

General Info

Program Review (A) - Library

General Info - Administrative - General Information for each Administrative Service Department

Program Review (A) - Library

General Observations

Review Year: 2021 - 2022

Review Type: Comprehensive

General Observations: The VC Library will have been in its present location for over 15 years. The time to begin planning for the next 15+ years of the future of the VC Library is now. Part of this imaging will be the physical use of the Library and its resources.

Entered By: Peter Sezzi

Date of Analysis: 09/15/2021

Briefly describe your program.: The mission of the Evelyn and Howard Boroughs

Library is to serve the faculty, staff and students of the Ventura College as a reliable source for education, research, information, continuing education fulfilling intellectual curiosity and promoting student retention through an effective Library program.

How does your program support VC's mission?: The Evelyn and Howard Boroughs Library is an academic Library. Our primary goal is to augment and enhance the knowledge and educational experience Ventura College students through access to reliable sources for academic research. A supporting goal is to create environments that support a culture of reading, thoughtful reflection and life-long learning.

Briefly describe the workload level of your program. Include workload data if applicable.: 105,570 Total items in collection (inc. owned eBooks)

(3,013 Total items added to the collection, inc. in above)

114,347 Gatecount attendance

3,524 Reference transactions

13,538 Circulation transactions

(above is composed of 10,557 book circulations + 1,700 Reserves circulations + 600 In-House circulation)

7 Interlibrary loan transactions

156 Library orientations

1 Library tours

9 Library workshops

Source: These data come from the 2019-20 Annual Library Data Survey submitted to the CCCCCO, submitted 10/27/20.

SWOT Analysis: What are the strengths of your program?: - Dedicated, dynamic, reliable and hardworking staff

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- Longest hours of operation of any academic student support center on campus
- Robust print collections

SWOT Analysis: What are the weaknesses of your program?: - Understaffed

- Fluid and dynamic funding for print and (especially) online resources.
- Unreliable dedicated GF book budget
- Unreliable databases general fund support
- Lack of replacement for position reassignment from Library to LRC/BEACH in Spring 2016

SWOT Analysis: What are some opportunities for your program?: - CCCC migration to Alma/Primo will present an opportunity for Systemwide union catalog and discovery layer

- Innovative and creative staffing desire to create the best learning environments possible for our students and campus communities
- Migration to increasingly online resources, while also highlighting our unique print collections

SWOT Analysis: What some threats to your program?: - Supplanting. Fund 113 was designed to enhance campus support of the Library not to supplant GF 111 support

- Odd District work culture of mandating that online work done by library staff and librarian MUST be completed on-campus.

Related Documents:

[Annual Library Data Survey for 2016-17.pdf](#)

[VC_IPEDS_LIBRARY_SURVEY_2019_Dana_and_Peter_edits.pdf](#)

Survey Data

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Survey Data - Survey Data

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General Observations

Review Year: 2021 - 2022

Review Type: Comprehensive

General Observations: Unfortunately, on almost all metrics of the Student Survey, the Library satisfaction metrics are kind of meaningless given that the Spring 2021 survey was during COVID when all of our services were remote and some of the questions pertain to on-ground services. However, of the questions that were asked, the fact that the employee usage/promotion of student use of Online Databases and Reference Librarians was up, while Lending Library was done. These recommendations (especially with regards to Online Databases and Lending Library) trends positively with actual usage statistics.

Entered By: Peter Sezzi

Date of Analysis: 09/15/2021

Which area of the student survey did your program score the highest on?: Overall Library Services & Librarian Availability

Which area of the student survey did your program score the lowest on?: Print Lending Library, Print Book Request, Online Database Availability, Online Database Ease of Use

Which area of the employee survey did your program score the highest on?: Online Databases

Which area of the employee survey did your program score the lowest on?: Textbook Lending Library

Did the employee survey scores differ from the student survey scores?: Yes

If yes, which area(s)?: I cant compare the results as presented.

Success Rate

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Course Success Rates - In VC's 2017-2023 Educational Master Plan, the college has set an objective to increase our course success rate to be within the top five of community colleges in the state of California within six years.

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Review Type: Comprehensive

General Observations: We were at exactly at the college standard -- exactly 66.7% course success rate.

Entered By: Peter Sezzi

Date of Analysis: 09/15/2021

Was the most recent year's course success rate higher than the college standard of 66.7%?: No

Was the most recent year's course success rate higher than the overall college average?: No

Click the "Disciplines" tab - Describe any differences between the disciplines in your program.: Well, it is a small cohort so the average is a zig zag, not a straight line.

Click the "Ethnicity" tab - Are there gaps in your course success rate by ethnicity? : No

Click the "Gender" tab - Are there gaps in your course success rate by gender?: No

Describe what your program has done over the past 3 years to close equity gaps in course success.: Well, it is a small cohort so the average is a zig zag, not a straight line.

Dean's Response

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Dean's Response - Dean's Response to program review

Program Review (A) - Library

General Observations

Review Year: 2021 - 2022

Review Type: Comprehensive

General Observations: The Library has increased its online capacity (even prior to COVID) through its implementation of a variety of online research databases as well as its new LSP. Since COVID, the Library has expanded its online presence through the use of LibChat (an online chat box) that connects students to a librarian via the website for live chat sessions. This is becoming more widely known, and students are using the tool as we had hoped. In addition, the library has expanded its weekend hours, providing students access to LibChat on Sunday nights -- a typically popular night for DE students to complete their work. This was an experiment during COVID and it is growing in popularity.

Entered By: Lisa Putnam

Date of Analysis: 10/04/2021

Dean's Approval: Yes

Dean's Comments

Dean's Comments: We very much would like to be able to maintain a similar level of online resources post-pandemic. This will require additional funding, and the possible need for additional staff. In addition, we are in need of a 3rd Library Assistant position. Several college-wide student success initiatives are placing a greater demand on the library staff (particularly the growth in ZTC, but also the increase in student programs requiring library support). (10/04/2021)

General Observations

Review Year: 2020 - 2021

Review Type: Mini

General Observations: The Library has increased its online capacity (even prior to COVID) through its implementation of a variety of online research databases as well as its new LSP. Since COVID, the Library has expanded its online presence through the use of LibChat (an online chat box) that connects students to a librarian via the website for live chat sessions. This is becoming more widely known, and students are using the tool as we had hoped. In addition, the library has expanded its weekend hours, providing students access to LibChat on Sunday nights -- a typically popular night for DE students to complete their work. This was an experiment during COVID and it is growing in popularity.

Entered By: Lisa Putnam

Date of Analysis: 09/30/2020

Dean's Approval: Yes

Dean's Comments

Dean's Response - Dean's Response to program review

Dean's Comments: The speed in which the Librarians and Library staff transitioned to fully-online services this spring 2020 has been amazing. The team coordinated their efforts, collaborating with sister-college and CSUCI libraries to learn from one another and share with one another. The college's financial support for the increased access to research databases has truly been appreciated, and many students from different disciplines across the campus have benefited. Librarians continue to provide virtual library orientations for online courses, but have also focused their efforts on developing Library Modules in Canvas, allowing individual faculty to embed the modules directly into their course environments. The collaborative nature of the individuals in the VC Library is commendable and so very appreciated! (09/30/2020)

General Observations

Review Year: 2019 - 2020

Review Type: Mini

General Observations: The library program objectives have been updated to reflect actual objectives rather than just requests for resources. The most urgent area in need at this time is our service levels at the Santa Paula campus.

Entered By: Lisa Putnam

Date of Analysis: 09/25/2019

Dean's Approval: Yes

General Observations

Review Year: 2018 - 2019

Review Type: Comprehensive

General Observations: Timing is good to support re-imagine what the Library can be/should be in the next 15 years.

Entered By: David Bransky

Date of Analysis: 10/04/2018

Dean's Approval: Yes

General Observations

Review Year: 2017 - 2018

Review Type: Annual

General Observations: Already reviewed

Entered By: David Bransky

Date of Analysis: 10/03/2017

Dean's Approval: Yes

Dean's Comments

Dean's Comments: Approved (10/03/2017)

Objectives and Resource Requests

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<i>Objectives</i>	<i>Resource Requests</i>
<p>Improve access to current library materials, meeting the needs of an ever growing student and community population who have increasingly more diverse research needs. - Establish stable funding for the Library collection, in accordance with ACCJC Standard II.B. The Library no longer receives any Fund 111 monies in support of our book collection. Our databases budget is stretched thin and will soon snap if not supported by a budget augmentation in Spring 2021.</p> <p>Review Type: Comprehensive Program Review Cycle: 2018 - 2021 Start Date: 02/01/2018 Completion Date: 05/07/2021</p> <p>Year 2: Describe Progress Made Towards Objective: With regards to General Fund support for library materials, we have regressed since last year's comprehensive program review report. Whereas last year (FY19) there was at least a GF line item for library books this year (FY20) the GF line item for books has completely disappeared from our budget.</p> <p>Year 2: Discuss Any Challenges You Encountered in Progressing</p>	<p>2020-2021 - LIB1904 Brief Description of Resource Request: Reestablish on-going, yearly financial support from the campus general fund (111) for the Library book collection. Presently, the VC Library receives \$0 in general fund financial support. In past years, Fund 111 (FOAP 111-31013-6300-612000) would provide between \$30,000-\$49,000 a year to the Library. In FY17 and FY18 111-31013-6300-612000 provided for a line item for a book budget (although we were not allowed to spend it for a variety of reasons), in FY19 this FOAP provided a line item with \$0 in this account but currently in FY20 there is not even a Fund 111 line item for a Library book budget. This is an accreditation issue that the institution needs to provide general fund support for library materials. Fund 113 was designed to enhance NOT supplant GF support to the Library.</p> <p>Estimated Cost: \$50,000 Type: Supplies New/Replacement: Replacement Previously Requested in Year(s): 2019-2020</p>

Objectives

Towards This Objective.: Significant obstacles exist in the reestablishment of a GF line item for library materials. It appears that the present administration sees Fund 113 and Lottery funds as the solution to supporting the purchase of library materials, Fund 113 (in particular) was designed to support, not supplant, institutional financial support for library materials.

Year 3: Describe Progress Made

Towards This Objective: Things have gone from bad to worse. There is no longer even a placeholder GF line item for library materials.

Year 3: Discuss Any Challenges You Encountered in Progressing

Towards This Objective: It is difficult to get the Vice President of Business Services attention on this matter. It may simply be a difference of opinion but what the Library sees as supplanting, the VP of BS sees as support. With the increased provision of library databases during COVID-19, the Library is ready to pivot to providing more and more services via digital platforms (i.e., maintaining our large databases presence) but this will require additional campus support.

Resource Requests

Priority: 4

Primary Contact For This Resource

Request: Peter H. Sezzi

2020-2021 - LIB2001

Brief Description of Resource

Request: The stresses on the Ventura College Library databases budget have only increased. While the use of CARES funding has dramatically increased our ability to meet the faculty and student needs in terms of being a 21st century, digitally-oriented library, when these CARES funds expire and faculty and students have become accustomed to the wealth of resources to which we now provide access, it will be a rude awakening the dramatic cuts that we will have to make. We will not need to keep all of the databases that we subscribed to during COVID-19, but many of them are worthy of maintaining our institutional access.

Estimated Cost: \$40,000

Type: Supplies

New/Replacement: New

Priority: 1

2020-2021 - LIB2002

Brief Description of Resource

Request: The VC Library is the repository for rare books and archival materials relevant to Ventura College, the VCCCD, and local history. These materials are all in print format and some are one-of-a-kind, including the VCCCD Board Agendas and Minutes dating back to the BoT's inception in the 1960's. We are also the only location on Earth with a (near) complete print

Objectives

Resource Requests

run of Ventura College newspapers, magazines, yearbooks, college catalogs and VC ephemera. As we plan for our 95th and 100th campus anniversaries, digitization of these archival materials would preserve them and provide increased access to the campus and local community to these precious resources. In order to digitize these materials and make them ADA compliant, the VC Library requests a high-quality large format scanner, a computer, and ABBYY FineReader Software.

Estimated Cost: \$45,000

Type: Technology

If Facilities, Equipment, or Tech I have discussed this request with Orlando DeLeon or Grant Jones: Yes

Pirate's Code: vase

New/Replacement: New

Priority: 2

Improve student access to and safety in the library - Repurpose the current net assignable square footage of the Library to the highest and best use of Library space AND work with M & O to improve the functional operations (including the safety as well as comfort) of the present Library
Review Type: Comprehensive
Program Review Cycle: 2018 - 2021
Start Date: 11/01/2018
Completion Date: 05/07/2021
Year 2: Describe Progress Made Towards Objective: Met with the new Director of M&O and shared with him the concept of installing more group study rooms in the Library and where they might be

2020-2021 - LIB1901

Brief Description of Resource

Request: Installation of 10 cameras in low-visibility areas of the Library. In alignment with the VC Executive Team's top priority on the college's Planning Parameters for 2019-2020 (i.e., College Safety), we are requesting the installation of cameras in the Library, especially in areas where there is minimal to no staff visibility (e.g., the Reading Room, the Children's Library, the back hallway, the side study carrels, etc.). In the past year we have had to make increased calls to Campus Police and the safety of our students and staff is our top priority. This

Objectives

placed (LIB1701).

At our Dept meeting (after I met with David Gardner), we came up with three additional initiatives (LIB 1901, LIB 1902, LIB 1903), two of which are equipment/facilities and one of which is a technology request. The technology request is for cameras to be placed throughout the Library for the safety and security of our staff and students. Last year we requested mirrors. Nothing developed from that request. So now we are requesting cameras. This is a major concern. We are also requesting replacement furniture. Our building is now over 16 years old and it really starting to show its age, particularly in our furniture.

Year 2: Discuss Any Challenges You Encountered in Progressing Towards This Objective.: Unknown - - yet probably significant costs -- make the funding of this highly unlikely. However, we have obtained software (LibCal) in order to allow students to reserve our present eight (8) group study rooms. LibCal will also allow us to keep track of usage of these rooms. In our next comprehensive PR document we can supply occupancy data for the use of the group study rooms.

Year 3: Describe Progress Made Towards This Objective: No tangible progress.

Year 3: Discuss Any Challenges You Encountered in Progressing Towards This Objective: Due to

Resource Requests

request replaces the request for mirrors that we made in the AY 2018-19 Library Program Review. Library Security Cameras (10); Cameras = \$10,000; Cabling = \$5000; Licenses = \$1000

Estimated Cost: \$16,000

Type: Technology

If Facilities, Equipment, or Tech I have discussed this request with Orlando DeLeon or Grant Jones: Yes

Pirate's Code: knowledgeable

New/Replacement: New

Previously Requested in Year(s): 2019-2020

Priority: 3

Primary Contact For This Resource

Request: Peter H. Sezzi

2020-2021 - LIB1902

Brief Description of Resource

Request: The Library is now 16+ years old. Some of our furniture is really starting to show its age. While we replaced some of our furniture (i.e., chairs) a few years ago, other furniture is now nearing the end of its usable life cycle. We increased the resource request by 6% in FY20-21, as per Orlando's suggestion.

Estimated Cost: \$21,200

Type: Equipment

If Facilities, Equipment, or Tech I have discussed this request with Orlando DeLeon or Grant Jones: Yes

Pirate's Code: wry

New/Replacement: New

Previously Requested in Year(s): 2019-2020

Priority: 6

Primary Contact For This Resource

Request: Peter H. Sezzi

Objectives

Resource Requests

COVID-19, the Library is not requesting the initiative exploring the creation of additional group study rooms this year (AY 2020-21) but will reassess the nature of group study room space in future years' program review. Frankly, due to the potential poor air circulation in our current group study rooms we don't even feel comfortable using those once the physical Library reopens. We are continuing with our requests for new furniture as (even with no one using our current furnishings) they are looking really ratty. We also made no progress on the cameras and we still need these for when we do open.

Improve levels of student and community member support (1) by adding support services at East Campus, (2) by increasing online support for distance education students, and (3) by increase face-to-face support during high-impact hours.

- Recruit and retain necessary classified staffing levels for the provision of library services for face to face, distance and off-campus programs. Augment student worker budget to reflect pending increases in minimum wage.

Review Type: Comprehensive

Program Review Cycle: 2018 - 2021

Start Date: 09/01/2017

Completion Date: 05/07/2021

Year 2: Describe Progress Made

Towards Objective: Hired a third F/T librarian (Yay!) We removed our request for a seasonal (P/T) library assistant. We have changed our

2020-2021 - LIB1702

Brief Description of Resource

Request: Replace the lost third F/T Library Assistant. Currently, the Library has two F/T Library Assistants. From approx. 1975 to mid 2015 we had three F/T Library Assistants. This request is for a restoration position for the Library. The third F/T Library Assistant position was reclassified and moved from the Library to the BEACH without Library input in 2015. Along with the position being reclassified and moved from one dept to another, the budget associated with that position also moved from the Library to the BEACH. The Library is asking for a restoration of this position along with the budget to support it.

Estimated Cost: \$50,000

Type: Staff

Objectives

request for a VCEC library-related position to one even more in line with the needs of VCEC students and staff.

Year 2: Discuss Any Challenges You Encountered in Progressing Towards This Objective.:

We were unsuccessful in securing the approval to hire a third F/T library assistant, seasonal (P/T) library assistant OR a library-related classified position for VCEC. We have re-calibrated our staffing requests in this second year.

Year 3: Describe Progress Made Towards This Objective:

We were (still) unsuccessful in securing the approval to hire a third F/T library assistant, seasonal (P/T) library assistant OR a library-related classified position for VCEC. We are continuing with our re-calibrated staffing requests in this third year.

Year 3: Discuss Any Challenges You Encountered in Progressing Towards This Objective:

Jesus Vega is a great addition to the VCEC team. We are working closely with him in plans for library services at VCEC but the nature of the positions and services and times makes a one-sized fits all approach problematic for VCEC Library needs.

Resource Requests

New/Replacement: Replacement

Previously Requested in Year(s):

2019-2020, 2018-2019, 2017-2018, 2016-2017, 2015-2016, 2014-2015, 2013-2014, 2012-2013, 2011-2012

Priority: 8

Primary Contact For This Resource

Request: Peter H. Sezzi

2020-2021 - LIB1706 (also VCS1702 and OFF 1703)

Brief Description of Resource

Request: Request a Library Technician position for VCEC.

Presently, VCEC has no dedicated certificated or classified Library workers assigned 100% to this campus. VCEC students deserve a similar education as VC main campus students. The hiring of a Library Technician will make large inroads to providing more equitable library services and resources to all students, regardless of their campus location. Some of the duties that the VCEC Library Tech would have would be providing day-to-day work direction to student workers, as well updating and maintaining the textbook and circulating collections. The Library Technician classification has the technical knowledge necessary to help with computer issues, similar to an Instructional Lab Technicians at the main campus. The Library Technician has the job duties to fulfill all library responsibilities from ordering, receiving, cataloging, and processing library materials with oversight from the main campus Librarians. There are currently zero classified

Objectives

Resource Requests

professionals in the VCEC Library presently.

Estimated Cost: \$44,736 – \$61,848 (dependent on Step placement)

Type: Staff

New/Replacement: Replacement

Previously Requested in Year(s): 2019-2020, 2018-2019, 2017-2018, 2016-2017, 2015-2016, 2014-2015

Priority: 5

Primary Contact For This Resource

Request: Peter H. Sezzi

2020-2021 - LIB1805

Brief Description of Resource

Request: Increase general fund support for student workers by \$25,000. Additional general fund support is needed to offset the increase in minimum wage increases to \$15 by 2022 that has prevented how many student workers we have been able to employ. Additional funding is required to hire student workers for the VCEC Library. Presently, the VCEC has zero student workers hired and trained by the Library.

Estimated Cost: \$25,000

Type: Student Workers

New/Replacement: Replacement

Previously Requested in Year(s): 2019-2020, 2018-2019, 2017-2018, 2016-2017

Priority: 7

Primary Contact For This Resource

Request: Peter H. Sezzi

Increase information literacy of VC students completing their coursework at East Campus, preparing students for their instructional assignments being

2020-2021 - LIB1803

Brief Description of Resource

Request: One time funds needs to help refresh the outdated Library environment at VCSP. Based on the

Objectives

assigned all disciplines offering courses at the East Campus location.

- Engage in thoughtful redesign and implementation of library services for VCSP/VCEC.

Review Type: Comprehensive

Program Review Cycle: 2018 - 2021

Start Date: 11/01/2018

Completion Date: 05/07/2021

Year 2: Describe Progress Made

Towards Objective: Increased communication with new Asst Dean as well as VCEC teaching faculty has led to increased librarian presence at VCEC this Fall 2019 semester.

Year 2: Discuss Any Challenges You Encountered in Progressing

Towards This Objective.: Still fairly unclear on course sequencing at VCEC. Lack of dedicated book budget for VCEC is reflected in the dated collection. Lack of dedicated classified library personnel at VCEC is leading to unfair and uneven provision of library services to VCEC students.

Year 3: Describe Progress Made

Towards This Objective: We have engaged more and more with VCEC. Prior to COVID-19, we were making increasing librarian visits to VCEC.

Year 3: Discuss Any Challenges You Encountered in Progressing

Towards This Objective: Honestly, the course sequencing and library staffing/scheduling are still the main challenges.

Resource Requests

feedback received, we would then need funds to refresh the outdated collection, furniture and space.

As part of a multi-year plan, we need to:

- Purchase new materials to refresh the aging collection

- Purchase new furniture

The amount listed in the estimated cost is only for the funds needed in AY 20-21 to start updating the print collection. After the collection is refreshed, then we will ask for funding to purchase new furniture in a subsequent year's program review request.

Estimated Cost: \$10,000

Type: Supplies

New/Replacement: New

Previously Requested in Year(s): 2019-2020, 2018-2019

Priority: 9

Primary Contact For This Resource

Request: Peter H. Sezzi