

## Library Program Review 2012-2013

### 1. Program Description

#### 1A. Description

The Evelyn and Howard Boroughs Library's mission is to provide equity in access to library collections, services, and resources to Ventura College students, faculty and staff, regardless of their location or educational modality. Our academic library encourages intellectual curiosity and serves as a reliable source for education, formation, and research. Further, the Library supports the growth and development of information interdependency through continuous self-assessment and improvement of services and resources. By partnering with faculty, the Library builds information competency skills and co-creates high quality educational experiences. The Library functions as a study area and resource laboratory for classes developing term papers, preparing speeches, and completing other classroom assignments.

#### 1B. Services Provided by the Program

Reference Services: Reference services include telephone reference and in-person one-on-one reference consultation provided by at least one librarian faculty member during all library open hours. Collections supporting this service include print and electronic reference books as well as electronic multi-disciplinary or discipline-specific databases. The reference collection consists of current and retrospective non-circulating print materials in all subject areas. Librarians utilize reference collection while providing reference services by directing students to areas related to class projects or assignments.

Research Assistance: Librarians provide on-demand, one-on-one research assistance to students, staffs and faculty at the reference desk. On-demand instruction provides help to students with immediate research needs such as locating materials, using the library catalog, construction of search strategies for use with the Library's electronic databases, and research topic definition. The number of students requesting research assistance has declined with the decrease in student enrollment; however, this decrease may also be due to the increase in library instruction sessions, which are allowing students to become more informed in how to do library research. At any rate, there are certainly many students asking to have one-on-one conferences with librarians for research consultations for their papers, at the behest of their instructors.

Library Instruction and Orientations: The function of Library Instruction & Orientations — affectionately known as “Library Tours” to instructional faculty—is to provide bibliographic/information literacy instruction and research methods instruction to students. Instruction is offered in group settings such as class tours, focused presentations relevant to specific classes, and drop-in workshops. Customized sessions are also offered through Instruction. A customized Library Instruction session offers students an in-depth approach to a particular research topic. The librarian works with the students to identify appropriate resources as well as keywords and subject headings associated with particular research topics. Sessions can last from 50 minutes to an hour and a half, depending on the length of the class period, students' research needs, and faculty requests. Appointments for customized Instruction sessions must be requested at least three working days in advance and the faculty

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must provide as much information about the assignment as possible at the time of the request. The greatest need for this service appears to be during the fall semester. A Library faculty member devotes up to 2.0 to 2.5 hours to prepare and teach each Library Instruction session.

Lending Library: The Textbook Lending Library is an exclusive collection of textbooks comprised of the materials given to the Library when the former VC Women's/Re-Entry Center was closed at the close of the Spring 2007 semester. The collection is primarily comprised of materials donated by faculty, staff and students, and is supported by Title V grants, funds from the Ventura College Foundation, and monies from the Associate Students of Ventura College (ASVC). Students may check out three books per semester on a first-come, first-served, basis.

Reserve Materials: Materials in the reserve collection are either provided by instructors or purchased by the Library through funding provided by the VC Foundation. The items are processed and added to the Library's materials collections for in-library use only and are searchable through Library's online catalog.

Leisure Reading: The McNaughton Leisure Reading Collection is a vibrant part of the Library. Made up of current best-selling books in fiction and non-fiction, as well as popular books in audio format, this leisure reading (and listening) collection encourages lifelong reading among students, faculty, and staff alike.

Webpage: The Library's webpage lists contact names, e-mails, and telephone numbers for all Library faculty and staff. General policies and procedures for using the Library and its services are also listed and explained on the page.

Interlibrary Loan and Universal Borrowing: In Fall 2012, the Library began to participate in Interlibrary Loan after joining OCLC. Patrons can now order books from libraries throughout the state of California. In addition, the Library began working on offering Universal Borrowing, a system that would allow patrons in the Ventura County Community College District to borrow books from all three libraries. It is estimated that Universal Borrowing will be in place in November 2012.

Print and Electronic Periodicals: The Library offers access to a number of print and electronic journals and magazines in order to support various VC programs. The most recent issues of print periodicals are placed in the Library Reading Room and are organized in alphabetical order. Back issues of periodicals are housed between the Reference collection and study rooms and are accessible to students through open stacks. Electronic journals are accessible through subscription-based databases and are accessible online on campus as well as from off-campus.

Computers: The Library houses 48 public computers with access to the Internet, Microsoft Office products, online library catalog, and subscription databases. The librarian(s) on duty at the reference desk provide(s) immediate instruction and faculty oversight for the public stations, with circulation staff and student assistants also helping students with computer login or printer issues.

CCTV and Video Relay Station: The Library has a station with equipment set up by the Educational Assistance Center. The InSight VTI CCTV is a desktop video magnifier with autofocus that allows vision-impaired students to magnify images in print onto the screen of the attached close-captioned television (CCTV). The Sorenson VRS VP-200 is a Video Relay Station that enables deaf and hard-of-hearing students to make calls to hearing people, with the help of an ASL interpreter.

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Laptops for Public Use: Starting in Fall 2012, the Library started circulating 24 laptops for current students to check out for use within the Library. These laptops are intended to support students' academic study by providing remote computing capabilities and access to the wireless network. These laptops can be checked out for three hours at a time.

Quiet Study Rooms: the Library has total of eight quiet study rooms for group studies. Six of the rooms are available on a first-come, first-served basis; two are available by reservation only. In addition to quiet study rooms, the VC Library has designated the Reading Room as a Quiet Area.

Photocopying, Printing, Microfiche/Microfilm Services: Three self-service coin/copy card operating copy machines, a copy/print card dispenser, a microfiche/microfiche reader and a networked printer are located in the Library. Students are responsible for handling their copying/printing jobs, but librarians and staff assist them as needed.

Ventura College Santa Paula Learning Resource Center: The Ventura College Santa Paula LRC includes a lab with over 35 computer stations with instructional software and resources such as English Academic, Side by Side, Read and Write Gold, Inspiration, WorkKeys and software to prepare for the GED. The VC Santa Paula LRC has the same library automation system, online catalog and electronic database resources as the Ventura College main Library does. It also provides WiFi for wireless Internet access. The VC Santa Paula LRC offers Tutoring services for both drop-in and supplemental instruction (SI) components. The VC Santa Paula LRC also includes a small library consisting of a circulating collection, reserve books, textbooks, periodicals, and a reference collection. The Library has started to offer the Textbook Lending Library program at the VC Santa Paula LRC as of fall of 2009 to provide the same service to the students in the Santa Clara Valley.

Programming, Outreach and Events: The programming and outreach service creates and presents events that enhance the feeling of community on the campus and meld library materials and services with the unique abilities and talents of instructors, students and staff.

- The Library hosted English Faculty member and author Chris Cryer and a reading of her new book *Tolstoy in Riyadh: A Teacher and her Muse* in November 2011. It was also the site of a reception for *VC Voices*, the school's literary magazine, in Spring 2012, as well as the scene for an event sponsored by History Faculty member Mayo de la Rocha celebrating Dia de los Muertos in November 2011. The Library Reading Room has been the setting for many events such as this.
- LRC 205, the Library classroom, is primarily reserved for Library Instruction. However, the VC community can request to book the room for trainings or meetings during times that the room is not in use. LRC 205 is equipped with forty laptops with wireless access and MS Office suite, as well as web browsers and Maple math software.
- Upon request, the El Camino High Schools students receive a special library orientation in addition to college library accounts that allow them to use the services and collections of the VC Library.
- A full row of shelves in the Library is allocated to donated or withdrawn books for an on-going Friends of the Library book sale. All classified staff assist with organizing, stocking, selling, and handling the funds. Circulation staff collect the money at the time of sale.

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- Each semester, Poinsettia Elementary School brings classes to the Library for a tour of the Reading Room and Children's area, and for an overview of the Rare Book collection. A librarian conducts the tour and interacts with students and their parents.
- Various instructors and student groups use display cases in the Library to showcase their work or items related to their class topic. In Spring 2011, a class in the Theater Department displayed hats that were crafted as an assignment; these hats demonstrated their style, innovation, and whimsy, and were a welcome addition to the Library environment. Librarians often create thematic displays relating to college events or important moments. Recently, one display highlighted the 100<sup>th</sup> anniversary of the 1912 presidential election, while another case was dedicated to Banned Books Week, and discusses censoring history and frequently banned books. Librarians oversee the planning and coordination, and arrange displays with other departments. A third display, near the front of the Library, commemorated Hispanic Heritage Month and featured a bibliography of recommended reading.

### **1C. College Vision**

Ventura College will be a model community college known for enhancing the lives and economic futures of its students and the community.

### **1D. College Mission**

Ventura College, one of the oldest comprehensive community colleges in California, provides a positive and accessible learning environment that is responsive to the needs of a highly diverse student body through a varied selection of disciplines, learning approaches and teaching methods including traditional classroom instruction, distance education, experiential learning, and co-curricular activities. It offers courses in basic skills; programs for students seeking an associate degree, certificate or license for job placement and advancement; curricula for students planning to transfer; and training programs to meet worker and employee needs. It is a leader in providing instruction and support for students with disabilities. With its commitment to workforce development in support of the State and region's economic viability, Ventura College takes pride in creating transfer, career technical and continuing education opportunities that promote success, develop students to their full potential, create lifelong learners, enhance personal growth and life enrichment and foster positive values for successful living and membership in a multicultural society. The College is committed to continual assessment of learning outcomes in order to maintain high quality courses and programs. Originally landscaped to be an arboretum, the College has a beautiful, park-like campus that serves as a vital community resource.

### **1E. Core Commitments**

Ventura College is dedicated to following a set of enduring Core Commitments that shall guide it through changing times and give rise to its Vision, Mission and Goals.

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- Student Success
- Respect
- Integrity
- Quality
- Collegiality
- Access
- Innovation
- Diversity
- Service
- Collaboration
- Sustainability
- Continuous Improvement

### **1F. Program Significant Events (Strengths and Successes)**

The McNaughton Leisure Reading Collection, consisting of current best-selling books in fiction and non-fiction, as well as popular books in audio format, is popular with students, faculty, and staff alike. Items are leased from a central vendor, Brodart, and the selection varies, allowing new titles to circulate through the collection. The McNaughton Collection consists of only 280 items, as compared to the 64,209 total items that comprise the Main Stacks and Main Oversize collections. However, this small collection accounted for 288, or 4%, of the total number of book checkouts of these combined collections between September 1, 2011 and September 1, 2012. Professors teaching English 3 classes have found the collection to be invaluable; as they strive to encourage their students to embrace the habit of reading, they are grateful to find books that can capture their imagination. At the Reference Desk, there has been a steady increase in requests for suggestions for reading material; more and more students are asking for assistance in looking for something to read. A casual glance at the Leisure Reading area shows gaps where books have been drawn out by eager readers, and the area is a magnet for readers of all kinds. People at Ventura College are reading.

The Library instruction program at Ventura College continues to be strong. During the 2011-2012 academic year, the librarians taught or led orientation sessions for 147 classes in disciplines as diverse as English, Business, Chicano Studies, Sociology, Biology, Communication Studies, and Nursing. In the Fall 2011 semester, we began to offer outreach to departments, visiting classes with Smartroom capabilities and doing brief demonstrations, so faculty don't have to sacrifice an entire class period by bringing their students into the Library for instruction. During the 2010-11 school year, we began assessing the efficacy of library instruction in earnest, administering pre-tests and post-tests to classes, with the goal of gathering data from 20 different classes across 5 different disciplines. In Spring 2012, we decided to administer only post-tests, comparing the results of students in classes that don't regularly come in for library instruction with those that do come in for instruction.

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The Library's textbook holdings continue to be popular:

<b>TEXTBOOKS VENTURA CAMPUS</b>	<b>2008-09</b>	<b>2009-10</b>	<b>2010-11</b>	<b>3 Year Avg</b>	<b>2011-12</b>	<b>1 Year % Difference</b>
Total Reserve Holdings	1,010	988	1,132	1,043	1,085	-4.15%
Total Lending Holdings	2,843	2,693	3,819	3,118	4,361	+12.42%
Total Supplemental Instruction Holdings	19	23	65	36	95	+31.50%
Total Tutoring Center Holdings	375	399	400	391	348	-13.00%
Total Textbooks Donations	1,163	2,657	2,650	2,157	3,304	+19.79%
Total Textbooks Withdrawn	1,067	855	1,083	1,002	1,184	+8.53%
Total Reserve Check-outs	23,903	26,689	30,528	27,040	38,671	+21.05%
Number of Students using Reserves (Estimate 5 check outs per week per student)	4,781	5,338	6,106	5,408	7,734	+21.05%
Total Lending Check-outs	5,925	5,919	7,340	6,395	10,399	+29.42%
Number of Students using Lending (Estimate 2 books per student)	2,963	2,960	3,670	3,198	5,200	+29.42%

There has been a dramatic uptick in the number of textbook lending checkouts, despite the drop in student enrollment. We have also seen an increase in textbook donations, which is heartening to see.

**1G. Organizational Structure**

President: Robin Calote

Executive Vice President: Ramiro Sanchez

Dean Kathy Scott

Asst. Chair: Peter H. Sezzi

Supervisor: Sandy Hajas

<b>Name</b>	Ayanna Gaines
Classification	Assistant Professor-Librarian
Year Hired	2011
Years of Industry Experience	
Degrees/Credentials	B.A., 1993, Brown University; M.L.I.S., 1999, Dominican University

<b>Name</b>	Peter H. Sezzi
Classification	Professor-Librarian
Year Hired	2004
Years of Industry Experience	

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Degrees/Credentials	A.A., 1997, Ventura College; B.A., 1999, M.L.I.S., 2002, University of California, Los Angeles
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<b>Name</b>	Linda Carroll
Classification	Part-time Librarian
Year Hired	2011
Years of Industry Experience	
Degrees/Credentials	A.A. , 2001, Moorpark College; B.A., 2003, University of California, Santa Barbara; MLIS, 2011, San Jose State University

<b>Name</b>	Lulu Coffey
Classification	Part-time Librarian
Year Hired	2006
Years of Industry Experience	
Degrees/Credentials	B.A., 1991, University of California, Santa Cruz; M.L.I.S., 2006, University of California, Los Angeles

<b>Name</b>	Donna Roff
Classification	Part-time Librarian
Year Hired	1994
Years of Industry Experience	
Degrees/Credentials	A.A., 1974, Santa Barbara City College; B.A., 1976, University of California, Santa Barbara; M.L.S., 1981, University of Southern California

<b>Name</b>	Bryan Thompson
Classification	Part-time Librarian
Year Hired	1993
Years of Industry Experience	
Degrees/Credentials	B.A., 1974, University of California, Riverside; M.S.L.S., 1976, University of Southern California

<b>Name</b>	Sandy Hajas
Classification	Learning Resources Supervisor and Part-time Librarian
Year Hired	1990
Years of Industry Experience	
Degrees/Credentials	A.A., 1991, Ventura College; B.A., 2006, California State University, Northridge; M.L.I.S., 2011, San Jose State University

<b>Name</b>	Dana Boynton
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Classification	Library Assistant
Year Hired	2007
Years of Industry Experience	
Degrees/Credentials	A.A., 1995, Ventura College

<b>Name</b>	Sarah Downs
Classification	Library Assistant
Year Hired	2012
Years of Industry Experience	
Degrees/Credentials	B.A. California State University, Los Angeles; M.S., University of California, Los Angeles; M.L.I.S., San Jose State University

<b>Name</b>	Carla Kramer
Classification	Library Technician
Year Hired	2000
Years of Industry Experience	
Degrees/Credentials	

<b>Name</b>	Tatyana Shaffer
Classification	Library Assistant
Year Hired	2007
Years of Industry Experience	
Degrees/Credentials	B.S., 2006, Kuban State University, Russia



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**2. Performance Expectations**

**2A. Student Learning Outcomes**

**2A1. 2012-2013 - Institutional Student Learning Outcomes**

1. Communication - written, oral and visual
2. Reasoning - Scientific and quantitative
3. Critical thinking and problem solving
4. Information literacy
5. Personal/community awareness and academic/career responsibilities

**2A2. 2012-2013 - Program Service Unit Outcomes**

1. Students will be able to identify an information need.
2. Students will be able to choose appropriate library resources that best meet a particular information need.
3. Students will be able to demonstrate the ability to use successfully library services/resources.
4. Students will be able to find or request materials to meet their information needs.
5. Students will find the library environment and facilities satisfactory in meeting their needs.

**2A3. 2012-2013 - Program Operating Outcomes**

1. The **hours** are adequate to serve students' needs.
2. **Library computer hardware and software**, both in the Library Instruction Classroom (LRC205) and in the stacks, is functional, up-to-date, and in line with current library database requirements.
3. The library **floor plan** is maintained to ensure adequate space for study and Quiet Areas for students.
4. Library **furniture, equipment, and facilities** are maintained and upgraded, as needed.
5. The Library **budget** sufficiently supports the ever-changing bibliographic needs of faculty, students, and staff.

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**3. Operating Information**

**3A. Budget Summary Tables, Trends, and Detail**

Budget Summary Table

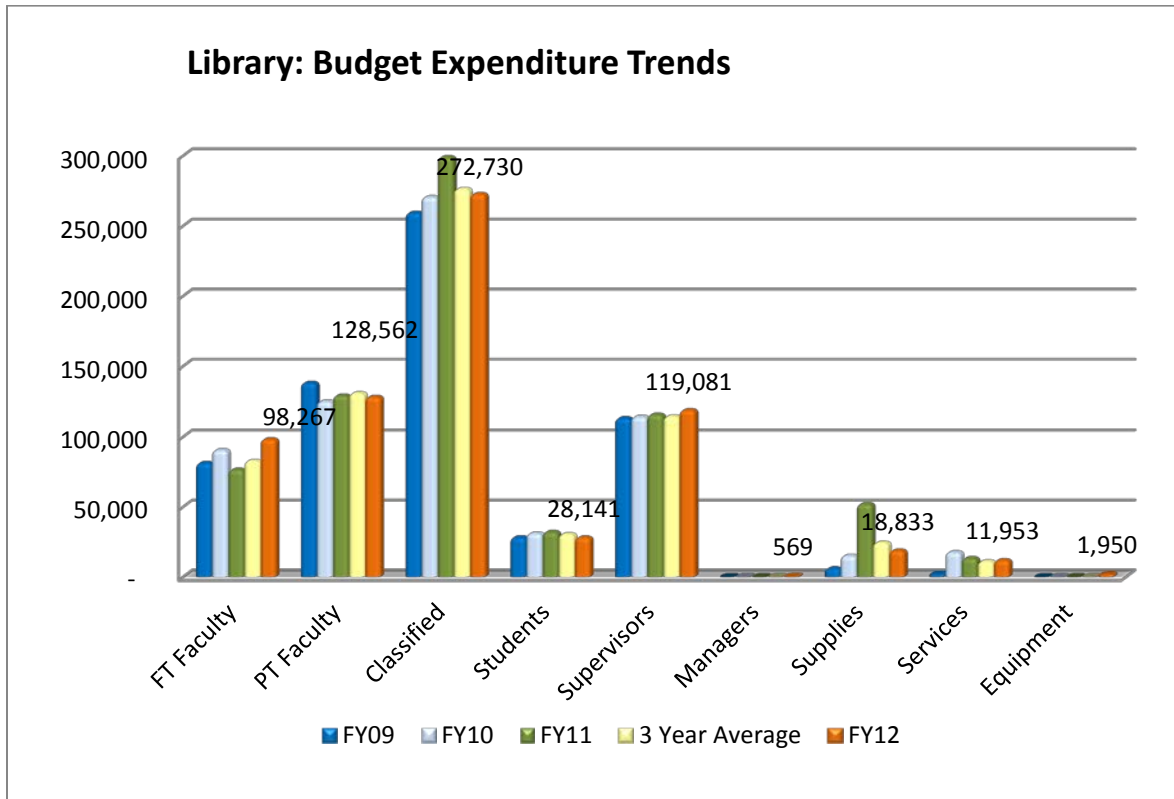
To simplify the reporting and analysis of the Banner budget detail report, the budget accounts were consolidated into nine expense categories. The personnel categories include employee payroll expenses (benefits). The “3 year average” was computer to provide a trend benchmark to compare the prior three years’ expenses to the FY12 expenses. The “FY12 College” expense percentages are included to provide a benchmark to compare the program’s expenses to the overall college expenses.

Category	Title	FY09	FY10	FY11	3 Year Average	FY12	FY12 Program Change from Prior Three Year Average	FY12 College Change from Prior Three Year Average
1	FT Faculty	81,344	90,495	76,552	82,797	98,267	19%	8%
2	PT Faculty	138,593	125,307	129,450	131,117	128,562	-2%	-8%
3	Classified	259,371	270,558	299,059	276,329	272,730	-1%	-7%
4	Students	28,315	31,017	32,100	30,477	28,141	-8%	2%
5	Supervisors	113,329	114,317	115,842	114,496	119,081	4%	6%
6	Managers	-	-	-	-	569	0%	0%
7	Supplies	6,040	15,110	52,008	24,386	18,833	-23%	1%
8	Services	2,303	17,608	13,408	11,106	11,953	8%	2%
9	Equipment	-	-	-	-	1,950	0%	18%
	<b>Total</b>	<b>629,295</b>	<b>664,412</b>	<b>718,419</b>	<b>670,709</b>	<b>680,086</b>		<b>0%</b>

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### Budget Summary Chart

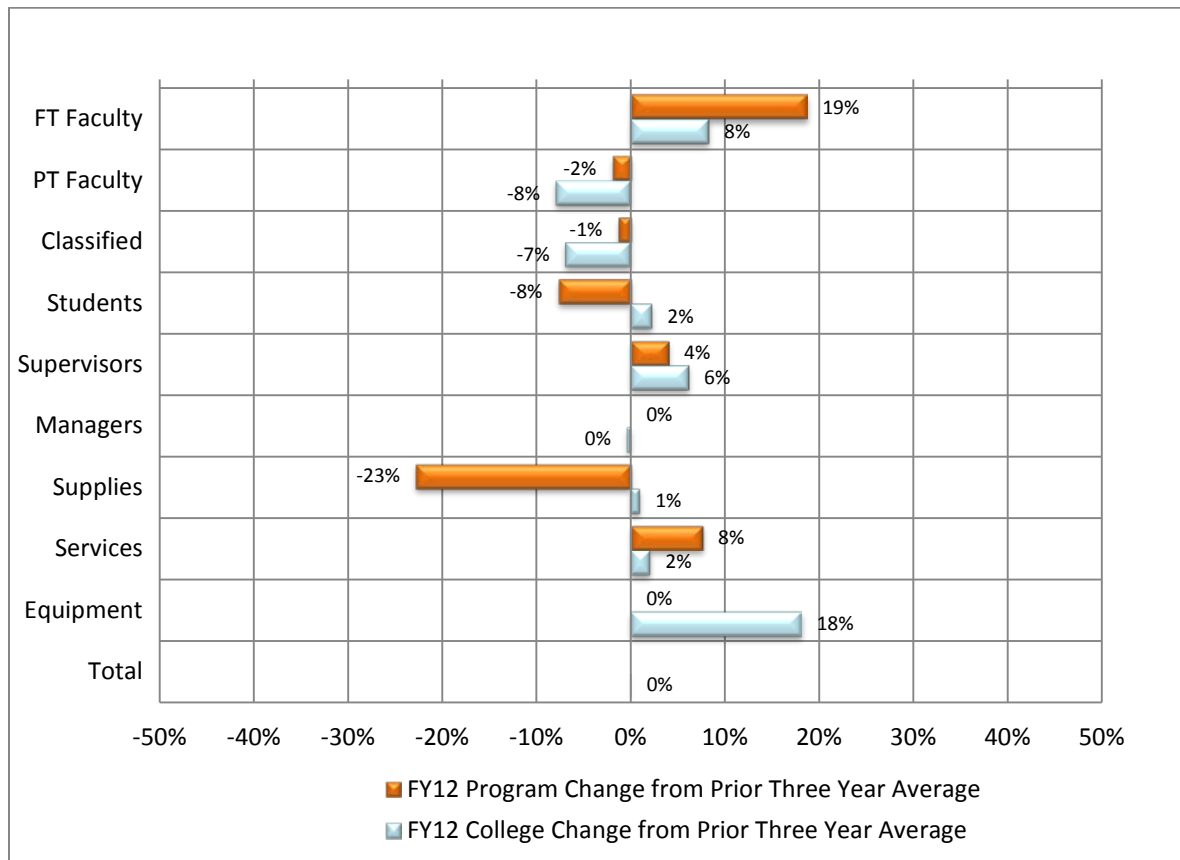
This chart illustrates the program's expense trends. The data label identifies the FY12 expenses (the last bar in each group). The second-to-last-bar is the program's prior three year average.



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### Comparative Budget Changes Chart

This chart illustrates the percentage change from the prior three year average expense to the FY12 expenses. The top bar for each budget category represents the program's change in expenses and includes the data label. The second bar represents the college's change in expenses.



### Budget Detail Table

The program's detail budget information is available in *Appendix A – Program Review Budget Report*. This report is a PDF document and is searchable. The budget information was extracted from the District's Banner Financial System. The program budget includes all expenses associated to the program's Banner program codes within the following funds: general fund (111), designated college equipment fund (114-35012), State supplies and equipment funds (128xx), and the technology refresh fund (445). The *Program Review Budget Report* is sorted by program (in alphabetical order) and includes the following sections: total program expenses summary; subtotal program expenses for each different program code; detail expenses by fund, organization and account; and program inventory (as posted in Banner). To simplify the report,

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the Banner personnel benefit accounts (3xxx) were consolidated into employee type benefit accounts (3xxx1 = FT Faculty, 3xxx2 = PT Faculty, 3xxx3 = Classified, etc.).

FOAP	Title	FY09	FY10	FY11	3 year avg	FY12	Budget FY13
111 31013 1220 612000	Faculty - Non-Instructional	53,376	59019	50,090	54,162	64,809	68,413
111 31013 1340 612000	Faculty Facilitr/Coord/Hrly Stipend	0	500	500	333	1,000	1,000
111 31013 1342 612000	Faculty - Office Hours - PT Faculty	119	216	220	185	313	313
111 31013 1420 612000	Faculty -Non-Instructional - Hourly	126,835	116083	121,369	121,429	117,789	115,000
111 31013 1440 612000	Faculty – Facilitators	4,835	2348	0	2,394	0	0
111 31013 2121 612000	Classified Regular	167,223	176292	183,335	175,617	159,867	191,609
111 31013 2130 612000	Classified - Vacation Payout	0	0	0	0	951	0
111 31013 2322 612000	Classified – Overtime	1,142	215	48	468	398	1,000
111 31013 2530 612000	Student Hourly-Non-Instructional	27,816	29860	30,966	29,547	26,712	30,524
111 31013 2610 612000	Supervisors	75,336	75336	75,336	75,336	75,336	75,336
111 31013 2826 612000	Provisional, Ltd Term-NonPos Cntrl	0	0	0	0	5,191	0
111 31013 3XX1 612000	Benefits FT Faculty	27,968	31476	26,462	28,635	33,457	45,104
111 31013 3XX2 612000	Benefits PT Faculty	6,805	6160	7,361	6,775	9,459	3,373
111 31013 3XX3 612000	Benefits Classified	91,006	94050	115,676	100,244	106,322	136,228
111 31013 3XX4 612000	Benefits Student Hourly	499	1157	1,134	930	1,429	549
111 31013 3XX5 612000	Benefits Supervisors	37,993	38981	40,506	39,160	43,745	45,553
111 31013 3XX6 612000	Benefits Managers	0	0	0	0	569	0
111 31013 4200 612000	Office Supplies and Material	5,540	3007	1,456	3,334	2,707	6,000
111 31013 4400 612000	Copier Supplies and Materials	131	0	113	81	0	0
111 31013 4502 612000	Periodical Subscriptions	0	9386	0	3,129	1,335	0
111 31013 4504 612000	Electronic/CD Rom Subscriptions	0	765	10,829	3,865	3,094	12,000
111 31013 4800 612000	General Supplies & Materials	369	1952	2,462	1,594	0	0
111 31013 5241 612000	Faculty Travel (\$100 Per Contract)	100	197	0	99	0	0
111 31013 5622 612000	Maint/Repair-Equipment	2,038	3073	2,056	2,389	2,204	2,000
111 31013 5823 612000	Library Automation	0	13290	10,430	7,907	5,132	0
111 31013 5870 612000	Printing And Duplicating	0	0	19	6	0	0
111 31013 5890 612000	Other Expense & Services	165	1047	902	705	4,617	2,500
111 31013 6300 612000	Library Books	0	0	37,148	12,383	11,697	30,000
111 31013 6423 612000	Equip-Non Instruc Equip \$200-\$999	0	0	0	0	1,950	0
113 35221 6300 612000	Library Books	0	0	0	0	0	31,644

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114 35012 6300 612000	Library Books	0	0	10,000	3,333	0	0
121 36051 5622 612000	Maint/Repair-Equipment 1,234	0	0	0	0	0	0
121 36051 7991 612000	Bal Fwd-Proj. To Date- Expend (Actu	35,129	0	0	11,710	0	0
121 36052 4504 612000	Electronic/CD Rom Subscriptions	16,449	84	371	5,635	0	0
121 36052 5622 612000	Maint/Repair-Equipment	846	0	0	282	0	0
121 36052 5641 612000	Software Maintenance & License Fee	13,785	0	0	4,595	0	0
121 36052 5823 612000	Library Automation	0	600	3,900	1,500	0	0
12803 31013 4501 612000	Library Resource Materials	753	0	0	251	0	0
12803 31013 4502 612000	Periodical Subscriptions	19,477	9137	19,471	16,028	17,986	0
12803 31013 4504 612000	Electronic/CD Rom Subscriptions	33,858	50451	52,011	45,440	59,074	0
12803 31013 6300 612000	Library Books	48,690	35997	0	28,229	0	10,000
12803 36050 6300 612000	Library Books	0	0	0	0	26,796	67,000
12819 31013 4504 612000	Electronic/CD Rom Subscriptions	15,187	0	0	5,062	0	0
Total		813,470	760679	804,171	792,773	783,939	

**Interpretation of the Program Budget Information**

The change of status of Ayanna Gaines from a part-time librarian to a full-time librarian, and the shift of Linda Carroll from library assistant to part-time librarian in FY12 led to shifts in the personnel budget. The Full-Time Faculty budget shifted from \$76,552 in FY11 to \$98,267 in FY12, while the Part-Time Faculty budget changed from \$129,450 in FY11 to \$128,562 in FY12. There was continued back-fill from the Part-Time Faculty Pool due to the reassignment of Peter H. Sezzi to serve as Academic Senate President. The position vacated by Linda Carroll was filled on a provisional basis by David Escoto until recently. This resulted in a change in our Classified budget from \$299,059 in FY11 to \$272,730 in FY12. Sarah Downs has been newly hired as library assistant to work at the Ventura site 40% of the time and the Santa Paula site 60% of the time.

The Part-Time Faculty budget has been continuously reduced. The drop from FY12 to FY13 has been the most precipitous, and our part-time coverage this year has been reduced. As a result, the Library now closes an hour earlier four days a week, and there is less part-time librarian coverage during the day. There is barely enough money from the backfill to ensure that there is part-time librarian coverage during the day, and there is enough money to help pay for evening coverage. However, this will come to an end once Peter H. Sezzi ends his term as Academic Senate President this spring, and, as a result, the Library will only have the funds to be open 2 nights a week.

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The book budget is not adequate to meet the needs of our collection development plans. The Library is invested in ensuring that its collection is up-to-date and comprehensive. Yet a sample search using the keyword “nursing” shows that only 42% of the 924 items found in such a search has been published within the past six years, indicating that there is still a great deal of work to be done to bring the collection up to current standards. The average cost of a nursing book as quoted by vendor Yankee Book Peddler (YBP) is \$58.69. Replacing 543 books at this cost would take over \$30,000, most of the money allotted in our general fund in FY11.

The Student Hourly budget is adequate to meet our needs. However, our Office Supplies and Material budget is tight.

### B1. Program Inventory Table

Inventory: Library								
Item	612000	Org	Fund	Date	Age	Cost	Perm Tag #	Serial #
Conf B Computer from District Bid	MAT 2000 Inc	36035	121	7/2/2001	11	10	N00002885	9705962
Conf B Computer from District Bid	MAT 2000 Inc	36035	121	7/2/2001	11	10	N00002884	9705964
Conf B Computer from District Bid	MAT 2000 Inc	36035	121	7/2/2001	11	10	N00002883	9705961
Conf B Computer from District Bid	MAT 2000 Inc	36035	121	7/2/2001	11	10	N00002882	9705963
Conf B Computer from District Bid	MAT 2000 Inc	36037	121	7/2/2001	11	1,163	N00002884	9705964
Conf B Computer from District Bid	MAT 2000 Inc	36037	121	7/2/2001	11	1,163	N00002882	9705963
#OLYM225230 Olympus E-10 SLR DI	Samy's Camera	36037	121	7/9/2001	11	1,983	N00002669	1030880
Equipment - Computers - Non Instruct	Dell Computer C	36037	121	5/16/2001	11	2,785	N00002835	6Q94K01
#8100 Pentium 4 Computer - Quote #	Dell Computer C	36037	121	6/11/2001	11	2,218	N00002875	7WHGMO1
Conf B Computer from District Bid	MAT 2000 Inc	36037	121	7/2/2001	11	1,163	N00002885	9705962
E10 Olympus Digital Camera	Samy's Camera	36037	121	6/20/2001	11	1,873	N00002877	1053084
#8100 Pentium 4 Computer - Quote #	Dell Computer C	36037	121	6/11/2001	11	2,218	N00002874	5WHGMO1
Hammerhead Color Laser Printer - Qu	Dell Computer C	36037	121	6/11/2001	11	2,250	N00002865	Q0202736
#C600 Latitude Laptop - Quote #5913	Dell Computer C	36037	121	6/7/2001	11	2,854	N00002873	4H76M01
Conf B Computer from District Bid	MAT 2000 Inc	36037	121	7/2/2001	11	1,163	N00002883	9705961
Equipment - Computers - Non Instruct	Dell Computer C	36037	121	5/16/2001	11	1,810	N00002844	104VK01
Equipment - Computers - Non Instruct	Dell Computer C	36037	121	5/16/2001	11	1,810	N00002843	J23VK01
Intel Pentium III 800 Server System	MAT 2000 Inc	36037	121	3/7/2001	11	4,634	N00002815	9705465
Upgrade: 10.0Gb Hard drive	MAT 2000 Inc	36037	121	9/11/2000	12	70		
Intel Pentium III 550CPU (Windows 9	MAT 2000 Inc	36037	121	9/11/2000	12	38	N00009423	
Upgrade:Zip Drive	MAT 2000 Inc	36037	121	9/11/2000	12	70		
Upgrade:Zip Drive	MAT 2000 Inc	36037	121	9/11/2000	12	38		
Upgrade: 10.0Gb Hard drive	MAT 2000 Inc	36037	121	9/11/2000	12	1,177		
Upgrade:Zip Drive	MAT 2000 Inc	36037	121	9/11/2000	12	156		
Upgrade: 10.0Gb Hard drive	MAT 2000 Inc	36037	121	9/11/2000	12	156		
Intel Pentium III 550CPU (Windows 9	MAT 2000 Inc	36037	121	9/11/2000	12	156	N00009423	
Upgrade:Zip Drive	MAT 2000 Inc	36037	121	9/11/2000	12	1,177		
Upgrade:128MB SDRAMM	MAT 2000 Inc	36037	121	9/11/2000	12	156		
Intel Pentium III 550CPU (Windows 9	MAT 2000 Inc	36037	121	9/11/2000	12	70	N00009423	
Upgrade: 10.0Gb Hard drive	MAT 2000 Inc	36037	121	9/11/2000	12	38		
Intel Pentium III 550CPU (Windows 9	MAT 2000 Inc	36037	121	9/11/2000	12	1,177	N00009423	
Upgrade:128MB SDRAMM	MAT 2000 Inc	36037	121	9/11/2000	12	38		
Upgrade:128MB SDRAMM	MAT 2000 Inc	36037	121	9/11/2000	12	70		
Upgrade:128MB SDRAMM	MAT 2000 Inc	36037	121	9/11/2000	12	1,177		
Computer from configuration B, Dist w	MAT 2000 Inc	36037	121	10/16/2000	12	1,177	N0021227	9705546
Dell Power Edge 2600 Dataserver	The Library Corp	36039	12830	6/27/2003	9	8,490	N00003358	433JQ21
P153-5247 Bookcheck 955 Sensitizer/ Shipping	Demco Inc	36039	12830	7/14/2003	9	2,681	N00003366	5072518
	Demco Inc	36039	12830	7/14/2003	9	2,681		
XPS M1330 Intel Core 2 Duo Process	Dell Computer C	36051	121	7/9/2008	4	677	N00018571	2CPHNG1
XPS M1330 Intel Core 2 Duo Process	Dell Computer C	36051	121	7/9/2008	4	677	N00018570	5BPHNG1
						<b>51,274</b>		

## Library Program Review 2012-2013

### Interpretation of the Program Inventory Table

While the above information needs to be updated, it is worth noting the age of the computers noted above. If half of these computers are still in use in the Library, then the Library will need to assess carefully whether any of this computer hardware is capable of satisfying the Program Operating Outcome of being “functional [and] up-to-date.” An analysis of our Library surveys, as well as anecdotal data from Library faculty and staff, can attest to whether current computer hardware is sufficient to meet the needs of our patrons.

### Service Data:

a) *What populations are served by the program?*

The Library serves the students, faculty, and staff of Ventura College, as well as community patrons from around Ventura County. Our students are predominantly locals: 32% of our students are from Ventura, while 30% are from Oxnard. There are approximately 12,350 students enrolled, compared to 12,868 in the first week of Fall 2011. The average age of our students is 24.6 years old, with 35% being 19 years and younger, and 35% between the ages of 20 and 24; this represents a slight increase from the previous year's percentages. The racial/ethnic breakdown is as follows:

	Fall 2010	Fall 2011	Fall 2012
<b>White</b>	36%	35.4%	33.6%
<b>Hispanic</b>	46%	48%	53.8%
<b>Asian/Pacific Islander</b>	7%	6.6%	5.1%
<b>Black</b>	3.4%	3.8%	2.7%
<b>Native American</b>	1.4%	1.3%	.5%
<b>Other</b>	5.3%	4.4%	3.5%
<b>Unreported</b>	.6%	.6%	.7%

54% of our students attend classes during the day, which remains steady from Fall 2011. However, 30% of students take classes during both day and evening hours, down from 31% in Fall 2010.

Finally, it is worth noting that, in Fall 2012, 54% of students list as their education goal attaining an AA or AS and transferring to another institution. This is up from 50% in Fall 2011.



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2012-2013**

b) *How many students, classes, etc. have been served by the program over the last two years (per semester)?*

Below are statistics addressing the number of patrons that the Library has assisted or taught in the past four years:

<b>LIBRARIAN ASSISTANCE DATA</b>	<b>2008-09</b>	<b>2009-10</b>	<b>2010-11</b>	<b>2011-12</b>
Reference Questions	6,012	No Data	8,567	6,876
Instruction Session	207	154	133	147
Credit Based Instruction	68	78	69	-

As you can see, the Library does not have statistics for the number of reference questions asked for the 2009-2010 academic year. We are working to improve our record-keeping methods.

The Library has provided library instruction or given library tours to 147 classes in the 2011-2012 academic year, serving a grand total of 4,590 students:

Fall 2011 semester	2,490 students
Spring 2012 semester	2,070 students
Summer 2012 semester	30 students

This is up from the 133 classes in the 2010-2011 academic year, serving a grand total of 3,525 students:

Summer 2010 semester	216 students
Fall 2010 semester	1,747 students
Spring 2011 semester	1,562 students

This increase in library instruction reverses the downward trend seen in the previous two years. The number of reference questions has also gone down, perhaps due to the increase in library instruction. The librarians hope that its outreach efforts are bringing in classes for library instruction, and that classroom faculty are taking advantage of the Library's offer to have library instruction in their own classrooms, if they cannot bring their classes in.

The Library's post-testing efforts in Spring 2012 resulted in outreach efforts to classes that do not usually receive library instruction. We are hopeful that this outreach will result in more regular library instruction for these disciplines. The Library is still interested in investigating more web-accessible help resources (i.e., online tutorials, YouTube videos, etc.) that will reach hybrid and online classes.

The below table details patron use of the Library and its resources:

**Library Program Review  
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<b>LIBRARY USAGE DATA</b>	<b>2008-09</b>	<b>2009-10</b>	<b>2010-11</b>	<b>2011-12</b>
Attendance Data	246,752	264,855	271,369	334,084
Circulation	39,854	51,514	54,671	56,432
Database Searches	246,117	178,857	166,458	166,384
Interlibrary Loans	-	-	-	-

The data shows a marked increase in the number of students taking advantage of the library, which is heartening. The number of database searches is down slightly, which seems to indicate students are perhaps using databases more effectively, perhaps due to library instruction.

The Library began Interlibrary Loan in Fall 2012, and has begun experimenting with Universal Borrowing as well; we expect to have numbers on these activities in our next program review.

*c) What other operational data is pertinent to your program? Please provide.*

The following is data pertaining to the Library's collection:

<b>LIBRARY COLLECTION DATA</b>	<b>2009-10</b>	<b>2010-11</b>	<b>2011-12</b>
Total Holdings	84,612	85,742	107,859
Number of Titles Added	1,701	1,704	22,903
Number of Items Added	4,014	4,194	24,369
Periodicals	295	298	298
Bound Periodicals-Number of Titles	71	71	71
Bound Periodicals-Number of Volumes	2,482	2,482	2,482
Microforms--Number of Titles	126	126	126
Microforms--Number of Volumes	8,785	8,785	8,785
Videos-DVDs-Number of items	940	946	949
E-Books	-	-	21,245
Total Textbook Holdings	3,681	4,951	5,889

A full accounting of our textbook holdings follows:

<b>TEXTBOOKS VENTURA CAMPUS</b>	<b>2009-10</b>	<b>2010-11</b>	<b>2011-12</b>
Total Reserve Holdings	988	1,132	1,085
Total Lending Holdings	2,693	3,819	4,361
Total Supplemental Instruction Holdings	23	65	95
Total Tutoring Center Holdings	399	400	348
Total Textbooks Donations	2,657	2,650	3,304
Total Textbooks Withdrawn	855	1,083	1,184
Total Reserve Check-outs	26,689	30,528	38,671

**Library Program Review  
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Number of Students using Reserves (Estimate 5 check outs per week per student)	5,338	6,106	7,734
Total Lending Check-outs	5,919	7,340	10,399
Number of Students using Lending (Estimate 2 books per student)	2,960	3,670	5,200

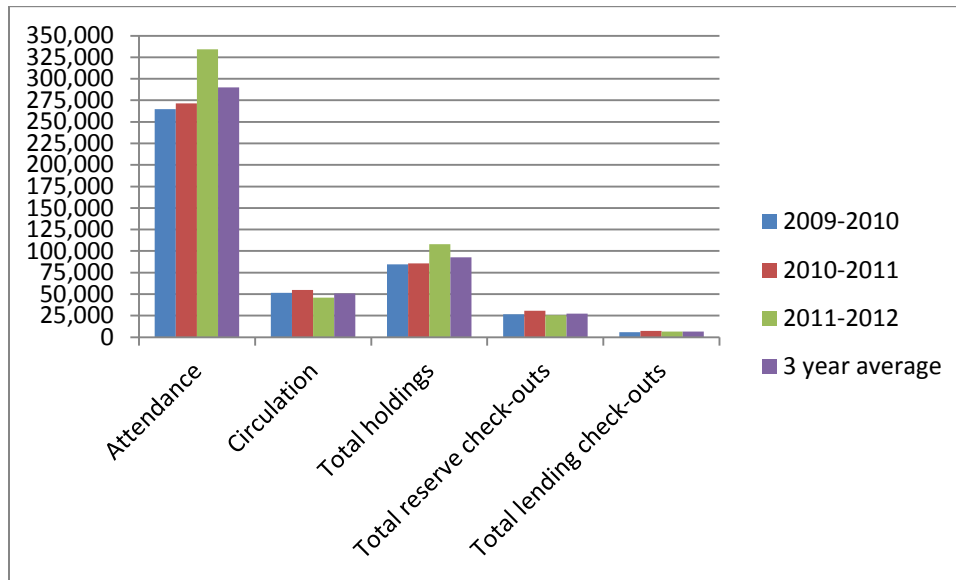
Textbook borrowing is very popular with our students, who find the economic climate challenging for sustaining academic pursuits. Below is a list of expenditures related to our textbook collections:

<b>TEXTBOOK EXPENDITURES &amp; PURCHASES</b>	<b>2009-10</b>	<b>2010-11</b>	<b>2011-12</b>
VC Foundation Funded	\$20,000.00	\$25,000.00	\$27,915.00
Total Reserves Purchased - Foundation	252	274	234
Total Lending Purchased- Foundation	121	146	200
ASB Funded	\$2,500.00	\$5,240.00	\$4,200.00
Total Lending Purchased--ASB	50	36	50
Title V Grant Funded	\$8,000.00	\$12,000.00	\$14,500.00
Total Lending Purchased--Title V	656	192	151

Foundation funding for Lending Library expenditures increased in the last year, as did funding from the Title V grant, thus allowing us to accommodate for the decrease in funding from ASB. With these funds, we were able to increase our purchases of Lending Library items: to 200 from 146 items purchased with funds from the Foundation. Even purchasing with funding from ASB was increased, to 50 items from 36. However, the rise in the price of textbooks probably accounts for the decrease in the purchase of items from funds from the Title V grant, from 192 items to 151.

## Library Program Review 2012-2013

Some 3-year averages of note:



	2009-2010	2010-2011	2011-2012	3 year average
<b>Attendance</b>	264,855	271,369	334,084	290,103
<b>Circulation</b>	51,514	54,671	56,432	54,206
<b>Total holdings</b>	84,612	85,742	107,859	92,738
<b>Total reserve check-outs</b>	26,689	30,528	25,384	27,534
<b>Total lending check-outs</b>	5,919	7,340	10,399	7,886

It is worth noting that while there is planned seating for 537, there is in actuality less seating available. The wooden pull-up chairs manufactured by Knoll, intended to be used around the round tables spread about the Library, are easily broken and have suffered much damage over the years. There were originally 263 of these chairs; there are now 235 in use. 28, or 11%, of the chairs are no longer functioning. The ergonomic computer desk chairs have been pulled into service in their place; these desk chairs are easily stained and, while serviceable, are not as durable as those ergonomic chairs in the BEACH downstairs.

Finally, the Library is 32,500 assignable square feet. There are 49 public computers, 15 staff computers, and 1 print station.

On the next pages are additional charts displaying helpful information about Library usage.

## Library Program Review 2012-2013

### Library Usage Statistics:

Metric	2008-09	2009-10	2010-11	3 year Avg.	2011-2012	1 year % Diff.*	Diff. to 3 Year Avg**
<b>Librarian Assistance Data</b>							
Reference Questions	6,012	?	8,567	7,290	6,876	-19.74%	-5.67%
Instruction Sessions	207	154	133	164.6666667	147	10.53%	-10.73%
Credit-Based Instruction	68	78	69	71.66666667	0	-100.00%	-100.00%
<b>Library Usage Data</b>							
Attendance Data	246,752	264,855	271,369	260,992	334,084	23.11%	28.01%
Circulation	39,854	51,514	54,671	48,680	56,432	+3.22%	+15.93%
<i>Reserves Circulation</i>	23,903	26,689	30,528	27,040	38,671	+26.67%	+43.01%
<i>Lending Library Circulation</i>	5,925	5,919	7,340	6,395	10,399	+41.68%	+62.62%
Database Searches	245,879	178,857	166,458	197,065	166,384	-0.04%	-15.57%
<b>Library Collection Data</b>							
Total Holdings	82,345	84,612	85,742	84,233	107,859	25.79%	28.05%
Number of Titles Added	1,555	1,701	1,704	1,653	22,903	1244.07%	1285.26%
Number of Volumes Added	3,163	4,014	4,194	3,790	24,369	481.04%	542.92%
Print Periodical Subscriptions	305	295	298	299.3333333	298	0.00%	-0.45%
<b>Textbook Data (VC Only)</b>							
Total Reserve Holdings	1,010	988	1,132	1,043	795	-29.77%	-23.80%
Total Lending Library Holdings	2,843	2,693	3,819	3,118	4,180	9.45%	34.05%
Total Items Donated	1,163	2,657	2,650	2,157	2,601	-1.85%	20.60%
Total Items Withdrawn	1,067	855	1,083	1,002	326	-69.90%	-67.45%
Number of Students Using Reserves***	4,781	5,338	6,106	5,408	5,077	-16.85%	-6.13%
Number of Students Using the Lending Library****	2,963	2,960	3,670	3,198	3,335	-9.13%	4.29%

#### Notes

2010-11 Reference Question data for Fall 2010 lacking; calculated via extrapolation from Spring 2011 data (Spring data x 1.2)  
2009-10 Reference Question data missing

\* Per cent difference between 2010-11 data and 2011-12 data.

\*\* Per cent difference between 2011-12 data and three-year average data.

\*\*\* Estimate of 5 check outs per week per student.

\*\*\*\* Estimate of 2 books per student.

## Library Program Review 2012-2013

### Database Usage Statistics

Database	2008-09	2009-10	2010-11	3 year avg	2011-2012	1 year % Diff.*	Diff. to 3 Year Avg**	Cost/ Search	Cost
<b>American Council of Learned Societies</b>									
E-Book Collection	110	77	70	85.66667	71	1.41%	-20.66%	\$6.34	\$450.00
<b>Country Watch</b>									
Country Watch	3543	1394	3149	2695.333	1271	147.76%	112.06%	\$0.00	\$0.00
<b>CQ</b>									
All CQ Databases	14263	10192	8474	10976.33	8884	4.62%	-23.55%		
CQ Researcher	14196	9788	8063	10682.33				\$0.06 ***	\$646.00
CQ Global Researcher	67	404	411	294				\$1.68 ***	\$495.00
<b>EBSCO</b>									
All EBSCO Databases	1066	3092	4822	2993.333	23685	79.64%	87.36%		
<b>Encyclopedia Britannica</b>									
Britannica en Espanol	211	?	?	211				\$9.90 ***	\$702.71
Britannica Online	?	?	?						
<b>JSTOR</b>									
JSTOR	2353	3526	11477	5785.333	11034	-4.01%	47.57%	\$0.66	\$7,300.00
<b>OVID</b>									
Ovid/LWW Lippincott Nursing Journals					5355	100.00%	100.00%	\$1.32	\$7,062.00
<b>ProQuest</b>									
All Proquest Databases	99944	87079	89598	92207	42352	111.56%	117.72%	\$0.50	\$21,334.00
<b>Thompson Gale</b>									
All Gale Databases	130890	86,988	63933	93937	73732	13.29%	-27.40%		
Biography Resource Center	8073	6,124	2563	5586.667					
Gale Virtual Reference Library	14150	12412	27668	18076.67				\$0.02 ***	\$320.00
Literature Resource Center	13374	6340	8610	9441.333				\$0.87 ***	\$8,229.00

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Opposing Viewpoints Resource Center	84451	57173	25092	55572				\$0.11 ***	\$5,939.67
<b>Total</b>	<b>246090</b>	<b>178857</b>	<b>166458</b>	<b>197135</b>	<b>166384</b>	<b>-0.04%</b>	<b>-18.48%</b>	<b>\$0.31</b>	<b>\$52,192.38</b>

### Notes

All searches statistics are from July 1 20XX - June 30, 20XX.

All prices are for the last period in which we paid for the product.

All databases in *italic font* have been prior to this FY or will be cancelled this FY.

Numbers in Column A indicate that this is a database that we subscribe to (as in we pay money for these). Freebies or formerly-subscribed to DBs are listed FYI.

\* Per cent difference between 2010-11 search data and 2011-12 search data.

\*\* Per cent difference between 2011-12 search data and three-year average search data.

\*\*\* Price per search calculated using three-year average when necessary.

**Databases with a Cost Per Search > \$1 are possible candidates for deletion if the library budget becomes constrained.**

1. *Country Watch* is provided free of charge to all CCCs by the CCLC.

2. *CQ Researcher* was purchased w/ Perpetual Electronic Ownership Rights (PEOR). The cost inc. hosting charges of \$50

3. *JSTOR* access as of Oct 2011 includes all of the following collections: A&S I, A&S II, A&S III, A&S Comp, A&S VII, Life Sciences (\$1500, \$1000, \$1300, \$700, \$1300, \$1500)

From Jan-June 2010, VC executed 2723 searches in *JSTOR*. Community Colleges as a group had a mean of 9215 searches.

From July 2010-June 2011, VC executed 11477 searches in *JSTOR*. Community Colleges as a group had a mean of 17743 searches.

4. *ProQuest Bundle* includes a host of database files, including LIST (ABI-Inform, PQ Newsstand, PQ Research Library, etc.)

*PQ Bundle* search stats are inclusive of all PQ products (with the exception of ERIC), including Ethnic NewsWatch and GenderWatch search results

5. We cancelled *Biography Resource Center* but for some unknown reason, Gale still provides us access to it.

6. EBSCO includes over 25 databases.

Library Program Review  
2012-2013

4. Performance Assessment

4A1: **2012-2013** Institutional Level Student Learning Outcomes

Institutional Level Student Learning Outcome 1	Performance Indicators
--	------------------------

Communication	Does not apply to the library.
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Operating Information

Analysis – Assessment

Institutional Level Student Learning Outcome 2	Performance Indicators
--	------------------------

Reasoning	Does not apply to the library.
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Operating Information

Analysis – Assessment

Institutional Level Student Learning Outcome 3	Performance Indicators
--	------------------------

Critical Thinking and problem solving	The Library will evaluate when the campus evaluates this ISLO.
---------------------------------------	--

Operating Information

Analysis – Assessment



**Library Program Review  
2012-2013**

<b>Institutional Level Student Learning Outcome 4</b>	<b>Performance Indicators</b>
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Information Literacy	The Library will evaluate when the campus evaluates this ISLO.
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**Operating Information**

**Analysis – Assessment**

<b>Institutional Level Student Learning Outcome 5</b>	<b>Performance Indicators</b>
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Personal/community awareness and academic / career responsibilities	Does not apply to the library.
---	--------------------------------

**Operating Information**

**Analysis – Assessment**

**Library Program Review  
2012-2013**

**4A2: 2012-2013 Service Unit Outcomes**

<b>Service Unit Outcome-1</b>	<b>Performance Indicators</b>
Students will be able to identify an information need.	<i>The Library faculty and staff will measure this outcome by analyzing Reference Desk transaction card comments; Reference Desk, e-mail, and phone contact statistics; and Library instruction pre- and post-tests.</i>

**Operating Information**

This SUO was not measured in the last year. However, we will assess this in the future.

**Analysis – Assessment**

<b>Service Unit Outcome-2</b>	<b>Performance Indicators</b>
Students will be able to choose appropriate library resources that best meet a particular information need.	<i>The Library faculty and staff will measure this outcome by analyzing Reference Desk transaction card comments, and Library instruction pre- and post-tests.</i>

**Operating Information**

This SUO was not measured in the last year. However, we will assess this in the future.

**Analysis - Assessment**

<b>Service Unit Outcome-3a</b>	<b>Performance Indicators</b>
Students will be able to demonstrate the ability to use successfully library services/resources.	<i>The McNaughton Leisure Reading Collection will have a circulation rate of at least double of the regular collection.</i>

**Operating Information**

In Fall 2011, the library staff decided to measure the rate at which the McNaughton Leisure Reading Collection circulated. The McNaughton Collection is a group of books that is rented, rather than owned outright. It consists of bestsellers and popular items, fiction as well as nonfiction, and has a healthy reputation, partially due to its collection of audiobooks. Students and faculty alike find it to be a release from the pressures of academic reading, and faculty will assign leisure reading to their students as an activity.

**Analysis – Assessment**

**Library Program Review  
2012-2013**

Due to the hectic nature of our change in integrated library service software from TLC to Ex Libris, we were not able to extract data from TLC before the end of the Fall 2011 semester, and therefore have an incomplete picture. However, we were able to get data mid-semester. As of September 23, 2011, the McNaughton Collection consisted of only 306 items, representing .35% of the Library's holdings, yet 23% of the McNaughton collection (or 70 items) was checked out and being used by patrons. Contrast this with our regular circulating collection during the same period: only 1% of the collection, or 657 out of 57,891 items, was in use. Our target was certainly met. We should perhaps reevaluate our performance indicator and choose one that is more realistic.

<b>Service Unit Outcome-3b</b>	<b>Performance Indicators</b>
Students will be able to demonstrate the ability to use successfully library services/resources.	<i>90% or higher will correctly answer question #6 (later changed to question #5) on the library orientation post-test instrument.</i>

**Operating Information**

In Spring 2012, the librarians administered a library instruction post-test to two groups of students: to students who had received library instruction, and to students who had not received library instruction. These tests were conducted in an attempt to gauge what students had learned in library instruction. The tests had a performance indicator of 90% on Question #5, which asked students about the locations from which they could connect to library resources. This test had a different demographic than the one administered in Fall 2011, which was given as a pre- and post-test to students receiving library instruction.

**Analysis – Assessment**

97.8% of those students who received instruction correctly answered the question, exceeding the benchmark. The librarians decided to revise the instrument to finesse some of the questions and add clarity. In addition, it was noted that 86.8% of the without-instruction students answered the question correctly, pointing to the possibility that they had received instruction in other classes. It was observed that going to the classes to administer the without-instruction post-tests provided unique opportunities for outreach and in-classroom library instruction, and librarians decided to pursue such opportunities further.

<b>Service Unit Outcome-3c</b>	<b>Performance Indicators</b>
Students will be able to demonstrate the ability to use successfully library services/resources.	<i>60% of the computers would be in use.</i>

**Operating Information**

In Fall 2011, the Library staff decided to measure how often the computers were in use. The Library has 48 workstations: 40 carrel stations and 8 stand-up stations.

**Library Program Review  
2012-2013**

**Analysis – Assessment**

The benchmark was not met. The average computer session was 36 minutes. While we have often considered our computers to be in constant use, this may not be the case. The metric used may need to be reevaluated. It is also possible that, due to the fact that during the transition to thin client PAC stations, we were not able to track usage on a third of our computers during our test time, our results may also be inaccurate. It is also possible that our numbers are inaccurate because a number of library computers were nonfunctioning at the time.

<b>Service Unit Outcome-4</b>	<b>Performance Indicators</b>
Students will be able to find or request materials to meet their information needs.	<i>The Library faculty and staff will measure this outcome by analyzing requests for book purchases from patrons, requests for Interlibrary Loans, requests for textbooks to be put on reserve, and materials-specific requests and comments found on Library surveys and comment cards.</i>

**Operating Information**

This SUO was not measured in the last year. However, we will assess this in the future. The Library has recently reestablished Interlibrary Loan and is currently in the process of setting up Universal Borrowing within the new Voyager software module, which will enable students to borrow books from our sister campuses.

**Analysis – Assessment**

<b>Service Unit Outcome-5</b>	<b>Performance Indicators</b>
Students will find the library environment and facilities satisfactory in meeting their needs.	<i>Performance indicator: 75% or higher will have found that, during Textbook Lending, the Library environment and our facility met their needs.</i>

**Operating Information**

The Library conducted a survey during its Textbook Lending period in the Spring 2012 semester. This survey will ask students about the environment of the Library and whether the facility was able to meet their needs.

**Analysis – Assessment**

Question #3 showed that 85.4% of students were able to check out 2-3 textbooks for the semester, thus exceeding the goal of 75%. Question #4 showed that 65.9% of students were either satisfied or very satisfied with the overall Textbook Lending Library experience. Further analysis of the comments showed that students' main complaints centered on waiting in line and staying overnight. We did not meet our goal of 75%. Survey question #5 showed that 80.1% of students are likely to participate in the Textbook Lending Library again, thus exceeding our goal of 75%. Two out

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of three questions exceeded our performance indicator, and other factors come into play with regards to the third question. Thus we feel we met our goal in overall satisfaction. We will take steps to eliminate the problem of waiting in line and staying overnight by revamping the Textbook Lending system and implementing a Lottery system. This new system will be reevaluated at a later date.

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**4C. 2012-2013 Program Operating Outcomes**

Operating Goal-1	Performance Indicators
The <b>hours</b> are adequate to serve students' needs.	<i>The Library will continue to survey students to determine whether operational hours are adequate to allow sufficient access to meet their needs.</i>

**Operating Information**

In Fall 2012, the Library reduced its hours; it now closes at 8pm Monday through Thursday, and at 3:30pm on Friday. Also due to the budget cuts, the hours of the part-time librarians have been cut.

**Analysis – Assessment**

The Library will monitor the situation and survey about times and closures. The budget cuts made the recent time reductions necessary. Another result of the budget crisis is the part-time librarian reduction. The hours of our part-time librarians have already been cut as a result. There is less part-time librarian coverage during the day, and barely enough money to ensure that there is coverage during the day. The money to help pay for evening coverage, which comes from the backfill resulting from Peter H. Sezzi's reassignment as Academic Senate President, will disappear once he returns to the Library this spring, and, as a result, the Library will only have the funds to be open 2 nights a week.

Operating Goal-2	Performance Indicators
<b>Library computer hardware and software</b> , both in the Library Instruction Classroom (LRC205) and in the stacks, is functional, up-to-date, and in line with current library database requirements.	<i>The Library will continue to survey students to determine whether our current computer situation is adequate. In addition, an inventory of all instructional computers, peripherals, and software with a value of at least \$200 will be maintained to include purchase dates, expected life, annual maintenance cost, and a replacement or upgrade schedule. Library faculty will continue to monitor the behavior of computers in LRC205 and in the stacks for patterns of obsolescence or need for replacement or repair.</i>

**Operating Information**

The Library's computers on the main floor are now all upgraded to be thin client PAC computers. The computers in the Library Instruction Classroom (LRC205) are older laptop models. An inventory of items is currently taking place in the Library.

**Analysis – Assessment**

The thin client machines, when functioning, function well. However, the PC Res computer reservation system has been temperamental as of late, and has been giving us problems. This is something we have been working with Information Technology on. The laptop computers in LRC205

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remain a persistent problem. A great deal of instruction time is spent working to get the computers to connect to the Internet, and convincing them to stay connected. Although a second wireless access point was installed last fall, this has only partially corrected the problem. Changing browsers and checking to make sure that the Internet Access switch on the laptop is on can only help so many computers. The problem is persistent, and it is the rare day that the computers connect without any problems, and remain connected throughout the course of an instruction session. Given that librarians are lucky to have 50 minutes with a class, this interruption of library instruction to troubleshoot computer problems is not conducive to the effective use of time.

Operating Goal-3	Performance Indicators
The library <b>floor plan</b> is maintained to ensure adequate space for study and Quiet Areas for students.	<i>The Library will continue to survey students to determine whether there is enough study space. In addition, gate counts will be used to establish whether demand for space has increased.</i>

**Operating Information**

The Reading Room in the Library is set apart as a Quiet Area. There are also study rooms available for group study, and tables spread throughout the Library.

**Analysis – Assessment**

Quiet space is popular in the Library. The Library continues to be busy, with increased use, according to our gate counts. Having two study rooms that can be reserved appears to be popular with students. The Library will push forward with its plans to examine the Quiet Area issue through the use of focus groups to gauge student opinion the use of the space.

Operating Goal-4	Performance Indicators
Library <b>furniture, equipment, and facilities</b> are maintained and upgraded, as needed.	<i>The Library will continue to survey students to determine whether there are enough chairs available to meet demand. An inventory will establish how many chairs are in need of repair and need to be replaced to meet demand.</i>

**Operating Information**

There were originally 263 wooden chairs -- there are now 235, making for a loss of 28 chairs. A chair graveyard has been set up, where broken chairs have parts salvaged and are glued onto other chairs to replace broken segments, Frankenstein-style. Those chairs that can't be saved are tossed. Computer desk chairs have been drafted into service, and are scattered hither and yon. These new chairs are stained, but are slightly more durable. A better model of chair is available in the BEACH area.

**Analysis – Assessment**

We have lost 11% of our seating due to chair breakage. We are limping along with replacement chairs, but only just barely. Chairs have broken while students have been sitting in them, which is a

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safety hazard. There is need for chairs that are more durable, better able to withstand the demands of student use. The computer desk chairs are little better, being unsightly and easily stained.

Operating Goal-5	Performance Indicators
The Library <b>budget</b> is adequately flexible enough to adjust for the ever-changing bibliographic needs of faculty, students, and staff.	<i>The Library will analyze book and database use, patterns, and requests from students and faculty to determine the need to add more resources. In addition, the Library will study comments regarding materials on Reference and Library surveys, as well as study usage statistics from databases and the website.</i>

**Operating Information**

The Library did not study comments regarding library material this year. However, it does have anecdotal data regarding material requests, as well as hard data regarding its budget. It is also worth noting that the budget year ends June 30.

**Analysis – Assessment**

Through a snafu, the Library did not spend all of its book budget by the end of the 2011-2012 fiscal year, and, as a result, some \$20,000 was cut. This has dire consequences on the Library and on our students. We get many requests for reading material from students, especially extracurricular reading, and a \$20,000 cut is something we can ill afford. This also affects our faculty, who have yet to make purchasing requests, and yet find that our budget is already encumbered. We are fortunate that money has been given to us from Fund 113, the infrastructure fund, yet we cannot ignore the gaping hole in our book budget.

In addition to requests from students for extracurricular reading material, the Library also entertains requests for material to support their language learning activities. Both English language learners and students of other languages have requested material to help reinforce what they are learning in their classes on campus. The Library does not have the budget to purchase all of the material needed to support all of the language-learning activities of its students, although it has made efforts to buy some print material. As a result, it has referred students to the Ventura County Library website and the software program Mango, which is an excellent language-learning program for all languages.



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### 5. Findings

#### 2012-2013 - FINDINGS

**Finding 1:** The Library should continue to pursue opportunities for library outreach and offer library instruction outside of the Library space. This could only benefit students.

**Finding 2:** The Library's PAC computers may not be in as high demand as we expected. This needs to be reevaluated through further study.

**Finding 3:** In the future, the Library will need to assess its Interlibrary Loan and Universal Borrowing programs, and develop metrics for assessment.

**Finding 4:** The Library needs to evaluate its new Textbook Lending Lottery system to determine whether it solves the problems the previous system had.

**Finding 5:** The new closing hours will need to be monitored, to see whether patrons have concerns or complaints.

**Finding 6:** The severing of the library budget has resulted in the reduction of part-time librarian hours. We are only able to be open four nights a week due to the money available from backfill; in reality, there is only really funding available to be open two nights a week. The presence of the part-time librarians is a real necessity.

**Finding 7:** Too much instruction time is spent in dealing with the laptops in LRC205. Placing an addition wireless access point in the room didn't resolve the problems we were experiencing.

**Finding 8:** Discussion of the quiet space issue is to be continued, to see how patrons feel about the issue.

**Finding 9:** The Library needs sturdier chairs for students; the current chairs are not strong enough to endure the burden placed on them. In addition, the computer chairs are stained and unsightly.

**Finding 10:** The Library can ill afford to lose \$20,000 from its book budget, given the rising cost and need for print resources.

**Finding 11:** The budget has little flexibility, and the Library has referred patrons to another Library's website so that they can take advantage of a superior language learning database which the Ventura College Library cannot afford.

**Finding 12:** The Library's software infrastructure is awaiting completion of its implementation.

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**6. Initiatives**

**Initiatives**

**6A: 2011-2012 - FINAL Program Initiative Priority Ratings**

Program	Category	Program Priority (R,H,M,L)	Division Priority (R,H,M,L)	Committee Priority	College Priority	Initiative ID	Initiative Title	Resource Description	Estimated Cost	Adjusted Cost	Accumulated Costs	Full-Time or Part-Time Personnel
Library	Tech	H				LIB1201	LRC205 Laptops	Replace classroom laptops; current laptops don't connect to the wireless network consistently and don't function properly when connected. This makes it nearly impossible for students to get hands-on experience consistently, and it adversely affects library instruction and student learning.	54,000			
Library	Tech	L				LIB1201	LRC205 Wireless Access Point	Replace WAP borrowed from Sandy Hajas	150			
Library	Facilities	O				LIB1204	Quiet Space Focus Groups	Have focus groups to glean information on the use of the Quiet Area	0			
Library	Equip	L				LIB1206	Library Environment Fund – Chairs	Sinking fund to replace all Library chairs over the next several years	4,000			
Library	Budget	H				LIB1301	Part-time Librarian Funding	Reestablish funding for part-time				PT

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								librarian funding for evening staffing purposes				
Library	Budget	M				LIB1302	Book Budget Reinstatement	Reinstate book budget to previous levels	20,000			
Library	Tech	M				LIB1303	Mango Languages Database	Subscription to Mango Languages Database	4,475			
Library	Equip	H				LIB1304	New Chairs	Entirely replace wooden chairs in the Library	34,000			
Library	Budget	M				LIB1305	Library Hours	Return Library Hours to their previous state				PT
Library	Tech	M				LIB1306	Completion of Voyager implementation	Completing the implementation of the Voyager integrated library system	No cost			

**6B: 2012-2013 Initiatives**

**Initiative:** LRC205 Laptops (formerly LRC205 Instructor Computer and Infrastructure)  
**From 2011-2012**

**Initiative ID:** LIB1201

**Link to Finding #:** 7

**Benefits:** Allows librarians, other faculty, other departments to teach using reliable computer hardware

**Request for Resources: Laptop Computers**

The Library is requesting that the laptops in LRC205 be replaced. In the 2011-2012 school year, the Library staff taught 147 library instruction sessions. Using the laptops is important for students to gain hands-on experience in using research techniques and practicing their newly-learned skills. Many classes are only 50 minutes long, which means that time is at a premium; when that time is spent trying to get laptops to connect successfully to the Internet, or to stay connected, or to link from one website to another, valuable instruction time is wasted.

In Fall 2011, a new Wireless Access Point was installed. While this addressed some of our connection problems, many issues still persist, which leads us to the conclusion that the problem lies within the laptops themselves.

The Library is not the only group that uses the classroom; the Math department regularly uses the classroom and the Maple Mathematics software program for instruction, and professors from many other disciplines use the classroom and the laptops. They, too, have reported problems with the laptops not connecting to the Internet, or with connections so slow as to be

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nearly nonexistent. Distance Education orientation use the classroom for Desire2Learn orientations, and administrators use the room for TracDat and other training sessions. The classroom is widely used, and the inability to use functioning laptops touches many people across campus.

We would therefore like to request funding in the amount of \$54,000, to replace the 40 laptops with a mobile computing solution that is more stable. We would like the following specifications:

- Dell Latitude E6420 Laptop
- Intel® Core™ i7 (2760QM, 2640M)
- 8GB DDR3 SDRAM at 1333Mhz - 2 DIMMS
- Mobile Intel® QM67 Express Chipset
- Intel® HD Graphics 3000 NVIDIA® NVS™ 4200M (DDR3 512MB) Discrete Graphics card with Optimus
- HD (1366x768) Anti-Glare LED display
- 320GB hard drive (5400RPM)
- DVD-ROM, DVD+/-RW Optical drive
- 10/100/1000 Gigabit Ethernet
- Intel® Centrino® Ultimate-N 6300 LAN Network card
- 6-cell (60Wh) Lithium Ion battery with ExpressCharge™

Such a high-caliber machine would have the hard drive space to run multiple programs simultaneously, and would be able to withstand the kind of abuse that teaching 3 classes back-to-back would subject it to.

**Funding Sources:**

No new resources are required (use existing resources)	
Requires additional general funds for personnel, supplies or services (includes maintenance contracts)	
Requires computer equipment funds (hardware and software)	X
Requires college equipment funds (other than computer related)	
Requires college facilities funds	
Requires other resources (grants, etc.)	

**Initiative:** LRC205 Computer Infrastructure: Wireless Access Point  
**From 2011-2012**

**Initiative ID:** LIB1201

**Link to Finding #:** 7

**Benefits:** Replaces wireless access point borrowed from Sandy Hajas

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**Request for Resources:** In Fall 2011, a new Wireless Access Point (WAP) was placed in LRC205 to assist in correcting the connection problems that plagued the room. This WAP was taken from Sandy Hajas. In our 2011-2012 Program Review, we made a request that this WAP be replaced; this request was not filled. We are therefore again requesting that this WAP be replaced, at the cost of \$150.00.

**Funding Sources:**

No new resources are required (use existing resources)	
Requires additional general funds for personnel, supplies or services (includes maintenance contracts)	
Requires computer equipment funds (hardware and software)	X
Requires college equipment funds (other than computer related)	
Requires college facilities funds	
Requires other resources (grants, etc.)	

**Initiative:** Quiet Space Focus Groups

**From 2011-2012**

**Initiative ID: LIB1204**

**Link to Finding #: 8**

**Benefits:** Obtaining real data, allowing us to analyze how the Quiet Area in the Library is utilized.

**Request for Resources:** The Library is a favorite study place among students on campus. Over the years, we have seen comments on surveys that the Quiet Area is not respected as it should be. We hope that, by having focus groups come in to discuss with us their concerns, we can get a better idea of the situation, and hopefully gain some good suggestions on how to address it. We would like to host a few focus groups in the Library, offering refreshments to those who come. The cost of refreshments would be minimal. This is a relatively low-cost proposal that we hope yields results. The Library will absorb any costs associated with these focus groups.

**Funding Sources:**

No new resources are required (use existing resources)	X
Requires additional general funds for personnel, supplies or services (includes maintenance contracts)	
Requires computer equipment funds (hardware and software)	
Requires college equipment funds (other than computer related)	
Requires college facilities funds	
Requires other resources (grants, etc.)	

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**Initiative:** Library Environment Fund -- Chairs

**From 2011-2012**

**Initiative ID: LIB1206**

**Link to Finding #: 9**

**Benefits:** Allows for continual replacement of chairs on an as-needed basis

**Request for Resources:** Seeing as the Library's chairs have already seen some rough use, with over 10% of them being broken over the years, we predict that any new chairs, as sturdy as they may be, may eventually need to be replaced. There is also the question of the computer desk chairs, which are stained and unsightly. We are therefore requesting a sinking fund of \$4,000 a year to replace chairs on a rotating basis.

**Funding Sources:**

No new resources are required (use existing resources)	
Requires additional general funds for personnel, supplies or services (includes maintenance contracts)	
Requires computer equipment funds (hardware and software)	
Requires college equipment funds (other than computer related)	
Requires college facilities funds	X
Requires other resources (grants, etc.)	

**Initiative :** Part-time Librarian Funding

**Initiative ID: LIB1301**

**Link to Finding #: 6**

**Benefits:** With the recent budget cuts, the Library has had to cut its part-time librarian funding in half. Restoring this funding will ensure that the Library will not have to close two nights a week, and ensure that students and other Library patrons have qualified information professionals to answer their reference questions.

**Request for Resources:** We are requesting funds to pay for part-time librarians. We currently only have the funds to stay open two nights a week, and are open an additional two nights a week only due to the backfill money stemming from the reassignment of Peter H. Sezzi to the position of Academic Senate President. As this position will end in the spring, this backfill money will disappear.

**Funding Sources:**

No new resources are required (use existing resources)	
Requires additional general funds for personnel, supplies or services (includes maintenance contracts)	X
Requires computer equipment funds (hardware and software)	
Requires college equipment funds (other than computer	

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related)	
Requires college facilities funds	
Requires other resources (grants, etc.)	

Initiative : Book Budget Reinstatement

**Initiative ID: LIB1302**

**Link to Finding #: 10**

**Benefits:** Being able to provide up-to-date print material to students and faculty benefits the research and studies of the entire college.

**Request for Resources:** We are requesting the reestablishment of \$20,000 to the Library's general fund. The librarians engage in collection development, in evaluating the books in the collection and ensuring that up-to-date books are available, ensuring that obsolescence is not an issue. It is difficult to keep a collection current without the funds to do so. Reinstating the \$20,000 that was cut from the collection will help to ensure that the print collection remains vibrant and relevant.

**Funding Sources:**

No new resources are required (use existing resources)	
Requires additional general funds for personnel, supplies or services (includes maintenance contracts)	X
Requires computer equipment funds (hardware and software)	
Requires college equipment funds (other than computer related)	
Requires college facilities funds	
Requires other resources (grants, etc.)	

**Initiative :** Mango Language Database

**Initiative ID: LIB1303**

**Link to Finding #: 10**

**Benefits:** To augment the Library's language learning material digitally, and provide alternate venues for language acquisition for English language learners as well as those learning Spanish and other languages

**Request for Resources:** The Library would like an \$4,475 yearly increase in its budget to pay for a subscription to the Mango Languages database. The Ventura County Library has access to Mango, a language learning software that is recommended by the *Los Angeles Times*, *Education World*, and *The New York Public Library Best of Reference*. Through its web page, patrons are able to not only learn French, Spanish, and many other languages, but English language learners are able to learn English in their native language. The program is not only accessible via the web; it is also available on smartphones, allowing patrons to reinforce the language lessons

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they have learned. Librarians have referred students interested in continuing their language studies to Mango on the Ventura County Library site, due to the College Library’s lack of audio and digital resources in language learning. Acquiring Mango Languages will fill this gap.

**Funding Sources:**

No new resources are required (use existing resources)	
Requires additional general funds for personnel, supplies or services (includes maintenance contracts)	
Requires computer equipment funds (hardware and software)	X
Requires college equipment funds (other than computer related)	
Requires college facilities funds	
Requires other resources (grants, etc.)	

**Initiative:** New Library Chairs

**Initiative ID:** LIB1304

**Link to Finding #:** 9

**Benefits:** Allows students and other patrons to have safe and sturdy seating in the Library

**Request for Resources:** The Library has lost 11% of its original wooden chairs to breakage. It has tried to fill in gaps using computer chairs that are stained, but there is still insufficient seating in the Library. Chairs break spontaneously while patrons are sitting in them, which is a safety hazard. We are therefore requesting \$14,000 to replace the 28 broken wooden chairs. In addition, we are requesting \$20,000 to replace the stained computer chairs

**Funding Sources:**

No new resources are required (use existing resources)	
Requires additional general funds for personnel, supplies or services (includes maintenance contracts)	
Requires computer equipment funds (hardware and software)	
Requires college equipment funds (other than computer related)	
Requires college facilities funds	X
Requires other resources (grants, etc.)	



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**Initiative :** Library Hours

**Initiative ID:** LIB1305

**Link to Finding #:** 5 & 6

**Benefits:** Allowing instructors and students with night classes more access to librarians and Library resources.

**Request for Resources:** We are requesting that the evening hours be reestablished to their previous levels. With the Library closing at 8pm, instructors with classes that begin at 7pm have very little time to use the Library's resources or to utilize the librarians for instruction. Were the Library to stay open until 9pm, instructors and students would have more access to Librarians and library resources.

**Funding Sources:**

No new resources are required (use existing resources)	
Requires additional general funds for personnel, supplies or services (includes maintenance contracts)	X
Requires computer equipment funds (hardware and software)	
Requires college equipment funds (other than computer related)	
Requires college facilities funds	
Requires other resources (grants, etc.)	

**Initiative :** Completion of Voyager Implementation

**Initiative ID:** LIB1306

**Link to Finding #:** 12

**Benefits:** With the full implementation of the Voyager Integrated Library Software program, the library will have at its disposal a fully functioning catalog that ties into the catalogs of the other two campuses, allowing for the loaning of books between campuses. In addition, we will have the ability to search the library's resources all at once through the Primo discovery service, ensuring that patrons are able to have full access to the library's many resources.

**Request for Resources:** None.

**Funding Sources:**

No new resources are required (use existing resources)	X
Requires additional general funds for personnel, supplies or services (includes maintenance contracts)	
Requires computer equipment funds (hardware and software)	
Requires college equipment funds (other than computer related)	
Requires college facilities funds	
Requires other resources (grants, etc.)	

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**6C: 2012-2013 Program Initiative Priority Ratings**

Program	Category	Program Priority (R,H,M,L)	Division Priority (R,H,M,L)	Committee Priority	College Priority	Initiative ID	Initiative Title	Resource Description	Estimated Cost	Adjusted Cost	Accumulated Costs	Personnel
Library	Tech	H				LIB1201	LRC205 Laptops	Replace classroom laptops; current laptops don't connect to the wireless network consistently and don't function properly when connected. This makes it nearly impossible for students to get hands-on experience consistently, and it adversely affects library instruction and student learning.	54,000			
Library	Tech	L				LIB1201	LRC205 Wireless Access Point	Replace WAP borrowed from Sandy Hajas	150			
Library	Facilities	L				LIB1204	Quiet Space Focus Groups	Have focus groups to glean information on the use of the Quiet Area	No cost			
Library	Equip	L				LIB1206	Library Environment Fund – Chairs	Sinking fund to replace all Library chairs over the next several years	4,000			
Library	Budget	H				LIB1301	Part-time Librarian Funding	Reestablish funding for part-time librarian funding for evening staffing purposes				PT
Library	Budget	M				LIB1302	Book Budget Reinstatement	Reinstate book budget to previous levels	20,000			
Library	Tech	M				LIB1303	Mango Languages Database	Subscription to Mango Languages Database	4,475			
Library	Equip	H				LIB1304	New Chairs	Entirely replace wooden chairs in the Library	34,000			

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Library	Budget	M				LIB1305	Library Hours	Return Library Hours to their previous state				PT
Library	Tech	M				LIB1306	Completion of Voyager implementation	Completing the implementation of the Voyager integrated library system	No cost			

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### **6D: Program/Department Level Initiative Prioritization**

All initiatives will first be prioritized by the program/department staff. Prioritize the initiatives using the **RHML** priority levels defined below.

### **Division Level Initiative Prioritization**

The program initiatives within a division will be consolidated into division spreadsheets. The dean may include additional division-wide initiatives. All initiatives will then be prioritized using the **RHML** priority levels defined below.

### **Committee Level Initiative Prioritization**

The division's spreadsheets will be prioritized by the appropriate college-wide committees (staffing, technology, equipment, facilities) using the **RHML** priority levels defined below.

### **College Level Initiative Prioritization**

Dean's will present the consolidated prioritized initiatives to the College Planning Council. The College Planning Council will then prioritize the initiatives using the **RHML** priority levels defined below.

**R:** Required – mandated or unavoidable needs (litigation, contracts, unsafe to operate conditions, etc.).

**H:** High – approximately 1/3 of the total program/department/division's initiatives by resource category (personnel, equipment, etc.)

**M:** Medium – approximately 1/3 of the total program/department/division's initiatives by resource category (personnel, equipment, etc.)

**L:** Low – approximately 1/3 of the total program/department/division's initiatives by resource category (personnel, equipment, etc.)

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**7. Process Assessment and Appeal**

**7A. Purpose of Process Assessment**

The purpose of program review assessment is to evaluate the process for continual improvement. The process is required for accreditation and your input is very important to us as we strive to improve.

**7B. 2012 - 2013 ASSESSMENT QUESTIONS**

**1.** Did you complete the program review process last year, and if so, did you identify program initiatives?

*Yes, eleven program initiatives were developed and four were funded. Three unfunded initiatives remain on the list for this year.*

**2a.** Were the identified initiatives implemented?

LIB1201	LRC205 Instructor Computer	Department received a new instructor's desktop computer for LRC205
LIB1201	LRC205 Wireless Internet Access Points	Second access point placed in LRC205 was from Sandy Hajas' office; hers was not replaced; on list for this year
LIB1201	LRC205 Laptops	No funded; on list for this year
LIB1202	Boopsie software application	Not funded; removed as an initiative for this year
LIB1202	OCLC Connexion	Department received funding for OCLC Connexion for cataloging purposes
LIB1203	PsycARTICLES	Department received funds to purchase database license
LIB1204	Quiet Space Focus Groups	On list for this year
LIB1205	21 <sup>st</sup> Century Library Resources	Not funded; removed as an initiative for this year
LIB1206	Library environment fund – Chairs	Not funded: on list for this year
LIB1206	Library environment fund – Window	Not funded; removed as an initiative for this year

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	Cleaning	
LIB1207	Library Assistant Replacement	A library assistant was recently hired to work part-time at the Ventura campus and part-time at the Santa Paula campus. She started on October 15, 2012.

**2b.** Did they make a difference?

*PsycARTICLES has been a boon to the psychology department, and is greatly appreciated. It has also been used by those doing research in other disciplines, such as sociology.*

*OCLC Connexion has made a huge difference in the Library's ability to catalog items that are unique to the collection or that are new to OCLC. Being able to interface with a globally known cataloging software company such as OCLC has its advantages.*

*The new instructor's desktop in LRC205 is greatly appreciated; having a stable computer with which to do instruction is prized by librarians and other faculty.*

*We were grateful to have someone in the library assistant position provisionally. The position has been filled and Sarah Downs started in mid-October 2012.*

*It was hoped that the new wireless access point (WAP) would make a difference in how the laptops connected to the network. While the connection time has been somewhat improved, the laptops are still problematic, to the point that we are requesting that they be replaced. The WAP borrowed from Sandy Hajas has yet to be replaced.*

**3.** If you appealed or presented a minority opinion for the program review process last year, what was the result?

*No appeals or minority opinions were put forth.*

**4.** How have the changes in the program review process worked for your area?

*As a department it is difficult to get everyone together and a lot of work is done through email. The program review process is quite in-depth, and the time limitations were a difficulty that added to the*

## **Library Program Review 2012-2013**

*process. However, as a department, one individual took the lead and worked with everyone on the staff. We tried working on problem issues together, ask for assistance as needed, and overall it was a team effort. We learned about the budget and identified our needs. There was great participation overall from everyone in the department.*

### **5. How would you improve the program review process based on this experience?**

*The time limitations were difficult to deal with. Another issue was the fact that the data for the SLOs was often in a place where the person working on the program review could not access it. We as a department have decided to centralize our data; is there a central place where current SLO data can be found right next door to budget data and demographic data? There were moments when it was hard to tell where the SLO process ended and the program review process began; a cleaner delineation of the two would be appreciated.*

### **7C. Appeals**

After the program review process is complete, your program has the right to appeal the ranking of initiatives.

If you choose to appeal, please complete the appropriate form that explains and supports your position. Forms are located at the Program Review VC website.

The appeal will be handled at the next higher level of the program review process.