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▼ **Dept - (LRC) Library (Hybrid)**

**2018-19 Annual Program Review Update Submitted By:** Tom Dolen

**APRU Complete for:** 2018-19

**Program Mission Statement:** The mission of the De Anza College Library is to provide students with the information skills they need to be successful at De Anza as well as in upper division courses, in the job market and as information consumers and creators throughout their lives.

To promote information literacy, librarians teach students to locate, evaluate and use information effectively. The library staff selects accurate, diverse, comprehensive and current academic resources. The Library provides access to technology and a welcoming learning space that supports students educational needs. Resources are readily available to students whatever their needs and wherever they are located.

**I.A.1 What is the Primary Focus of Your Program?:** Learning Resources/Academic Services

**I.A.2 Choose a Secondary Focus of Your Program?:** Transfer

**I.B.1 Number Certificates of Achievement Awarded:**

**I.B.2 Number Certif of Achievement-Advanced Awarded:**

**I.B.3 #ADTs (Associate Degrees for Transfer) Awarded:**

**I.B.4 # AA and/or AS Degrees Awarded:**

**I.B.5 Strategies to Increase Awards :**

**I.C.1. CTE Programs: Review of Perkins Core Indicator and SWP Outcomes Metrics:**

**I.C.2 CTE Programs: Labor Market Demand and Industry Trends ::**

**I.D.1 Academic Services & Learning Resources: #Faculty served:** Here are 3 ways that the Library serves faculty;

Library faculty conducted 99 orientations in 2017-18. Language Arts

classes are most represented, but Social Science and Science classes also took part in library orientations. The full breakdown follows:

Language Arts -

EWRT 2:	17
EWRT 1B:	16
EWRT 1A:	11
JOURN 2:	8
EWRT 211:	5
LART 211:	2
ESL 5:	4
ESL 6:	1
EWRT 1C:	1
READ 200:	2
SPEECH 10:	3
FYE	3

Social Sciences -

PSY 1:	4
PSY 2:	2
PSY 3:	1
PSY 5:	2
PSY 8:	2
POLI SCI 2:	2
ICS 32:	1

Sciences -

ESCI 1:	1
ESCI 19:	1
ES 1:	1

Access to course materials remains a major concern for faculty especially given increasing prices of textbooks. The Library continues to receive \$15,000 annually from DASB for the purchase of course materials and calculators. Reserves textbook circulation for 2017-18 was 15,871. The Library increasingly provides technology in the form of laptops, graphing calculator and phone and laptop chargers. Total circulation of tech items reached 34,500 for the year.

Textbooks purchased with DASB funding are targeted to have the greatest impact possible in helping defray high textbook costs.

Textbooks with higher costs and used in multiple sections are more likely to be purchased.

Library faculty continue to work cooperatively with Communication Studies faculty in the promotion of information literacy through the use of seven locally produced videos on the topic as well as information literacy instruction embedded in Communication Studies courses and through library orientations. Unfortunately we can no longer track usage of our Information Literacy videos on the Films on Demand (FOD) platform. We have requested this enhancement with FOD. The Information Literacy videos have also been put on the De Anza Youtube Channel. The most popular video in the series has been watched over 13,000 times.

**I.D.2 Academic Services & Learning Resources: #Students served:** The Library is a popular place to be as the Library received 614,880 visits in 2017-2018. Students, faculty, and staff have access to academic journals, ebooks and streaming films 24/7 by accessing the library website.

Students continue to use the 11 group study rooms with large wall-mounted displays to enhance group work. The Library implemented a self-service group study room reservation system, LibCal. Sessions range in length from 30 minutes to 2 hours. Occupancy rate for all rooms was over 76%. Students booked 7,484 reservations for an average of 1 hour 33 minutes per session. (GroupStudyRoomStatsAY2018.png).

Students accessed a total of more than 170,000 full-text articles and ebooks from EbscoHost (Ebsco\_DatabaseUsageReportAY2018.xlsx) and Proquest (ProquestAY2018.pdf).

Usage of both streaming academic film services continues to grow. Films on Demand videos were viewed more than 45,000 times, equivalent to over 9,000 hours of viewing (FODAY2018.png) and the newer Kanopy streaming service tallied more than 7,000 views, equivalent to 2,800 hours (KanopyAY2018.png).

Usage of the two library managed open computer labs remains high. PC Reservation is used to manage computing sessions for students. PC Reservation is a self-service and students simply sign in with their MyPortal credentials. Total computing sessions initiated by students totaled 40,387. The Library West Computer Lab hosted 66% of the computing sessions with the balance of sessions in LC113 located in the main library (2017\_2018\_PCres\_Stats.xlsx).

**I.D.3 Academic Services & Learning Resources: #Staff**

**Served:** Staff are free to use any library resource including print books, DVDs and audiobooks. Classified professionals have access to all library databases from off campus on a 24/7 basis.

The only collection developed with college staff foremost in mind is the Judy C. Miner Audiobook Collection which numbers around 1,000 titles and focuses on popular fiction and non-fiction titles.

**I.E.1 Full time faculty (FTEF):** 4

**I.E.2 #Student Employees:** 37

**I.E.3 Ratio % of Full -time Faculty Compared to % Part-time Faculty Teaching:** 0

**I.E.4 # Staff Employees:** 10

**I.E.4 #Staff Employees:**

**I.E.5 Changes in Employees/Resources:** No change

**II.A Enrollment Trends:** Each year has shown a decrease in enrollment (246, 221, 181)

**II.B Overall Success Rate:** No significant change (High of 81 and low of 79.6)

**II.C Changes Imposed by Internal/External Regulations:** None

**III.A.1 Growth and Decline of Targeted Student Populations:**

**2017-18 Enrollment:** African American: 9.94% (college total: 4%)

Latinx: 22% (college total: 25%)

Filipinx: 12% (college total: 7%)

Pacific Islander: 2% (college total: 1%)

**III.A.2 Targeted Student Populations: Growth and Decline:**

A small gain in numbers for African American students (14 to 18), a moderate gain for Filipinx students (10 to 18) and a larger decline for Latinx students (59 to 39).

**III.B.1 Closing the Student Equity Gap: Success Rates:**

African American: 79

• Latinx: 82

• Filipinx: 90

• Pacific Islanders: 67

• Asian: 79

• White: 89

**III.B.2 Closing the Student Equity Gap: Withdrawal Rates:**

African American: of eight sections two had withdraw rates greater

than 0 (67% and 50%)

- Latinx: of eight sections two had withdraw rates greater than 0 (11% and 14%)
- Filipinx: of nine sections two had withdraw rates greater than 0 (66% and 20%)
- Pacific Islander: of four sections none had withdraw rates greater than 0
- Asian: of nine sections four had withdraw rates greater than 0 (14%, 18%, 11% 10% )
- White: of eight sections three had withdraw rates greater than 0 (33%, 50%, 57%)

**III.B.3 Closing the Student Equity Gap: 2017-18 Gap:** 2013-14:

2%

2014-15: 10%

2015-16: 13%

2016-17: 4%

2017-18: 5%

**III.C Action Plan for Targeted Group(s):** Faculty will continue to emphasize increased communication with students, both within and outside of Canvas.

**III.D Departmental Equity Planning and Progress:** The Library and Library West Computer Lab have made most progress in Financial Limitations area noted as critical issues in the Spring 2014 Equity Report. (LRDivEquityReporting2014.pdf)

As noted in 1. D. 1. above, course materials such as textbooks remain the item most in demand by students. Students checked out textbooks from the Reserve Collection 15,871 times in 2017-18 giving students a no-cost alternative to purchasing increasingly expensive textbooks. New textbooks were purchased with the continued support of DASB's \$15,000 grant. In some cases, multiple copies of a highly-used textbook were purchased.

The Library expects to be able to purchase low-cost Android tablets with the instructional equipment allocation this year. In contrast to library laptops, students will be able to check out low-cost tablets for a longer length of time, perhaps as long as a quarter. Android tablets will give financially strained students the ability to connect to De Anza academic and library resources as well as to read OER materials.

The Library now regularly offers extended hours for the finals period.

Based on initial response from students, the Library now opens the whole first floor of the building giving students access to course reserves, computers and group study rooms. We are hopeful that the number of users will continue to climb as the service becomes a regular fixture for finals preparation.

**III.E Assistance Needed to close Equity Gap: No**

**III.F Integrated Plan goals: current student equity data and action plan:**

**IV.A Cycle 2 PLOAC Summary (since June 30, 2014): 100**

**IV.B Cycle 2 SLOAC Summary (since June 30, 2014): 167**

**V.A Budget Trends:** B budget continues to suffice for operational expenses including Adjunct evening librarians and student employees who work library and computer lab service desks.

The Lottery allocation of \$125,000 for library materials and databases is currently sufficient but database vendors increase prices 3-4 percent most years so it will need to be increased soon to compensate for price increases.

Neither B nor the current Lottery allocation is sufficient to pay the annual fee for the Library's integrated library system (currently OCLC's WMS) which is currently \$36,000 and increases by 4% each year. The Library received a one-time Lottery enhancement to cover this cost this year. A more sustainable way to fund this vital library system is needed.

**V.B Funding Impact on Enrollment Trends:**

**V.C.1 Faculty Position(s) Needed:** Growth

**V.C.2 Justification for Faculty Position(s):** Online Education and Open Educational Resources (OER) Librarian

The Learning Resources Division requests a Librarian faculty position for the 2019-20 academic school year. This would restore a position that was recently eliminated after the retirement of a librarian in 2015-16.

Librarians serve in a unique capacity at De Anza in that they provide formal instruction (such as WSCH generating courses, library orientations) and a broad array of essential academic services (e.g.-one-on-one bibliographic instruction at the Reference Desk,

research assistance, and program development). Each librarian also oversees a functional area such as circulation/reserves, technical services, and the computer labs. In addition, librarians are responsible for collection development, the library web page, and outreach to academic departments. Librarians are active across the campus: they build relationships and collaborate with faculty peers, serve as outreach, and also participate in a variety of committees including shared governance (Academic Senate, Curriculum, and Technology committees).

It is important to note that LIB courses are part of the standard load without release time, overload, or adjunct faculty. Due to the recent loss of a position, sections of LIB courses have been reduced, thereby limiting opportunities for students to learn valuable research and critical thinking skills. Without a replacement position, the library will be unable to expand course offerings. This position will allow the library to add class sections to existing courses and also develop new curriculum for WSCH generating courses.

One of our equity concerns is the lack of research assistance available to online education students. According to statistics provided by the Online Education Office, there were a minimum of 12,000 student Canvas accounts created each quarter from Fall to Spring 2017-18 and the number of students in online and hybrid class sections continues to grow. This position would address this need by promoting and coordinating online research services to off-campus library users. In addition, this librarian will closely collaborate with the Online Education Department in the coordination, promotion, and assessment of the Library's services and resources. This position would take the lead in assessing the quality and impact of library services at an individual and programmatic level.

Open Educational Resources (OER) Open Educational Resources are teaching, learning, and research resources that reside in the public domain or have been released under an intellectual property license that permits their free use and repurposing by others. 13,000 students at De Anza used OER in 2017-18 and saved \$1.9 million. The Online Education and OER Librarian will work closely with the campus OER Coordinator, department chairs and the wider De Anza College community to promote the adoption of high-quality OER and will design and develop library services for OER.

The librarian staffing analysis from last year's Program Review remains true today. FTEF to FTES at De Anza is much higher than peer institutions. Having a rate closer to 2,000 FTEF/FTES similar to peer institutions would suggest that De Anza College Library should have 8-9 FT librarians. (CASurveyDACPeersLibrarians.xlsx). The Library currently has 4 full-time librarian positions, down from 5 due to a retirement 4 years ago that was not replaced. Foothill, with two-thirds the enrollment of De Anza, currently has the same number of full-time librarians as De Anza.

**V.D.1 Staff Position(s) Needed:** Growth position

**V.D.2 Justification for Staff Position(s)::** Evening Circulation Supervisor

The Library currently has 2 circulation supervisors to manage a busy service desk that is open for 13 hours every day. The absence of one of more supervisors puts severe strain on the circulation area and our student employees who work there. The addition of an Evening/Weekend Circulation Supervisor would ensure that there is adequate supervision of this area at all times.

Library Express is an area of the library that provides student access to course materials, computers and a quiet study space when the library is not open. Library Express has grown 40% in size in the Library remodel, expanding to accommodate 6 computer workstations and seating for approximately 50 students. Adding this position will allow the Library to extend the hours of Library Express later into the evenings on weekdays.

This request is directly related to Library\_SSLO\_2 Identify and utilize the reserves and circulation services. SSLO2 was assessed in Fall 2010 through a survey. In response to question number 6, 'Have you had any problems using equipment or services?', 35% of respondents selected 'not enough hours'.

An additional classified professional position for library circulation will enable the library to meet the expressed need of students for extended hours and will also result in an overall higher quality of service because classified professionals will be able to staff the circulation desk more often. We have wonderful student employees but library staff are better able to answer more difficult questions regarding policy which results in higher satisfaction from library users.



**V.E.1 Equipment Requests:** Over \$1,000**V.E.2 Equipment Title, Description, and Quantity:** \$1,500- 2

digital cameras student check-out for video and photo production

\$400 - 2 digital microphones for use with cameras for video production

\$4,500 - Bibliotheca Bookcheck

**V.E.3 Equipment Justification:** Students are increasingly being asked to create videos for class projects. Some students maintain a YouTube channel or create podcasts. The higher production level equipment will allow students to learn more advantages techniques while creating higher quality videos.

Bibliotheca Bookcheck is used for checking in and checking out library material to students and is part of the library materials security system. This unit will replace a unit currently being used which is nearly 20 years old and unreliable.

**V.F.1 Facility Request:** Library

- 2 display cases to showcase student art
  
- Install partition to separate the reference desk from the staff area. Reference librarians field potentially sensitive or what could be embarrassing questions from library users which can include among other topics, questions on sex, health and legal issues. Library users have an expectation of some degree of privacy which the current design does not provide.
  
- Sound management for group study rooms. Acoustic panels (or alternative) need to be installed in group study rooms to isolate sound. Group study rooms currently have no deadening materials. Sound travels from the group study rooms into the main library and library and non-library offices.
  
- Replace two water refilling stations. The two water refilling stations in the library do not use a filter so users are simply drinking tap water. Students using bottle refilling stations have the expectation that the water is filtered as it is at other stations around campus. Additionally, the library should have at least one automatic station which allows disabled students to get water without needing assistance

**V.F.2 Facility Justification:** There is need for more art work in the Library. The Library was approached by multiple students who asked if they could display some of their art work in the then empty displays in Special Collections.

The 3 library requests are based on a building assessment at the one year mark of the library remodel.

**V.G Equity Planning and Support:** Printing system  
A managed student printing system in the Library computer labs to meet the printing needs of students who are unable to use the current print system due to requirement of credit/debit card, physical accessibility issues, cost issues, and ease of use issues. With data gathered in a pilot project from Summer 2019 – Spring 2020, we will determine which of the available services would best meet these needs.

Implementation cost of Envisionware LPT1: \$6,200 (One Time Cost)  
Annual subscription after 1st year: \$1,000  
2 (New) black and white Printers: \$1,000  
2 (New) TouchScreen release stations: \$1,000  
Total = \$11,200

Assessment data will be gathered through a pilot project planned for Summer 2019 - Spring 2020.

The equipment will be used by Library professionals and student employees assisting students who are unable to use the current print system due to requirement of credit/debit card, physical accessibility issues, cost issues, and ease of use issues.

If funded, the impact will be increased printing accessibility for all students.

This project would be pursuant to our goals of equity and inclusion.

**V.H.1 Other Needed Resources:**

**V.H.2 Other Needed Resources Justification:**

**V.J. "B" Budget Augmentation:**

**V.K.1 Staff Development Needs:**

**V.K.2 Staff Development Needs Justification:**

**V.L Closing the Loop:**

**Last Updated:** 03/22/2019

**#SLO STATEMENTS Archived from ECMS:**