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Dept - (LRC) Library (Hybrid)

2019-20 Annual Program Review Update Submitted By: Tom Dolen

APRU Complete for: 2018-19

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

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

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

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

I.B.1 Number Certificates of Achievement Awarded:

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

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

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

I.B.5 Trends in # Degrees Awarded:

I.B.6 Strategies to Increase Awards:


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








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


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

Library faculty conducted 78 orientations in 2018-19. The majority of orientations are for the Language Arts Division, but social science and science classes also took part in library orientations. The full breakdown follows:

- Language Arts-
- COMM 1 - 2
- COMM 9 - 3
- COMM 10 - 12
- ESL 5 - 4



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ESL 273 - 1
 EWRT 1A - 17
 EWRT 2 - 10
 EWRT 1B - 4
 EWRT 211 - 2
 JOURN 2 - 5
 Social Sciences-
 ICS 5 - 3
 POLI SCI 1 - 5
 POLI SCI 2 - 2
 PSY 1 - 2
 PSY 2 - 2
 PSY3 - 1
 PSY5 - 1

Sciences-
 MSG 50D - 2

Access to course materials remains a major concern for faculty especially given increasing prices of textbooks. The Library continues to receive \$15,000 annually from DASB for the purchase of course materials and calculators. \$5,000 from Lottery was used for reserve items bringing total spending to just under \$20,000. Reserves textbook circulation for 2018-19 was 17,519, an increase of 2,000 over the previous year. Textbooks purchased with DASB funding are targeted to have the greatest impact possible in helping defray high textbook costs. Textbooks with higher costs and used in multiple sections are more likely to be purchased.

Library faculty continue to work cooperatively with Communication Studies faculty in the promotion of information literacy through the use of seven locally produced videos on the topic as well as information literacy instruction embedded in Communication Studies courses and through library orientations. The seven-part Information Literacy Video Series co-created with Communication Studies can be viewed in the Films on Demand platform or YouTube. The most popular video now has been watched over 16,000 times on YouTube.

I.D.2 Academic Services & Learning Resources: #Students served: The Library is a popular place to be as the Library received 605,656 visits in 2017-2018. Students, faculty, and staff have access to academic journals, eBooks and streaming films 24/7 by accessing the library website.

Students continue to use the 11 group study rooms with large wall-mounted displays to enhance group work. The Library implemented a self-service group study room reservation system, LibCal. Sessions range in length from 30 minutes to 2 hours. Occupancy rate for all rooms was over

72%. Students booked 12,119 reservations for an average of 1 hour 31 minutes per session, for a total time booked for the year of 2 years, 331 days and 12 hours. (GroupStudyOverview2018_19.png).

Students accessed a total of 164,777 full-text articles and eBooks from EbscoHost (EBSCO_20182019.xlsx) and Proquest (ProQuest_20182019.pdf).

Usage of both streaming academic film services remain popular. Demand for Films on Demand videos stayed steady at about 45,000 views. The newer Kanopy streaming service experienced substantial growth with views increasing from 7,000 the previous year, to more than 9,000 views for this reporting year, equivalent to 3,600 hours (Kanopy_20182019.png).

Usage of the two library-managed open computer labs declined to 22,000 computing sessions. Students, instead, are choosing to check out more Apple and Dell laptops. Total laptop check outs increased to 8,774. (Laptops_20182019.pdf)

I.D.3 Academic Services & Learning Resources: #Staff Served: Staff are free to use any library resource including print books, DVDs and audiobooks. Classified professionals have access to all library databases from off campus on a 24/7 basis.

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

I.E.1 Full time faculty (FTEF): 4.43

I.E.2 #Student Employees: 51

I.E.3 Full Time Load as a %: 0

I.E.4 # Staff Employees: 9

I.E.4 #Staff Employees:

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

II.A Enrollment Trends: Overall, enrollment has declined over the past three years, but 2018-19 showed a slight increase over 2017-18. A more aggressive marketing of LIB courses, both on the library website and to the counseling department may lead to an increase in enrollment.

II.B Overall Success Rate: There has been a very slight drop in the success rate the last three years. Faculty will continue to emphasize increased communication with students.

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

III.A Program Success: Affordable Text Book Challenge and OER – Fall 2018 presentations on the high cost of textbooks and the differential impact of those prices on students of different means has led to a greater number of low cost and free text adoptions, as well as creative solutions such as an instructor finding a source of funding for their entire class' textbooks and

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workbooks.

The Library has been working to eliminate or reduce fines wherever possible for students. Fines were first eliminated in Library computer labs, and as a result of the Overdues Policies Task Force eliminated fines in the 2nd Floor Book Collection, and in addition, reduced the fines in the Reserves Collection. An overdue Fee Amnesty was issued at the start of Winter 2020 quarter.

Equity walks led to changes regarding our printer stations and student spaces, including a dedicated silent zone for students who need this environment to study successfully.

III.B Enrollment Trends - Equity Lens: While the percentages for the LIB courses show a drop the last three years, they still outperform the campus wide percentages.

More marketing of the courses, particularly to the counseling department may lead to increased enrollment.

III.C Success, Non-Success and Withdraw Rates: The success rate for African American students was -20. However, looking at the data going back to 2012-13, this was the only year that African Americans were disproportionately impacted. 2018-19 may be an anomaly. Without more data it is impossible to say whether or not this is a trend.


III.D Equity Planning and Support: Faculty will continue to emphasize increased communication with students, both within and outside of Canvas.

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

As noted in 1. D. 1. above, course materials such as textbooks remain the item most in demand by students. Students checked out textbooks from the Reserve Collection more than 17,000 times in 2018-19 giving students a no-cost alternative to purchasing increasingly expensive textbooks. New textbooks were purchased with the continued support of DASB's \$15,000 grant. In some cases, multiple copies of a highly-used textbook were purchased.

The Library is in the process of purchasing low-cost Chromebooks. In contrast to library laptops, students will be able to check out low-cost tablets for a longer length of time, perhaps as long as a quarter. Chromebooks will give financially strained students the ability to connect to De Anza academic and library resources, read OER materials, and use productivity software to complete course assignments.

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



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

The Library has identified that one of the major gaps is that many students in our targeted groups are not aware of our services or assume that those services incur a cost to use. Assistance from the marketing department would be helpful in reaching out to those students more effectively.

Cultural Humility trainings I and II would support the department in addressing institutional inequalities so that we can better understand and address the achievement gap.

III.F Assistance Needed to close Equity Gap: No

IV. A. SLOAC Summary: Increased marketing of laptops, calculators, and phone chargers as a result of technology survey.

IV.B Assessment Planning: LIB 51

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

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












In January 2020 the Library completed a migration to a new Library Service Platform (LSP). The migration to the LSP and the first-year subscription cost has been funded by the State of California. Ongoing funding is currently being sought by The Council of Chief Librarians. If state funding is not secured, the estimated annual subscription cost is \$20,000.

V.B Funding Impact on Enrollment Trends: None

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

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

The Learning Resources Division requests a Librarian faculty position for the 2020-21 academic school year. This would restore a position that was recently eliminated after the retirement of a librarian in 2015- 16. Librarians serve in a unique capacity at De Anza in that they provide formal instruction (such as WSCH generating courses, library orientations) and a broad array of essential academic services (e.g.-one-on-one bibliographic instruction at the Reference Desk, research assistance, and program development). Each librarian also oversees a functional area such as circulation/reserves, technical services, and the computer labs. In

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addition, librarians are responsible for collection development, the library web page, and outreach to academic departments. Librarians are active across the campus: they build relationships and collaborate with faculty peers, serve as outreach, and also participate in a variety of committees including shared governance (Academic Senate, Curriculum, and Technology committees).

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

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

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

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

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

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

Library Express is an area of the library that provides student access to course materials, computers and a quiet study space when the library is



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not open. Library Express has grown 40% in size in the Library remodel, expanding to accommodate 6 computer workstations and seating for approximately 50 students. Adding this position will allow the Library to extend the hours of Library Express later into the evenings on weekdays.

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

V.E Equipment Requests: Equipment resource requests listed on spreadsheet

V.F Facility Request: See Spreadsheet

V.G Other Needed Resources: No "other" resources requested

V.H.1 Staff Development Needs:

V.H.2 Staff Development Needs Justification:

V.I Closing the Loop: Technology items will be assessed through usage statistics and technology surveys. Springshare provides multiple tools to access a variety of library services and will actually enhance the library's ability to assess itself.

Last Updated: 02/05/2020

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