



2018-19 Annual Program Update

Laney College Library Annual Program Update February 4, 2019



Staff of Laney College Library, August 17, 2018

Back Row: Fred Quach, Reginald Constant, Andrew Skinner-Demps, Mary K. Holland, Phillippa Caldeira, Colleen Kensinger, Emily Odza, Rudy Besikof (Vice President of Instruction), Michael Wright

Front Row: Dominique Dozier, Douglas Banks, Shirley Coaston, Evelyn Lord, YiPing Wang, Lily Leung, May Shum, Autumn Sullivan, Linda Jolivet

Not pictured: Randle Wasson, Agustin Rodriguez, Roxana Post

Online Edition of Library Annual Program Update

<https://peraltaprogramreview.blob.core.windows.net/peralta-review-prod/review-report-8e6f3db0-9aa6-4703-8ba2-4889d9fae051.html>

Program Overview

Please verify the mission statement for your program. If there is no mission statement listed, please add it here.

The library is committed to providing quality services to its diverse student population and to the residents of the Peralta Community College District. In accordance with the college's mission statement, the library faculty and staff strive to:

1. Provide consistent access to equitable, high quality services, resources (print, electronic and media), equipment, and facilities in support of the college's CE (career education), foundation skills, and transfer curricula.
2. Encourage and facilitate the development of information competency skills related to independent inquiry and information retrieval to enhance student learning in all curricular areas and to promote critical thinking and life-long learning.
3. Use technology to expand classroom instruction, individualize instruction, promote independent inquiry and research, and enhance the scope and quality of library services.

List your Faculty and/or Staff

Evelyn Lord, Head Librarian
Phillippa Caldeira, Reference & Instruction Librarian
Reginald Constant, Public Services Librarian
Autumn Sullivan, Acquisitions & Technical Services Librarian
YiPing Wang, Media & Instruction Librarian

9 Classified: Andrew Skinner-Demps, Michael Wright, Randle Wasson, Dominique Dozier, Douglas Banks, Lily Leung, Agustin Rodriguez, May Shum, Roxana Post

1 Hourly Classified (Saturday Coverage); Fred Quach

6 Hourly Librarians: Linda Jolivet, Emily Odza, Francis Howard, Mary K. Holland, Shirley Coaston, Colleen Kensinger

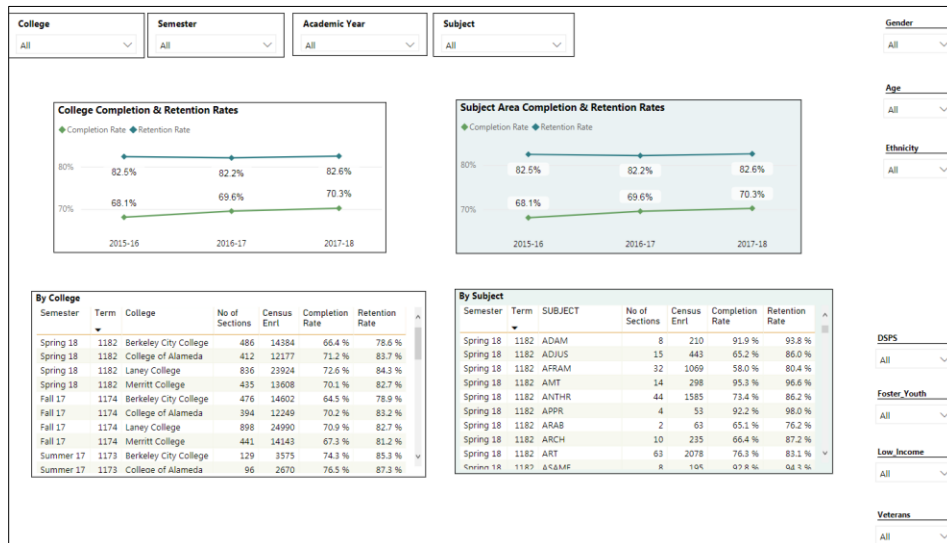
The Program Goals below are from your most recent Program Review or APU. If none are listed, please add your most recent program goals. Then, indicate the status of this goal, and which College and District goal your program goal aligns to. If your goal has been completed, please answer the follow up question regarding how you measured the achievement of this goal.

See online edition

Describe your current utilization of facilities, including labs and other space

See online edition

Program Update



Program Update Power BI dashboard

Using the dashboard, review and reflect upon the data for your program. Describe any significant changes and discuss what the changes mean to your program. Consider whether performance gaps exist for disproportionality impacted students. Focus upon the most recent year and/or the years since your last comprehensive program review. Cite data points from the dashboard to support your answer.

See online edition and library data analysis at the end of this document.

Describe the department's progress on Student Learning Outcomes (SLOs) and/or Administrative Unit Outcomes (AUOs) since the last Program Review/APU. If your discipline offers a degree or certificate, please describe the department progress on Program Learning Outcomes (PLOs).

Each librarian conducted SLOs for 2-3 orientations per semester during Academic Year (AY) 17/18 by using pre-defined assessment methods in light of three of six ACRL Frameworks for Information Literacy for Higher Education: Frame 1, Authority is Constructed and Contextual; Frame 4, Research as Inquiry; Frame 6, Searching as Strategic Exploration. An analysis of the librarian assessments showed that both Frame 1 and 6 SLOs met the goal that more than 80% of participants answered correctly, but transfer level students needed more guidance on Frame 4 or the questions needed rewording for clarity since only 69% were correct. The data also led the librarians to develop a new assessment plan which increased assessment participation from less than 1% in AY16/17 to 22% in AY17/18. Librarians also ensured that assessment data was collected from foundation skills, CE, and transfer courses.

In fall 2017, the library began tracking event and special programming attendance. With this data, the library has made progress in scheduling programs when students are most likely to attend.

Using Assessment Results to Improve Student Learning : A Case Study

Librarians conducted a survey of students in fall 2016. There were 371 responses.

A survey question asking students to rate specific aspects of study space showed that about 30% of respondents did not find the library's charging or comfortable seating space to be adequate.

Other than numerous comments expressing appreciation for staff, student comments overwhelmingly focused on study space. Although students appreciated the study space, there were repeated concerns about several key study conditions: lack of charging, lack of comfortable seating, noise and lighting.

Based on this and previous survey results, librarians requested improved lighting, additional charging capabilities and new study furniture.

The District installed new LED lights in spring 2017. The new lights have dramatically improved the lighting conditions in the library.

Thanks to a new off-site group study space for athletes, the noise complaints were considerably fewer than previous surveys, but nonetheless they remain. One glaring reality is that students need and expect to work together in groups. However, the old building only has four group study rooms. Students that need to work together spill out into quiet areas and this disrupts students who need quiet to focus.

In 2018, the college approved funding for new study furniture. In selecting new furniture, the library opted to reconfigure space, designating the 4th floor as the quiet study floor. The 3rd floor, which already gets noise through the atrium from the 2nd floor, will be designated as the collaborative floor. The new study furniture provides a variety of study options—carrels, tables and comfortable single lounge seating on the 4th floor / tables and connected lounge seating on the 3rd floor. All of the furniture will maximize charging capabilities. The new furniture was due to be installed in fall 2018. Due to the broken elevator in the library, the installation has been moved to late spring when the college expects the elevator to be fixed.

Describe the outcomes and accomplishments from previous year’s funded resource allocation request.

Brief description of funded request	Source (any additional award outside your base allocation)	Total Award Amount	Outcome/Accomplishment
Study Furniture	Measure E	\$427,000	<p>The library purchased new study furniture for the 3rd and 4th floors of the library. Furniture will be installed when the elevator is repaired.</p> <p>Librarians conducted a survey of students in fall 2016. Students repeatedly raised concerns about the study conditions in the library, including the lack of charging and noise.</p> <p>Librarians are using the study furniture to reconfigure study space in the library to accommodate students who need to</p>

			<p>collaborate and students who need a quiet study area.</p> <p>Research from the field consistently demonstrates that students who use the library are more successful in college—they are more likely to complete coursework and programs and get better grades.</p>
Research Databases	IELM	\$30,000	<p>The library received a grant of \$30,000 from IELM funds to pay for research databases. Research databases are purchased on a subscription basis and require annual funding. The library was able to purchase Literary Reference Center, Literature Resource Center, Science Reference Center, Ethnic NewsWatch, CQ Researcher, PsycArticles, Films on Demand (streaming film) and Kanopy (streaming film).</p> <p>If the library does not receive additional funding this year, we will have to cancel most of these subscriptions, including Films on Demand and Kanopy which are both essential for online courses and the new smart classrooms. These resources are fundamental to the library's collection. Due to a loss of steady funding for books several years ago, the library is now almost completely dependent on the research databases in fields like literature, science and psychology. All of these databases are heavily used by students for their research assignments.</p>

Prioritized Resource Requests Summary

In the boxes below, please add resource requests for your program. If there are no resource requested, leave the boxes blank.

Resource Category	Description/Justification	Estimated Annual Salary Costs	Estimated Annual Benefits Costs	Total Estimated Cost
Personnel: Classified Staff Priority 1	Library Custodian – Currently, there is insufficient custodial support for the library. The Library needs a dedicated custodian to ensure that the library environment supports students who need clean, comfortable study space.	\$50,000	\$30,000	\$80,000
Personnel: Student Workers Priority 1	Student Workers are essential support for maintaining library stacks, cleaning study areas, providing assistance at service desks. Library depends on students workers at the service desks to keep the library	\$50,000	\$0	\$50,000

	open in the evenings and on the weekend.			
Personnel: Part Time Faculty Priority 1	Librarians – The Library needs to maintain current part-time librarians until full-time positions are filled. Librarians provide essential support at library service desks, provide collection management support, provide information literacy instruction. The library cannot maintain evening and weekend library hours without part-time librarians. The library cannot offer the full array on library instruction, reference support and online services without part-time librarians.	\$150,000	\$30,000	\$180,000
Personnel: Full Time Faculty Priority 1	See justification in online edition: Online Learning Librarian	See online	See online	See online
Personnel: Full Time Faculty Priority 2	See justification in online edition: Equity Outreach Librarian	See online	See online	See online

Resource Category	Description/Justification	Total Estimated Cost
Professional Development: Department wide PD needed Priority 2	New Library Services Platform (LSP) Canvas & Passport training for all librarians	
Professional Development: Personal/Individual PD needed	Office software training Conference funding	

Priority 1		Allocation of \$2K per person (conference)
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Prioritized Resource Requests Summary - Continued

Resource Category	Description/Justification	Total Estimated Cost
Supplies: Software Priority 2	Ongoing District Support for shared PCCD library system (Sierra). District currently funds these shared expenses.	\$60,000 annually
Supplies: Software Priority 1	Data extraction for statewide migration to the new Library Services Platform. Data extraction is required to participate in statewide LSP. District currently funds these shared expenses	\$20,000 (district)
Supplies: Software Priority 3	Ongoing District Support for bibliographic (OCLC) and graphic records (Content Café) for Sierra and new LSP. District currently funds these shared expenses	\$12,000 per year (district)
Supplies: Software		
Supplies: Books, Magazines, and/or Periodicals Priority 1	\$5000 per year (for processing library materials) to maintain library services and support use of the library by students and faculty	\$5000
Supplies: Instructional Supplies		
Supplies: Non-Instructional Supplies Priority 1	Office supplies (including paper, toner, etc.) to maintain library services to students and faculty	\$6000
Supplies: Library Collections Priority 1	Laney Library conducts an annual assessment of the age of its book and physical media collection. The most recent assessment shows that 92% of the collection was published prior to 2010. A majority of the collection (58%) was published prior to 1980.	\$400,000 per year

	<p>Students need current, relevant information for research and learning. The library needs a major infusion of funds to improve the overall of the library collection. In addition, the library needs significant ongoing funding for electronic resources. Electronic resources require a commitment to annual subscription fees. Electronic resources improve the currency of resources available to students. In addition, they provide portability for distance students. As the college increases its commitment to distance education and the integration of online learning platforms (e.g. Canvas) into traditional learning, electronic resources become more and more critical. Furthermore, the college has embraced its new interactive (smart) classrooms, placing an increased demand on streaming media resources. An example is Films on Demand, a streaming film provided. Librarians found that usage of Films on Demand increased from 640 in 2016/17 to 3,465 in 2017/18.</p> <p>There is currently no funding available to continue the library’s subscription to Films on Demand or to support Kanopy, another popular streaming service.</p> <ul style="list-style-type: none"> • Library needs ongoing funding for instructional materials (books, DVDs, periodicals, databases): • Books (print and electronic): \$70,000 per year • Periodicals (print and electronic): \$20,000 per year • Textbooks: \$50,000 • Research Databases: \$180,000 per year • Media (including streaming video and audio): \$80,00 per year 	
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Resource Category	Description/Justification	Total Estimated Cost
Technology & Equipment: New Priority 1	25 Staff computers – Library staff computers are more than 7 years old. Library staff rely on computers to provide direct assistance to students, to instruct students, to develop and maintain library services and to manage library resources. Some of them have started to fail. The computers are no longer covered under warranty. When a computer fails, a network technician must spend extensive time to repair the computer.	\$37,500

Technology & Equipment: New Priority 1	5 Monochrome Printers for Staff – The library’s printers are 12 years old and are failing. Staff must spend an unreasonable time clearing paper jams on a daily basis. Some of the printers make ungodly noises and deliver ruffled pages.	\$10,000
Technology & Equipment: New Priority 1	1 Staff Multifunction color Printer – The 12-year old multifunction printer no longer works. Staff need access to a color printer for instructional, informational and promotional materials for the library program. This printer also provides the only staff scanning capability on the main floor of the library.	\$2500
Technology & Equipment: New Priority 1	1 Staff Color Printer – The 12-year old color printer no longer works. Staff need access to a color printer for instructional, informational and promotional materials for the library program.	\$2500
Technology & Equipment: New Priority 1	2 Student Heavy Duty Printers – The current printers are 12-years old and need to be replaced. These printers are heavily used, experience frequent jams, make bad noises and are nearing the end-of-life.	\$6000
Technology & Equipment: New Priority 2	1 Student Color Printer – This would allow the library to offer students the option of color printing. Currently only black-and-white copying is available.	\$3000
Technology & Equipment: New Priority 1	2 Servers – The library needs to replace two aging servers: 1) network server 2) student print management system server	\$8,000
Technology & Equipment: New Priority 2	Classroom Management System: This software allows librarians to improve the learning experience for students by allowing students to clearly see the demonstrations, view messages from the librarian, and the librarian can focus learning activities. It would also allow the librarian to all the computer on and off at the same time.Licensing for this software requires a one-time fee of \$39.50 per computer. The software licensing fee of \$1,200 is for circa 30 computers. The maintenance plan with free tech support for this software is \$296 per annum.	\$1,500 + \$300 annual maintenance
Technology & Equipment: New Priority 1	8 Librarian Laptops Librarians need laptops to prepare for library instruction sessions which may involve creating contextualized, online research guides for students. Librarians also need to have timely access to electronic resources and be able to troubleshoot the library website and database issues remotely. Laptops are	\$12,000

	also used for special weeding and maintenance projects in the stacks.	
Technology & Equipment: New Priority 3	<p>Laptops Anytime Dispenser with 12 Laptops -- Laney students rely on the library for study space. Many work long hours or live in cramped or noisy quarters and the library provides the best opportunity to sit and focus on college work. In today's educational environment which emphasizes technology, students need to be able to study with a laptop. Many Laney students cannot afford to buy laptop computers. They rely on the library and computer labs on campus to access computers. They also often resort to using their phones as mini-computers, compromising their ability to study and complete assignments.</p> <p>The Laptops Anytime configuration allows the library to securely checkout (and recharge) laptops for students. Among the important benefits:</p> <ul style="list-style-type: none"> • Secure means of checking out laptops to students. • Machine takes photo of laptop borrower. • Laptop works only in library. • Laptops charge while in station. • Works with library circulation system. 	\$60,000 (one time) + \$9,000 annual (maintenance and laptop replacement)
Technology & Equipment: Replacement Priority 1	<p>New Security Gate – The current security gate is more than 10 years old. Some functions are no longer supported under the current service agreement. The gate count is no longer working on one side of the gate, which means that the library is no longer able to provide accurate data to the state on library visits. Thus far, the security system of the gate is still working. If this fails, we will lose the ability to ensure the security of our collections. In addition to being fiscally prudent, this is a requirement of the ACCJC.</p>	\$22,000 + annual maintenance

Prioritized Resource Requests Summary - Continued

Resource Category	Description/Justification	Total Estimated Cost
Facilities: Classrooms Priority 1	Window shades – The window shades in the library are original to the building. The shades are mostly broken. The sunlight that pours into the library interferes with students who are studying in the library. Other times it is too dark. The library needs new, modern window shades that allow the library to block out the sun. The library also needs shades that allow filtered light to enter the library to create a comfortable study environment.	\$80,000
Facilities: Offices Priority 1	Staff Chairs – The library's ergonomic staff chairs were purchased about 10 years ago. Several of the chairs have started to fail. The library needs new staff chairs before more chairs fail. Given the extended periods of time that staff are working at computers, quality ergonomic chairs are essential.	\$30,000 (30 chairs for staff desks and service areas)
Facilities: Labs Priority 2	New furniture for L-104 – The furniture is old and inflexible. The room could accommodate many more students with new furniture. The furniture is very inconvenient for tech staff. The furniture was designed for a different type of use. The current fixed furniture layout is not conducive to group learning. The current fixed furniture layout creates too much distance from the screen for most of the seats. The room needs new chairs that roll.	\$100,000
Facilities: Labs Priority 1	Paint for L-104 – The room (especially the ceiling) needs fresh paint.	\$5000
Facilities: Labs Priority 1	Replacement of ceiling tiles – Many of the ceiling tiles have fallen. Sometimes rodents fall through the spaces where tiles are missing. Many of the ceiling tiles are crumbling. Many of the ceiling tiles are loose and in danger of falling. Many of the ceiling tiles are badly stained.	\$5000
Facilities: Labs Priority 1	New furniture for L-101 – The tables are shaky and dangerous and there is a risk of heavy equipment falling. The furniture is ugly and piecemeal and not designed for computers. It is very inconvenient for tech staff. The furniture does not allow students to charge devices. The furniture is depressing and sends a message that the college does not respect students who study. The room could accommodate many more students with new furniture. New furniture could also support shared media viewing capabilities. Several	\$100,000

	outlets in the room are no longer working (since ceiling projector was installed). The room needs new chairs that roll.	
Facilities: Labs Priority 1	New carpet for L-101 – The carpet has not been maintained. It is poorly laid and a trip hazard. It is absolutely filthy and needs to be replaced.	\$50,000
Facilities: Labs Priority 1	Painting for L-101 – The room is dirty and depressing. Paint will improve the atmosphere.	\$5000
Facilities: Other Priority 1	Leaks – There are major widespread leaks on the quad side of the building. Leaks are evident on the 1 st floor, 2 nd floor and 4 th floor of the building, along the quad. The leaks are getting worse every year and we have had to put trash cans out to collect water, creating a tripping hazard. The water from the leaks creates a health hazard from mold spores developing in the carpet and causes ceiling tiles to stain and fall on students and staff.	\$250,000
Facilities: Other Priority 2	Intercom system -- Inform entire library of emergencies, drills, events and closure. There is currently no system available to inform students of emergencies, other than walking through the library. Intercom systems are standard for most libraries.	\$3000

Resource Category	Description/Justification	Total Estimated Cost
Library: Library materials Priority 1	<p>Laney Library conducts an annual assessment of the age of its collection. The most recent assessment shows that 92% of the collection was published prior to 2010. A majority of the collection (58%) was published prior to 1980.</p> <p>Students need current, relevant information for research and learning. The library needs a major infusion of funds to improve the overall of the library collection. In addition, the library needs significant ongoing funding for electronic resources. Electronic resources require a commitment to annual subscription fees. Electronic resources improve the currency of resources available to students. In addition, they provide portability for distance students. As the college increases its commitment to distance education and the integration of online learning platforms (e.g. Canvas) into traditional learning, electronic resources become more and more critical. Furthermore, the college has embraced its new interactive (smart) classrooms, placing an increased demand on streaming media resources. An example is Films on Demand, a streaming film provided. Librarians found that usage of Films on Demand increased from 640 in 2016/17 to 3,465 in 2017/18.</p>	\$400,000 per year

	<p>There is currently no funding available to continue the library's subscription to Films on Demand or to support Kanopy, another popular streaming service.</p> <p>Library needs ongoing funding for instructional materials (books, DVDs, periodicals, databases):</p> <ul style="list-style-type: none"> • Books (print and electronic): \$70,000 per year • Periodicals (print and electronic): \$20,000 per year • Textbooks: \$50,000 • Research Databases: \$180,000 per year • Media (including streaming video and audio): \$80,00 per year 	
Library: Library collections	See Library Materials above.	

Resource Category	Description/Justification	Total Estimated Cost
OTHER		

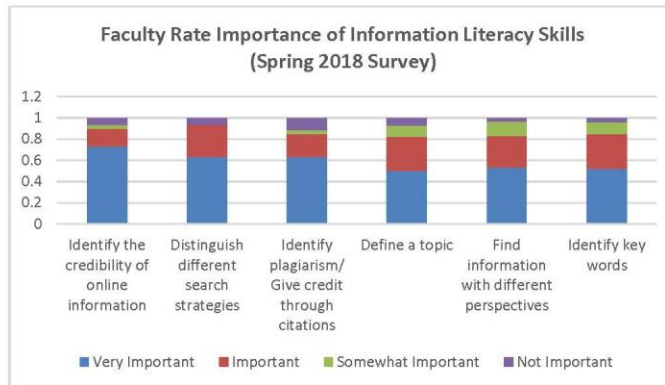
Faculty Survey (Spring 2018)

The library conducted a survey of faculty in spring 2018. More than 80% of faculty respondents indicated that information literacy skills are important for their students.

Laney College Library Faculty Survey Spring 2018

Please rate the importance of the following skills for student success in yo

	Very Important	Important
Identify the credibility of online information	73.33%	16.67%
Distinguish different search strategies	63.33%	30.00%
Identify plagiarism/ Give credit through citations	62.96%	22.22%
Define a topic	50.00%	32.14%
Find information with different perspectives	53.33%	30.00%
Identify key words	51.85%	33.33%



Summary of survey question asking faculty to rate the importance of information literacy skills

Library Statistics Summary: 2017-2018

Laney College Library

Statistical Year = June 2017 – May 2018

	2015-16	2016-17	2017-18	Explanation of Changes / Notes
Usage				
Library Open Hours Per Week	63	63	63	No change. College added Saturday hours and library has had good attendance on Saturdays.
Library Visits (gate count)	282,008	Not available	238,497	Security gate breaks frequently so stats are not available. Est. for 2017-18 based one week in Feb. X 41 weeks. (Low estimate- numbers usually higher in fall.) *Resource Needed: New Security Gate
Computer Usage : User Sessions	25,732	25,228	21,874	Slight decline.
Computer Usage : Hours	13,878	13,808	12,715	Slight decline.
Instruction (Individual and Group)				
Orientations (Number of Sessions)	124	112	112	Steady with slight decrease. Library experience dramatic increase in orientations as new librarians hired. However, library is nearing capacity for

				orientations based on current staffing.
Orientations (Students Served)	2871	2791	3072	Steady with slight increase.
Transfer Orientations (Below 200 Level)	75	64	71	There are more orientations for transfer level courses than for basic skills level courses.
Basic-Skills Orientations (200 Level and Above)	49	41	41	However, the number of requests for basic skills level orientations remains significant.
Individual Reference Sessions	12518	12452	6339	Switched to new online system of capturing data
LibGuides Views : Homepage			11372	New data collection
LibGuides Usage : A-Z Databases			24788	New data collection
LibGuides Usage : 169 LibGuides			35015	New data collection
Collections				
Total Library Materials Expenditures	\$140,668	\$157,538.93	\$121,957	Expenditures relatively stable. Increase in textbook funding in 2016-2017 due to Equity grant.
Total Print Book Collection (titles)	81,194	81,369	81,382	Relatively stable.
Total E-book Collection (titles)	5632	5642	5631	Removal of Britannica eBooks (not working properly; Britannica

				does not support shared proxy ip)
Total Database Subscriptions	39	39	36	Slight decline. Reduced funding.
Total Media Collection (titles)	2231	To be added	2256	Library is purchasing fewer DVDs as we transition to streaming environment.
Total Print Periodical Subscriptions	104	104	76	Reduced funding from college.
Age of Collection (Published prior to 2000)	87%	85%	80%	Accelerated weeding. New approach to default Age of Collection report due to RDA cataloging changes.
Age of Collection (Published prior to 2010)	97%	97%	92%	Accelerated weeding. New approach to default Age of Collection report due to RDA cataloging changes.
Circulation				
General Circulation Transactions	4401	3621	3648	Circulation has generally declined, but has steadied. The lack of funding for books reduces interest since there are very few new books.
Reserve Circulation Transactions	28512	24432	16638	<ul style="list-style-type: none"> Decline in Reserve circulation due to increased use of individual textbook purchases for some learning communities. Decline due to reduced funding for textbooks.

In-house circulation Transactions (optional)	1413	774	2644	Increase. Due to staff training, In House check-ins are being recorded more consistently
Media Circulation Transactions (optional)	3	71	11	Big drop. Media librarian is no longer in area.
E-book Circulation Transactions- Describe – (optional)	1526	1291	NA	E-book circulation stats from EBSCO no longer available due to changes in authentication system
Total Circulation Transactions	35,855	30,189	22,941	See specific types of circulation.

Addendum 3: Assessment of Age of Collection

Assessment of Age of Collection

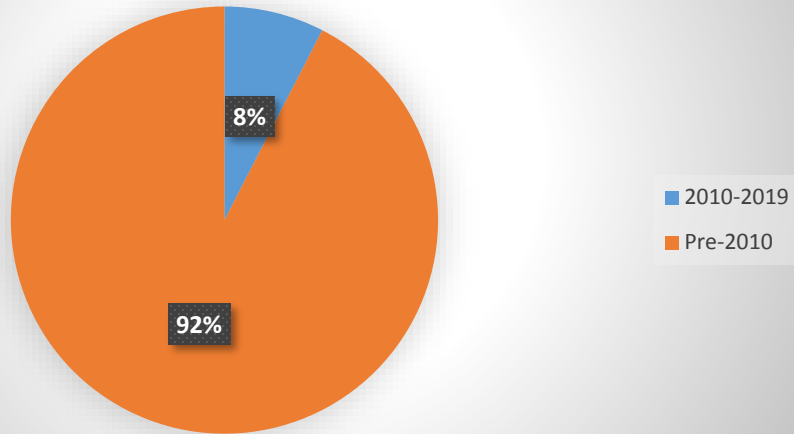
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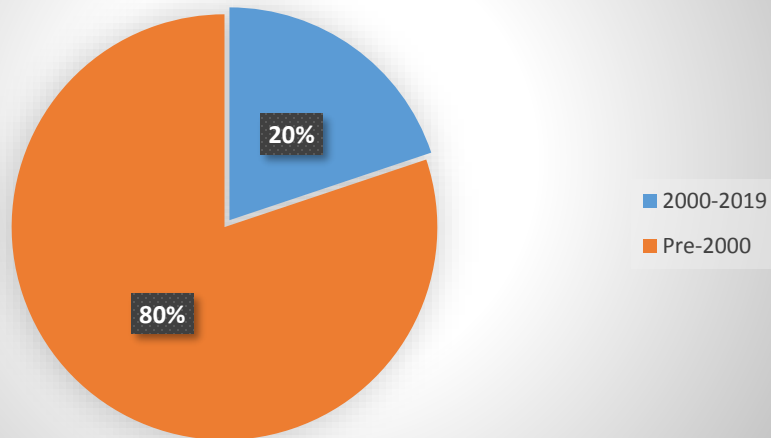
See data illustrations below:

Age of Collection Laney College Library, July 2018



92% of the Laney Library collection was published prior to 2010.

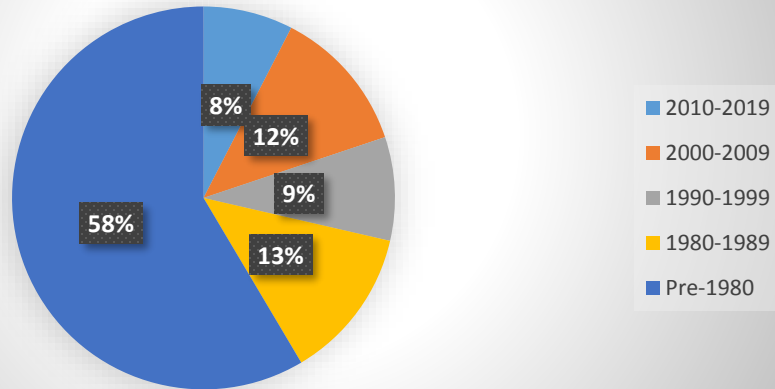
Age of Collection Laney College Library, July 2018



80% of the Laney Library collection was published prior to 2000.

Collection by Decade (Laney Library)

58% of collection is Pre-1980 (= 48,039 volumes)



58% of the Laney Library Collection was published prior to 1980.