroom” and the instructional learning center (remodeled library) with computer commons, computer lab, two “distance ed classrooms,” Learning Center, instructional media/AV, possible smart classrooms, multi-media space for students, current Technology Learning Center (staff computer/instructional Web lab), and more.
- To manage expanded LRC staff personnel in both LRC buildings.
- Someone with the expertise and time to implement the 10+ mandates found in the *Accreditation Recommendations, 2/9/07* for the library/LRC? See *Library (LRC) Areas that Need Improvement* and the *Goals* sections of this program review.
 - Staffing and collection assessment
 - Library/LRC catalog and services made available online
 - Saturday service
 - SLO for specific classes and programs and services
 - Assessment of programs, resources, services—data-driven
 - Evaluation of electronic resources and creating technology plan
 - Information competency initiative and campus integration
 - Linking the library/LRC to PC planning, evaluation, budget.

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Why a Library/LRC Director is Needed (cont.)

- Library served 36,000 users 2004-2005 (number of users entering the library).
- The LRC will serve the most students on campus during the day in the library, Learning Center, computer commons, computer lab, three classrooms, and more.
- Library typically has 70 – 90 users at one time during the busiest time of the day.
- Consistency across KCCD (BC and CC have LRC directors).
- To ensure that the LRC, as the campus academic hub and nexus, is fully functioning for students, faculty, staff, and community and is looked to for learning technology leadership.
- To free the librarian typically doing ten or more hours/week on director tasks, for her reference responsibilities to maximize student learning contact and student learning support activities.
- To do annual/cyclical studies and reports (accreditation, budget, program review, technology plan, TTIP spending, etc.)
- Responsible for just-in-time tasks like one-time money requests.
- Library serves transfer, general ed, vocational, and basic skills students and the faculty, staff, and administrators who serve them.
- *Accreditation Recommendations 2/9/07* states: “staffing level is lower-than-ideal.”
- Association of College & Research Libraries recommends that libraries with under and over 1000 FTE Students have an administrator.
- To do professional activities on the local, state, associations, and federal level that are not currently being done.

Reclassify Media Technician

The library's Media Tech has new job duties: half-time working in the IT department (still being paid by library budget) and half-time as media tech paid by the library budget. The person in this position was given a half-time position as a library tech which is no longer the case. The job description needs to be changed to fit reality as well as departmental budget responsibilities.

Library Technician I

The person filling the Library Tech I position was laid off four years ago and has not been replaced. The library has no back-up tech personnel when employees are sick or unable to be at work.

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BUDGET REQUEST

	Current Budget	Amount of Increase	Revised Total
2000 (Student)			
4000	\$3,500	\$13,093	\$16,593
5000	\$33,221	\$15,979	\$49,200(See 5650, p. 21)
6000	\$28,659	\$15,371	\$44,030

(Include justification for each amount of increase requested.)

4310 Instructional Supplies and Materials: Restore to 1997/8 level: \$11,800

(The \$11,800 includes costs from page 20—a requested new Media FOAPAL.)

- Please note that 4310, audio-visual instructional media, budget requests **serve the whole campus**—not the library itself.
- Media supplies **for the campus** for: projector bulbs/lamps, batteries, cords, overhead rolls, discs, supplies for new DVD/CD editing/duplicating unit (cartridges, rewritable discs --\$365), etc.

Past 4310 budgets: **(87% reduction in past 10 years)**

- 1996/7 = 11,800
- 1997/8 = 11,800
- 1998/9 = 10,600
- 1999/0 = 10,600
- 2000/1 = 5,010
- 2001/2 = 5,010
- 2003/4 = 1,750
- 2004/5 = 2,412 (actual)
- 2005/6 = 2,750 cut to 1,616
- 2006/7 = 2,750 cut to 1,616

- Budget for this account (4310) has decreased by 87% over the past 10 years from \$11,800 in 1996/1997 to \$1,617 in 2005/2006 & 2006/2007.
- The media services budget has become almost nonexistent. Old and broken-down equipment hasn't been replaced in the last 10 years nor have necessary purchases for new equipment been made for teachers in the classroom.
- Goal #16 asks for a consideration of **creation of a FOAPAL and funds for Instructional Media/AV equipment**. There is, and hasn't been a line item for equipment. (page 16)
- This budget item would also allow for the purchase of **instructional equipment used by reference librarians** for their "bibliographic instruction"—teaching students how to find resources in the library in class presentations. Currently reference librarians have "pieced together" a "theater" in the middle of the library in lieu of a computer lab classroom. This instructional area needs upgrading the computer teaching workstation.
- See next page for a media equipment list provided by the AV technician.

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Equipment Requests: No FOAPAL exists for AV equipment therefore purchases are long overdue. (See Goal #16.) **Total = \$11,764**

DVD Camcorder

2 @ \$1,050 **\$2,100**
AV/Media department needs to get into the digital age and out of the video cam age.

DVD Recorder/VCR Combo

2 @ \$400 **\$800**
Needed to transition into the digital age.

Slide Projectors w/ remote controls and remote extension cords

5 @ \$946.20 **\$4,731**
Current slide projectors were purchased in 1972 (34 years old) and are subject to breakdowns. Parts and repair are difficult to procure. Usual art class presentations using slides require using 2 units at one time. One functioning slide projector is needed for other campus presentations.

Overhead Projectors w/ carts and roller attachment

3 @ \$817 **\$2,451**
There are no spare units on campus for teachers. Teachers needing an overhead in the evening have to ask maintenance to let them into another classroom to "borrow" one leaving the original classroom w/o for the next day. Current overheads were purchased in 1991 (15 years old). Parts are hard to find. Newer units have more lumens needed for better visibility.

DVD/VHS COMBO

3 @ \$235 **\$705**
DVD/VHS players are needed in the classrooms to replace broken VCR players. DVD use is replacing VCR/VHS.

CD/DVD burner supplies

CDs: 3 black cartridges and 3 color ink cartridges **\$273**
1 DVD spindles of 600 discs **\$365**

The media instructional service area has a CD/DVD burner to make discs for instructional use in the classroom but no discs and ink cartridges (like a car without gas).

Portable CD Player/Tape Recorder/Player (1) **\$229**

PC does not have this item available for students or faculty for use in the classroom or for students in the library.

CD/Audiocassette boom box w/MP3 capability

1 @ \$110 **\$110**

Media department has only one boom box for classroom use. Often more than one teacher needs to use this unit at the same time.

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4313 Non-Instructional Supplies and Materials: Restore to 2005-2006: \$4,793

This account pays for library materials for daily operations: book covers, book repair, spine labels, security strips, barcodes, etc.; printer cartridges; laminating film; book carts and book ends; staplers, paper cutters, tape, 3—hole punches for students and staff; pencil sharpeners; computer cleaning supplies, periodical boxes and newspaper sticks; etc. **Moving into the new library** (Nov. 07) will undoubtedly **require expenditures not foreseen at this time**. The budgeted amount was **reduced from \$4,793 in 2005-2006 to \$1,192**.

5650 Software Lic/Maintenance: Must be increased \$47,000

This FOAPAL request is being increased by approximately **33%** due to the **District-mandated acquisition of a new automation system, SIRSI/DYNIX**. It is estimated that yearly subscriptions to this new system will be \$5,000 - \$10,000. FOLLETT, the current automation system, cost the library and PC approximately \$400/year.

This FOAPAL provides current and retrospective online magazine, journal, newspaper articles and online books. Databases provide “critically” needed, generally substantive information for student information research assignments. This money provides for eight databases (each having thousands of periodicals): AccessScience, CountryWatch, EBSCO, InfoTrac, Newsbank, Proquest, SIRSI, and NetLibrary (15,000 current online books). Porterville College’s low FTEs and enrollment enable the library to purchase more databases with this budget amount than colleges with larger enrollments. Fortunately the College has seen fit to maintain this budget amount despite other library budget cuts in the past.

5690 Other Maintenance/Repairs: Restore to 1999/2000 level: \$2,200

Repair budget (DVD/Combos/VHS players, monitors, other AV/technology items **for campus**) needs to be a standing/open order as needs arise throughout the year.

Past 5690 budgets: (65% reduction in past 6 years.)

- 1996/7 = 7,935
- 1997/9 = On-campus repairs by M & O
- 1999/0 = 2,200
- 2003/4 = 2,000
- 2004/5 = 1,500 cut to \$217
- 2005/6 = 1,176 cut to \$217
- 2006/7 = 1,176 cut to \$517

The repair budget for campus-wide media equipment is \$517 (2006/2007)—barely enough for one repair visit or one repair sent off campus.**(65%+ reduction in past 6 years)**.

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6310 Book Budget: Restore to 2001/2002 level: \$30,090

- **66%+ reduction in past 10 years.**
- *Accreditation Recommendations*, 2007, page 38: "...there is concern about the currency of the book collection..."
- There is **no money in the new library contract/plans for new books.**
- One-third of current books should be weeded because out-of-date, damaged, etc., and replace with new copyrights.

Over a half of our book budget (\$8,000) is spent on renewing continuing reference series books like *Contemporary Authors*, *Poetry Criticism*, *Contemporary Literary Criticism*, etc. That leaves about \$6,000 for books--not enough to keep a collection viable. The average copyright date for books is 1979. The average cost of a North American academic book for all subjects, including paperbacks, for 2003, was \$56.62.

1996/7 = 43,000
1997/8 = 43,000
1998/9 = 11,000
1999/0 = 11,880;
2001/2 = 30,090
2003/4 = 17,500
2004/5 = 17,500
2005/6 = 21,000 cut to 14,019
2006/7 = 21,000 cut to 14,019

6311 Magazines and Periodicals Restore to 2005-2005 level: \$13,940

This account pays for the print copies of newspapers (*Los Angeles Times*, *Fresno Bee*, *Porterville Recorder*, etc.), journals (*American Journal of Health Promotion*), and magazines (*The Hispanic Outlook in Higher Education*, *Hispanic Times Magazine*), etc. This collection currently has about 135 titles that students used for education, news, exposure to new ideas, and just plain READING. This account suffered a **cutback from \$13,940 to \$9,340 in 2006 – 2007**. The library needs to start preparing for periodical titles to meet the **needs of two new academic programs** on campus: RN and the 4-year degree with CSUB.

Budget Notes

- TTIP (Telecommunications and Technology Infrastructure Program) funds (\$30,000+/year) are used for library instructional/non-instructional purposes following TTIP guidelines.
- Until a fulltime LRC director is hired, the interim library director stipend needs to be renewed yearly.
- Adjunct reference librarians for summer school and intercession classes need to be included in the annual budget.