Instructional Program Review
2017/18 UPDATE

Learning Resources

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General Information (Instructional Program Review 2017/18 UPDATE)

2017/18 Instructional Program Review UPDATE

PROGRAM REVIEW DATA AND RESOURCES

Participants (REQUIRED)

- Lead Writer: Alison Gurganus
- Liaison: Laura Collins
- Department Chair: Alison Gurganus
- Manager/Service Area Supervisor: Dean Andrew MacNeill

Updates (REQUIRED)

Program Review Update Section

The pace of change in the Learning Resource Center (LRC) slowed during the past year but was still visible. Dr. Andrew MacNeill has completed his first year as the Dean of the School of Learning Resources and Academic Support (LRAS) which is primarily housed in the LRC. Additionally. Dr. Alison Gurganus has added the additional faculty of the LRAS to the Chair position so that the additional faculty can have representation and receive school wide information that pertains to all faculty. Therefore we have changed the title to Chair of the School of Learning Resources and Academic Support instead of Chair of the Library Department.

 In the Fall of 2017 an additional Librarian, Lisa Burgert, was hired to replace the position of Devin Milner, Collection Development Librarian, who retired after the Fall of 2016. When considering recruitment for this position it was decided to add "Online Educational Resources" (OER) to the title, making it: Collection Development/OER Librarian. As Zero Cost Classes are becoming an important topic it was decided that this position would be well suited to add support to what is foreseen to be an area that needs expert guidance. San Diego Mesa College currently has 4 full time contract librarians for approximately 25,000 students, which is one for every 6,250 students. In 2007 we had seven librarians but lost the majority of them due to retirement during the hiring freeze and have been unable to hire the additional librarians needed due to California's 50% rule. During the last two years we have had our librarians in the top tier of the faculty hiring priority list but have been overlooked due to the area that our funding must come from.

 In an effort to accomplish specialty work that needs to be done by the librarians that are not being hired we have added adjunct positions on special assignment. Lisa Olson, a long time adjunct librarian at Mesa has taken on some of the Student Equity librarian duties and is getting paid out of Student Equity funds. She has made great strides however she will be stepping down from that position at the end of the Fall 2017 term and we are in the midst of a new adjunct Student Equity Librarian search. This has the potential of causing a major setback in the progress that is being made in this area but is the cost of not hiring a full time faculty member for this very influential position. Additionally, we were given some additional adjunct monies to hire an adjunct Instruction Librarian who will be starting in November of 2017. These librarians can by no means take on all of the duties that are required of a full time equivalent faculty however our hope is that we can manage to further our assistance to students in those crucial areas while we wait for those that decide how the money is spent on the other side of the general fund to agree that we are important enough to support with additional non-classroom, instructional, faculty funding.

 During the last year there have been additional changes made to the LRC. Most notably for the library has been the addition of the STEM Center which took the place of our designated quiet study room (the last one on campus that we are aware of). This has further reduced the spaces in the building that students have to study. Consequently, we have

seen a notable uptick in students taking all available library space on the 1st and 3rd floor. This includes floor space in between the 3rd floor book stacks. As we reevaluate the spaces that the library still occupies we are looking at creative solutions to our ever increasing student needs. We have begun a major book weeding project and we have a paper periodical weeding project on the horizon as well. The vision is to reduce some book stacks and potentially lower others in order to gain study area in some spaces and change the atmosphere in others.

The redesign of the Circulation Counter that was discussed in our previous Program Review has had positive and negative results. While it is very helpful to have staff physically stationed at the check-out counter at all times the space is proving to be too small for all of its needs. When creating the area the librarians had made it known that the Course Reserve book and materials section would need room to expand. Unfortunately, the room for expansion was not created and we are now having issues with the lack of space for our Course Reserves. This is becoming a particularly important issue as we work on addressing student equity needs. While we have short term solutions, such as weeding out the unused Course Reserves, we are in desperate need of a new solution. We are currently brainstorming ideas such as higher book cases in that area and potentially repurposing spaces underneath the check-out counters. We are also finding that with the attrition and movement of LRC staff to other areas on campus their is now need to hire additional people to man the counter and handle technology needs in the reference area, particularly in the evening.

As the LRC building reaches its 20th year anniversary we have noticed the wear and tear on the building furniture and student work areas that could use a refresh. A team of staff and faculty have toured libraries in and out of the San Diego area with an eye on how we could improve the atmosphere and functionality of our learning, studying and collaborative spaces. Additionally, we have met with a design team who has toured our building, worked with our CAD drawings of our spaces and come up with a preliminary set of plans. We are currently scheduling the meeting to take our initial look at these plans. We are excited to reinvigorate our multi-use facility into the most cohesive learning center of the Mesa College campus.

✏ Outcomes and Assessment (REQUIRED)

Form: Outcomes and Assessment 2017/18 - Instructional Questions (See appendix)

✏ IE Data Analysis (REQUIRED)

Form: IE Data Analysis - Program Review 2017/18 - Instructional Questions (See appendix)

✏ Program Goals

Learning Resources Goal Set 2014-2015

Outcome

Outcome	Mapping
1. To enhance of book and ebook	**CA- Mesa College Strategic Directions**

collection, utilize Open Education Resources, and retain depth of full-time library faculty 2016/17. The paper book collection has a $51,000 annual budget which needs to be managed systematically to best meet the needs of students. To enhance the electronic book collection a $30,000 increase in the annual book budget is requested. State initiatives towards the utilization of open education resources (OER) could also provide additional access to students of free materials and for faculty to use as textbooks. To coordinate these functions and enhancements the replacement of the retiring Collection Development Librarian ASAP is imperative.

and Goals: Strategic Goal 1.4, **Institutional Learning Outcomes 2016/17:** Information Literacy

2. To increase access to information literacy instruction Information literacy, sometimes referred to as information competency, is the skill set involved in finding and evaluating information as an aid to life long learning. This meets Library Goal #1: To assist students in developing library and information literacy skills for academic and career success.

CA- Mesa College Strategic Directions and Goals: Strategic Goal 1.2, Strategic Goal 1.4, Strategic Goal 4.2, **Institutional Learning Outcomes 2016/17:** Information Literacy

3. Increase number of, and better manage, online information resources in support of curriculum As the dependence of online resources for curricular purposes continues to increase more funding and staff resources are necessary to better manage that area of library operations. This would help to meet Library Goal #2: To develop a collection which can provide an adequate level of support to all curricular areas of the college and in all formats, Goal# 3: To provide access to

CA- Mesa College Strategic Directions and Goals: Strategic Goal 1.4, **Institutional Learning Outcomes 2016/17:** Information Literacy

information through a variety of delivery systems necessary to reach Mesa College students, faculty and staff on campus or remotely, and Goal #7: to provide sufficient number and quality of personnel to ensure excellence.

4. To improve the safety of students using OPACs on tall counters and book stools on the 3rd floor
Many of the Online Public Access Catalogs (OPACs) used to locate library resources are placed upon tall tables. Students often stack various combinations of materials to provide a more elevated seat and are found teetering on these pseudo tall chairs. And, students and library shelvers often use the old kick stools when trying to reach the top shelves. Unfortunately, the wheels on almost all of the old kick stools have fallen off and do not function as they should. In effect these kick stools become somewhat immobile objects which could cause some people to trip and fall within the book stacks.

CA- Mesa College Strategic Directions and Goals: Strategic Goal 1.4

5. To provide a pleasing study environment the windows shoulds be cleaned.2016/17
It has been several years since the windows of the LRC have been cleaned.

CA- Mesa College Strategic Directions and Goals: Strategic Goal 1.4

6. Reduce noise levels in the Library
A frequent complaint of students is that the Library, most often the first floor, is too noisy. This goal would help to meet Library Goal #5: To provide a comfortable and welcoming environment that is conducive to research and study.

CA- Mesa College Strategic Directions and Goals: Strategic Goal 1.4,
Institutional Learning Outcomes: Critical Thinking:

7. Meet information resource needs of new baccalaureate program The college will soon initiate its first bachelor's degree program. This program in Health Information Management will require additional resources (online and other).	**CA- Mesa College Strategic Directions and Goals:** Strategic Goal 1.4, **Institutional Learning Outcomes:** Critical Thinking:
8. To promote equity among the community 2016/17 To meet the needs of underrepresented students the position of Equity Services Librarian is proposed. This position would work with various groups in the nearby community to...	**Institutional Learning Outcomes 2016/17:** Global Consciousness
9. Offer students an online library catalog interface optimized for mobile devices. The goal is to make more of the library databases and library catalog accessible to those who utilize mobile devices. This would help to meet Library Goal #3: To provide access to information through a variety of delivery systems necessary to reach Mesa College students, faculty, and staff on campus or remotely.	**CA- Mesa College Strategic Directions and Goals:** Strategic Goal 1.2, Strategic Goal 2.4, Strategic Goal 4.2, **Institutional Learning Outcomes:** Technological Awareness:
10. Migrate staff access to the District's ILS from our current PC client/server software architecture to cloud-based environment ILS is the initialism for integrated library system which is the online system to manage and access the library's operations. This would be inline with Library Goal #4: To offer professional and support services which assist in the use of the collection.	**CA- Mesa College Strategic Directions and Goals:** Strategic Goal 4.3
11. To deploy comfortable seating in Reference	**CA- Mesa College Strategic Directions and Goals:** Strategic Goal 1.4

Back in 1998 the three tall information kiosks in Reference were designed so that students would quickly use the library computers to stand and look up books and leave the Reference area. Since that time online databases have become the most prominent information resource used by students and Microsoft Word, Excel and PowerPoint have been added to the library computers. So, students now remain at the computers on the tall kiosks for long periods of time. Consequently, students now either stand or teeter on short chairs or stools resulting in discomfort and possibly putting themselves at risk of falling. This outcome would help to meet Library Goal 5, "To provide a comfortable and welcoming environment that is conducive to research and study."

12. To provide library services on Saturdays during fall and spring semesters Before the Great Recession the Mesa Library was the only library in the district to provide reference, reserve, and circulation services. Students offer comments on surveys and "suggestion" cards requesting the restoration of this service.	**CA- Mesa College Strategic Directions and Goals:** Strategic Goal 1.2, Strategic Goal 1.4
13. To combine the AV Services counter with the Circulation Services The reduced utilization of AV software (i.e. CDs, VHS, DVDs), the transfer of responsibility for the provision of classroom, and event, equipment support to another administrative division, and the loss of classified staff positions has made the combining of what was the AV Services	**CA- Mesa College Strategic Directions and Goals:** Strategic Goal 1.4

counter with the Circulation
counter a logical development.

14. To make the locks on the sliding glass doors more accessible Currently, the locks on the two sets of glass doors at the entrance of the LRC are at ground level. This means that staff who access these locks must get on their knees and elbows to do so. This has resulted over the years in some injury so that some staff have taken sick leave.	**CA- Mesa College Strategic Directions and Goals:** Strategic Goal 1.4, Strategic Goal 6.1
3. To provide additional access to books in support of curriculum The book budget has, basically, been static for seven years. Consequently, the number of books being purchased has dropped.	**CA- Mesa College Strategic Directions and Goals:** Strategic Goal 1.4, **Institutional Learning Outcomes:** Critical Thinking:

Objectives and Plans

Actions

Learning Resources Goal Set 2014-2015

Outcome

Goal: 1. To enhance of book and ebook collection, utilize Open Education Resources, and retain depth of full-time library faculty 2016/17.

The paper book collection has a $51,000 annual budget which needs to be managed systematically to best meet the needs of students. To enhance the electronic book collection a $30,000 increase in the annual book budget is requested. State initiatives towards the utilization of open education resources (OER) could also provide additional access to students of free materials and for faculty to use as textbooks. To coordinate these functions and enhancements the replacement of the retiring Collection Development Librarian ASAP is imperative.

▼   **Action:** 1.1 Hire new Collection Development Librarian

Describe the actions needed to achieve this objective :	Approval of position.
Who will be responsible for overseeing the completion of this objective:	Dean of Learning Resources and Academic Support
Provide a timeline for the actions:	Spring semester 2017
Describe the assessment plan you will use to know if the objective was achieved and effective:	
List resources needed achieve this objective and associated costs (Supplies, Equipment, Computer Equipment, Travel & Conference, Software, Facilities, Classified Staff, Faculty, Other):	

▼ **Action:** 1.2 Add more electronic books to the collection

Describe the actions needed to achieve this objective :	1. Approval of budget enhancement of the book budget by $30,000. 2. Selection by librarians of 600-800 ebooks annually. 3. Purchase of ebooks. 4. Addition of ebooks to the online book catalog.
Who will be responsible	Collection Development Librarian will

for overseeing the completion of this objective:	coordinate.
Provide a timeline for the actions:	Annual and ongoing process.
Describe the assessment plan you will use to know if the objective was achieved and effective:	Statistics will be gathered to see if ebooks are used by students.
List resources needed achieve this objective and associated costs (Supplies, Equipment, Computer Equipment, Travel & Conference, Software, Facilities, Classified Staff, Faculty, Other):	$30,000 permanent enhancement to the existing annual book budget of $51,000.

Goal: 2. To increase access to information literacy instruction
Information literacy, sometimes referred to as information competency, is the skill set involved in finding and evaluating information as an aid to life long learning. This meets Library Goal #1: To assist students in developing library and information literacy skills for academic and career success.

▾ **Action:** Reinvigorate the Library Information Competency Program

Describe the actions needed to achieve this objective :	1. Hire a full time Instructional Services Librarian (the time necessary to accomplish the above action requires this), 2. Review existing program practices,

3, Implement the use of clickers where appropriate
4, Consider resurrecting Walk-in-Workshops
5, Expand the use of scavenger hunt
6, Fully implement pre and post testing of all in-class sessions.

Who will be responsible for overseeing the completion of this objective:	The Instructional Services Librarian with the collaboration of the other contract library faculty and input from instructional faculty.
Provide a timeline for the actions:	As soon as filling the position Instructional Services Librarian is approved.
Describe the assessment plan you will use to know if the objective was achieved and effective:	Within two years of filling the Instructional Services Librarian position the above actions should be completed. In addition, an increase of at least 20% in the number of students who receive information competency instruction should be reached.
List resources needed achieve this objective and associated costs (Supplies, Equipment, Computer Equipment, Travel & Conference, Software, Facilities, Classified Staff, Faculty, Other):	One Instructional Services Librarian.

Goal: 3. Increase number of, and better manage, online information resources in support of curriculum
As the dependence of online resources for curricular purposes continues to increase more funding and staff resources are necessary to better manage that area of library operations. This would help to meet Library Goal #2: To develop a collection which can

provide an adequate level of support to all curricular areas of the college and in all formats, Goal# 3: To provide access to information through a variety of delivery systems necessary to reach Mesa College students, faculty and staff on campus or remotely, and Goal #7: to provide sufficient number and quality of personnel to ensure excellence.

▼ **Action:** 3.1 Increase the availibility and diversity of online information resources

Describe the actions needed to achieve this objective :	1. Identify useful online resources (i.e. databases, periodicals, etc.), 2. Contact vendors and negotiate terms (price, usage limitations, etc.) 3. Place link(s) on library web site
Who will be responsible for overseeing the completion of this objective:	The identification of appropriate information resources and the negotiation of contractual terms requires the expertise and time of a full-time Electronic Resources/Periodicals Librarian. Currently this position is staffed on a temporary part-time basis by a dedicated under compensated adjunct who is looking for a more permanent position. For this reason the amount requested has been revised down from an original estimate.The person in this position would also work with the Technical Services Librarian with deciding how and where to place links on the library website.
Provide a timeline for the actions:	This could be done within a couple of weeks during spring semester but additional time would be desirable.
Describe the assessment plan you will use to know if the objective was achieved and effective:	Interfacing with the appropriate instructional faculty and monitoring usage statistics of the electronic resources would indicate if materials met the curricular needs of Mesa's students.
List resources needed achieve this objective	$30,000 is requested for additional database subscriptions or to purchase database archives.

and associated costs (Supplies, Equipment, Computer Equipment, Travel & Conference, Software, Facilities, Classified Staff, Faculty, Other):

Action: 3.2 To more effectively manage the online information resources of the Library

Describe the actions needed to achieve this objective :	To better manage the online resources of the Library the hiring of a full-time Electronic Resources/Periodicals Librarian is required. Someone with the expertise and time to coordinate this critical program within the Library is necessary.
Who will be responsible for overseeing the completion of this objective:	The Dean and contract library faculty.
Provide a timeline for the actions:	Contingent upon the approval to fill the position.
Describe the assessment plan you will use to know if the objective was achieved and effective:	Interaction/consultation with the instructional faculty and usage statistics will be used to assess this objective.
List resources needed achieve this objective and associated costs (Supplies, Equipment, Computer Equipment, Travel & Conference, Software, Facilities, Classified Staff, Faculty,	The cost a new contract faculty position.

Other):

Goal: 4. To improve the safety of students using OPACs on tall counters and book stools on the 3rd floor

Many of the Online Public Access Catalogs (OPACs) used to locate library resources are placed upon tall tables. Students often stack various combinations of materials to provide a more elevated seat and are found teetering on these pseudo tall chairs. And, students and library shelvers often use the old kick stools when trying to reach the top shelves. Unfortunately, the wheels on almost all of the old kick stools have fallen off and do not function as they should. In effect these kick stools become somewhat immobile objects which could cause some people to trip and fall within the book stacks.

▼ **Action:** 4.1 New stools deployed in the book stack area.

Describe the actions needed to achieve this objective :	1. Order 12 cafe style stools. 2. Place stools at tall counters.
Who will be responsible for overseeing the completion of this objective:	Instructional Support Supervisor
Provide a timeline for the actions:	These can be ordered as soon as the funds are available.
Describe the assessment plan you will use to know if the objective was achieved and effective:	If students use these stools instead of teetering on chairs this will be considered successful.
List resources needed achieve this objective and associated costs (Supplies, Equipment,	Funds for the purchase of the stools.

Computer Equipment,
Travel & Conference,
Software, Facilities,
Classified Staff, Faculty,
Other):

▼ **Action:** 4.2 Deploy new kick stools to the book stack area.

Describe the actions needed to achieve this objective :	1. Remove old immobile kick stools. 2. Purchase 20 new kick stools. 3. Place kick stools where needed in stack area.
Who will be responsible for overseeing the completion of this objective:	1. Instructional Support Supervisor. 2. Media Clerk who oversees book stack maintenance.
Provide a timeline for the actions:	As soon as kick stools are purchased and delivered to the library.
Describe the assessment plan you will use to know if the objective was achieved and effective:	If old immobile kick stools are removed and new mobile stools are employed then safety on the 3rd floor will have been improved.
List resources needed achieve this objective and associated costs (Supplies, Equipment, Computer Equipment, Travel & Conference, Software, Facilities, Classified Staff, Faculty, Other):	1. Classified staff/student worker time to remove old kick stools and deploy new ones. 2. Cost of the new kick stools.

Goal: 5. To provide a pleasing study environment the windows shoulds be cleaned.2016/17
It has been several years since the windows of the LRC have been cleaned.

▼ **Action:** Have windows cleaned

Describe the actions needed to achieve this objective :	1. Get estimate of cost of cleaning windows. 2. Obtain funding. 3. Have windows cleaned.
Who will be responsible for overseeing the completion of this objective:	Plant Operations?
Provide a timeline for the actions:	As soon as the money is available to do the job.
Describe the assessment plan you will use to know if the objective was achieved and effective:	If the students can easily see out of the windows.
List resources needed achieve this objective and associated costs (Supplies, Equipment, Computer Equipment, Travel & Conference, Software, Facilities, Classified Staff, Faculty, Other):	Funds to have the windows cleaned.

Goal: 6. Reduce noise levels in the Library

A frequent complaint of students is that the Library, most often the first floor, is too noisy. This goal would help to meet Library Goal #5: To provide a comfortable and welcoming environment that is conducive to research and study.

▼ **Action:** Reduce Noise Levels in the Library

Describe the actions needed to achieve this objective :	Additional acoustical treatments on the first floor and atrium are required to meet this goal. In addition, meetings on an as needed basis between the library dean and the administrator of the Library Café must occur.
Who will be responsible for overseeing the completion of this objective:	The dean of our program.
Provide a timeline for the actions:	An estimate to add acoustical treatment is being made at this time. Installation could take place over a "down time" such as summer 2015.
Describe the assessment plan you will use to know if the objective was achieved and effective:	We will monitor success through reviewing the comments in the fall/spring semester Library surveys and the "suggestion" cards submitted by the students. If the number of complaints about noise diminish that will be successful.
List resources needed achieve this objective and associated costs (Supplies, Equipment, Computer Equipment, Travel & Conference, Software, Facilities, Classified Staff, Faculty, Other):	We are currently waiting for a cost estimate.

Supporting Attachments:

⊕Acoustic Treatments Estimate (Adobe Acrobat Document) (See appendix)

This is an estimate on measures to lessen the high noise levels in some of the public areas in the Learning Resource Center.

Goal: 7. Meet information resource needs of new baccalaureate program
The college will soon initiate its first bachelor's degree program. This program in Health Information Management will require additional resources (online and other).

▼ **Action:** New information resources for HIM Bachelor's degree

Describe the actions needed to achieve this objective :	1, HIM coordinator works with appropriate librarians to identify needs, 2, librarians identify, locate and estimate costs of required resources (periodicals, databases, other), 3, HIM coordinator also wants some LibGuide pages developed.
Who will be responsible for overseeing the completion of this objective:	HIM Program Coordinator and Electronic/Resources and Periodicals Librarian (position currently staffed at part-time level) and Collection Development Librarian. Most of the desired information resources will likely be electronic.
Provide a timeline for the actions:	Before the initiation of the HIM baccalaureate.
Describe the assessment plan you will use to know if the objective was achieved	1, comparison with other accredited HIM baccalaureate programs, 2, use by faculty and students of the program.

and effective:

List resources needed achieve this objective and associated costs (Supplies, Equipment, Computer Equipment, Travel & Conference, Software, Facilities, Classified Staff, Faculty, Other):	It has been stated by the administration that the resources for this new program will come from a special funding source. 1, Library faculty time to do the above (the library is down from 7 to 3 positions over the last 7 years) 2, Information resources will cost approximately $17,000.00, 3, Development of LibGuides at about $50/per hour. The exact cost cannot be determined without further discussion with program coordinator.

Goal: 9. Offer students an online library catalog interface optimized for mobile devices.
The goal is to make more of the library databases and library catalog accessible to those who utilize mobile devices. This would help to meet Library Goal #3: To provide access to information through a variety of delivery systems necessary to reach Mesa College students, faculty, and staff on campus or remotely.

▼ **Action:** To enable more mobile device access to library resources.

Describe the actions needed to achieve this objective :	Apps will be identified and included into library web pages.
Who will be responsible for overseeing the completion of this objective:	Technical Services Librarian and Online Services Librarian
Provide a timeline for the actions:	Ongoing.
Describe the	The app will be tested and utilization will be

assessment plan you will use to know if the objective was achieved and effective:	noted, if possible.
List resources needed achieve this objective and associated costs (Supplies, Equipment, Computer Equipment, Travel & Conference, Software, Facilities, Classified Staff, Faculty, Other):	Library faculty time.

Goal: 10. Migrate staff access to the District's ILS from our current PC client/server software architecture to cloud-based environment

ILS is the initialism for integrated library system which is the online system to manage and access the library's operations. This would be inline with Library Goal #4: To offer professional and support services which assist in the use of the collection.

▼ **Action:** Migrate staff access to ILS from PC/client to cloud based.

Describe the actions needed to achieve this objective :	
Who will be responsible for overseeing the completion of this objective:	Technical Services Librarian
Provide a timeline for the actions:	1-3 years
Describe the assessment plan you	Test if interface is operational.

will use to know if the objective was achieved and effective:

List resources needed achieve this objective and associated costs (Supplies, Equipment, Computer Equipment, Travel & Conference, Software, Facilities, Classified Staff, Faculty, Other):	Faculty time and software upgrade.

Goal: 14. To make the locks on the sliding glass doors more accessible

Currently, the locks on the two sets of glass doors at the entrance of the LRC are at ground level. This means that staff who access these locks must get on their knees and elbows to do so. This has resulted over the years in some injury so that some staff have taken sick leave.

▼ **Action:** To make locks more easily accessible for staff.

Describe the actions needed to achieve this objective :	Locks which are currently at ground level should be moved up on the glass doors to a level of between 30 and 40 inches. Doors where locks are mounted at a more easily accessible level are found on other newer buildings on the campus.
Who will be responsible for overseeing the completion of this objective:	The Instructional Support Supervisor shall work with Plant Operations to see this completed.
Provide a timeline for the actions:	This should be done as soon as is convenient, preferably when the campus is out of session.

Describe the assessment plan you will use to know if the objective was achieved and effective:	If staff can easily open and close locks without discomfort, and possible resulting absence from work, that will be success.
List resources needed achieve this objective and associated costs (Supplies, Equipment, Computer Equipment, Travel & Conference, Software, Facilities, Classified Staff, Faculty, Other):	Estimate of cost and design. And new materials to meet those design needs. And, finally the deployment of the newly designed mechanisms.

Goal: 3. To provide additional access to books in support of curriculum
The book budget has, basically, been static for seven years. Consequently, the number of books being purchased has dropped.

No actions specified

🖋 Goals Status Report (REQUIRED)

Action Statuses

Learning Resources Goal Set 2014-2015

Outcome

Goal: 1. To enhance of book and ebook collection, utilize Open Education Resources, and retain depth of full-time library faculty 2016/17.
The paper book collection has a $51,000 annual budget which needs to be managed

systematically to best meet the needs of students. To enhance the electronic book collection a $30,000 increase in the annual book budget is requested. State initiatives towards the utilization of open education resources (OER) could also provide additional access to students of free materials and for faculty to use as textbooks. To coordinate these functions and enhancements the replacement of the retiring Collection Development Librarian ASAP is imperative.

▼   **Action:** 1.1 Hire new Collection Development Librarian

Describe the actions needed to achieve this objective :	Approval of position.
Who will be responsible for overseeing the completion of this objective:	Dean of Learning Resources and Academic Support
Provide a timeline for the actions:	Spring semester 2017
Describe the assessment plan you will use to know if the objective was achieved and effective:	
List resources needed achieve this objective and associated costs (Supplies, Equipment, Computer Equipment, Travel & Conference, Software, Facilities, Classified Staff, Faculty, Other):	

Status for 1.1 Hire new Collection Development Librarian

Current Status: Completed

If the Current Status
was marked
Completed, what was
the impact of the
completed objective on
your program:

If the Current Status
was not marked
Completed, what are
the implications and
next steps:

▼ **Action:** 1.2 Add more electronic books to the collection

Describe the actions needed to achieve this objective :	1. Approval of budget enhancement of the book budget by $30,000. 2. Selection by librarians of 600-800 ebooks annually. 3. Purchase of ebooks. 4. Addition of ebooks to the online book catalog.
Who will be responsible for overseeing the completion of this objective:	Collection Development Librarian will coordinate.
Provide a timeline for the actions:	Annual and ongoing process.
Describe the assessment plan you will use to know if the objective was achieved and effective:	Statistics will be gathered to see if ebooks are used by students.
List resources needed achieve this objective and associated costs (Supplies, Equipment,	$30,000 permanent enhancement to the existing annual book budget of $51,000.

Computer Equipment,
Travel & Conference,
Software, Facilities,
Classified Staff, Faculty,
Other):

Status for 1.2 Add more electronic books to the collection

No Status Added

Goal: 2. To increase access to information literacy instruction
Information literacy, sometimes referred to as information competency, is the skill set involved in finding and evaluating information as an aid to life long learning. This meets Library Goal #1: To assist students in developing library and information literacy skills for academic and career success.

▼ **Action:** Reinvigorate the Library Information Competency Program

Describe the actions needed to achieve this objective :	1. Hire a full time Instructional Services Librarian (the time necessary to accomplish the above action requires this), 2. Review existing program practices, 3, Implement the use of clickers where appropriate 4, Consider resurrecting Walk-in-Workshops 5, Expand the use of scavenger hunt 6, Fully implement pre and post testing of all in-class sessions.
Who will be responsible for overseeing the completion of this objective:	The Instructional Services Librarian with the collaboration of the other contract library faculty and input from instructional faculty.

Provide a timeline for the actions:	As soon as filling the position Instructional Services Librarian is approved.
Describe the assessment plan you will use to know if the objective was achieved and effective:	Within two years of filling the Instructional Services Librarian position the above actions should be completed. In addition, an increase of at least 20% in the number of students who receive information competency instruction should be reached.
List resources needed achieve this objective and associated costs (Supplies, Equipment, Computer Equipment, Travel & Conference, Software, Facilities, Classified Staff, Faculty, Other):	One Instructional Services Librarian.

Status for Reinvigorate the Library Information Competency Program

No Status Added

Goal: 3. Increase number of, and better manage, online information resources in support of curriculum

As the dependence of online resources for curricular purposes continues to increase more funding and staff resources are necessary to better manage that area of library operations. This would help to meet Library Goal #2: To develop a collection which can provide an adequate level of support to all curricular areas of the college and in all formats, Goal# 3: To provide access to information through a variety of delivery systems necessary to reach Mesa College students, faculty and staff on campus or remotely, and Goal #7: to provide sufficient number and quality of personnel to ensure excellence.

▼ **Action:** 3.1 Increase the availibility and diversity of online information resources

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Describe the actions needed to achieve this objective :	1. Identify useful online resources (i.e. databases, periodicals, etc.), 2. Contact vendors and negotiate terms (price, usage limitations, etc.) 3. Place link(s) on library web site
Who will be responsible for overseeing the completion of this objective:	The identification of appropriate information resources and the negotiation of contractual terms requires the expertise and time of a full-time Electronic Resources/Periodicals Librarian. Currently this position is staffed on a temporary part-time basis by a dedicated under compensated adjunct who is looking for a more permanent position. For this reason the amount requested has been revised down from an original estimate.The person in this position would also work with the Technical Services Librarian with deciding how and where to place links on the library website.
Provide a timeline for the actions:	This could be done within a couple of weeks during spring semester but additional time would be desirable.
Describe the assessment plan you will use to know if the objective was achieved and effective:	Interfacing with the appropriate instructional faculty and monitoring usage statistics of the electronic resources would indicate if materials met the curricular needs of Mesa's students.
List resources needed achieve this objective and associated costs (Supplies, Equipment, Computer Equipment, Travel & Conference, Software, Facilities, Classified Staff, Faculty, Other):	$30,000 is requested for additional database subscriptions or to purchase database archives.

Status for 3.1 Increase the availibility and diversity of online information resources

No Status Added

▼ **Action:** 3.2 To more effectively manage the online information resources of the Library

Describe the actions needed to achieve this objective :	To better manage the online resources of the Library the hiring of a full-time Electronic Resources/Periodicals Librarian is required. Someone with the expertise and time to coordinate this critical program within the Library is necessary.
Who will be responsible for overseeing the completion of this objective:	The Dean and contract library faculty.
Provide a timeline for the actions:	Contingent upon the approval to fill the position.
Describe the assessment plan you will use to know if the objective was achieved and effective:	Interaction/consultation with the instructional faculty and usage statistics will be used to assess this objective.
List resources needed achieve this objective and associated costs (Supplies, Equipment, Computer Equipment, Travel & Conference, Software, Facilities, Classified Staff, Faculty, Other):	The cost a new contract faculty position.

Status for 3.2 To more effectively manage the online information resources of the Library

Current Status:

If the Current Status was marked Completed, what was the impact of the completed objective on your program:

Completed

A new Electronic Resources and Periodicals Librarian began his tenure at Mesa on October 17, 2016. This will allow more time to be devoted to this important facet of library information resources. This will also provide more depth for other aspects of the total library program such as book selection, library instruction, etc.

If the Current Status was not marked Completed, what are the implications and next steps:

Goal: 4. To improve the safety of students using OPACs on tall counters and book stools on the 3rd floor

Many of the Online Public Access Catalogs (OPACs) used to locate library resources are placed upon tall tables. Students often stack various combinations of materials to provide a more elevated seat and are found teetering on these pseudo tall chairs. And, students and library shelvers often use the old kick stools when trying to reach the top shelves. Unfortunately, the wheels on almost all of the old kick stools have fallen off and do not function as they should. In effect these kick stools become somewhat immobile objects which could cause some people to trip and fall within the book stacks.

▼ **Action:** 4.1 New stools deployed in the book stack area.

Describe the actions needed to achieve this objective :

1. Order 12 cafe style stools.
2. Place stools at tall counters.

Who will be responsible

Instructional Support Supervisor

for overseeing the completion of this objective:

Provide a timeline for the actions:	These can be ordered as soon as the funds are available.
Describe the assessment plan you will use to know if the objective was achieved and effective:	If students use these stools instead of teetering on chairs this will be considered successful.
List resources needed achieve this objective and associated costs (Supplies, Equipment, Computer Equipment, Travel & Conference, Software, Facilities, Classified Staff, Faculty, Other):	Funds for the purchase of the stools.

Status for 4.1 New stools deployed in the book stack area.

No Status Added

▼ **Action:** 4.2 Deploy new kick stools to the book stack area.

Describe the actions needed to achieve this objective :	1. Remove old immobile kick stools. 2. Purchase 20 new kick stools. 3. Place kick stools where needed in stack area.
Who will be responsible for overseeing the completion of this objective:	1. Instructional Support Supervisor. 2. Media Clerk who oversees book stack maintenance.
Provide a timeline for the actions:	As soon as kick stools are purchased and delivered to the library.

Describe the assessment plan you will use to know if the objective was achieved and effective:	If old immobile kick stools are removed and new mobile stools are employed then safety on the 3rd floor will have been improved.
List resources needed achieve this objective and associated costs (Supplies, Equipment, Computer Equipment, Travel & Conference, Software, Facilities, Classified Staff, Faculty, Other):	1. Classified staff/student worker time to remove old kick stools and deploy new ones. 2. Cost of the new kick stools.

Status for 4.2 Deploy new kick stools to the book stack area.

No Status Added

Goal: 5. To provide a pleasing study environment the windows shoulds be cleaned.2016/17
It has been several years since the windows of the LRC have been cleaned.

▼ **Action:** Have windows cleaned

Describe the actions needed to achieve this objective :	1. Get estimate of cost of cleaning windows. 2. Obtain funding. 3. Have windows cleaned.
Who will be responsible for overseeing the completion of this objective:	Plant Operations?

Provide a timeline for the actions:	As soon as the money is available to do the job.
Describe the assessment plan you will use to know if the objective was achieved and effective:	If the students can easily see out of the windows.
List resources needed achieve this objective and associated costs (Supplies, Equipment, Computer Equipment, Travel & Conference, Software, Facilities, Classified Staff, Faculty, Other):	Funds to have the windows cleaned.

Status for Have windows cleaned

No Status Added

Goal: 6. Reduce noise levels in the Library

A frequent complaint of students is that the Library, most often the first floor, is too noisy. This goal would help to meet Library Goal #5: To provide a comfortable and welcoming environment that is conducive to research and study.

▼ **Action:** Reduce Noise Levels in the Library

Describe the actions needed to achieve this objective :	Additional acoustical treatments on the first floor and atrium are required to meet this goal. In addition, meetings on an as needed basis between the library dean and the administrator

of the Library Café must occur.

Who will be responsible for overseeing the completion of this objective:	The dean of our program.
Provide a timeline for the actions:	An estimate to add acoustical treatment is being made at this time. Installation could take place over a "down time" such as summer 2015.
Describe the assessment plan you will use to know if the objective was achieved and effective:	We will monitor success through reviewing the comments in the fall/spring semester Library surveys and the "suggestion" cards submitted by the students. If the number of complaints about noise diminish that will be successful.
List resources needed achieve this objective and associated costs (Supplies, Equipment, Computer Equipment, Travel & Conference, Software, Facilities, Classified Staff, Faculty, Other):	We are currently waiting for a cost estimate.

Supporting Attachments:

ⓘAcoustic Treatments Estimate (Adobe Acrobat Document) (See appendix)

This is an estimate on measures to lessen the high noise levels in some of the public areas in the Learning Resource Center.

Status for Reduce Noise Levels in the Library

No Status Added

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Goal: 7. Meet information resource needs of new baccalaureate program
The college will soon initiate its first bachelor's degree program. This program in Health Information Management will require additional resources (online and other).

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Action: New information resources for HIM Bachelor's degree

Describe the actions needed to achieve this objective :	1, HIM coordinator works with appropriate librarians to identify needs, 2, librarians identify, locate and estimate costs of required resources (periodicals, databases, other), 3, HIM coordinator also wants some LibGuide pages developed.
Who will be responsible for overseeing the completion of this objective:	HIM Program Coordinator and Electronic/Resources and Periodicals Librarian (position currently staffed at part-time level) and Collection Development Librarian. Most of the desired information resources will likely be electronic.
Provide a timeline for the actions:	Before the initiation of the HIM baccalaureate.
Describe the assessment plan you will use to know if the objective was achieved and effective:	1, comparison with other accredited HIM baccalaureate programs, 2, use by faculty and students of the program.
List resources needed achieve this objective and associated costs (Supplies, Equipment, Computer Equipment, Travel & Conference, Software, Facilities,	It has been stated by the administration that the resources for this new program will come from a special funding source. 1, Library faculty time to do the above (the library is down from 7 to 3 positions over the last 7 years) 2, Information resources will cost

Classified Staff, Faculty, Other):	approximately $17,000.00, 3, Development of LibGuides at about $50/per hour. The exact cost cannot be determined without further discussion with program coordinator.

Status for New information resources for HIM Bachelor's degree

No Status Added

Goal: 9. Offer students an online library catalog interface optimized for mobile devices.
The goal is to make more of the library databases and library catalog accessible to those who utilize mobile devices. This would help to meet Library Goal #3: To provide access to information through a variety of delivery systems necessary to reach Mesa College students, faculty, and staff on campus or remotely.

▼ **Action:** To enable more mobile device access to library resources.

Describe the actions needed to achieve this objective :	Apps will be identified and included into library web pages.
Who will be responsible for overseeing the completion of this objective:	Technical Services Librarian and Online Services Librarian
Provide a timeline for the actions:	Ongoing.
Describe the assessment plan you will use to know if the objective was achieved and effective:	The app will be tested and utilization will be noted, if possible.

| List resources needed achieve this objective and associated costs (Supplies, Equipment, Computer Equipment, Travel & Conference, Software, Facilities, Classified Staff, Faculty, Other): | Library faculty time. |

Status for To enable more mobile device access to library resources.

No Status Added

Goal: 10. Migrate staff access to the District's ILS from our current PC client/server software architecture to cloud-based environment
ILS is the initialism for integrated library system which is the online system to manage and access the library's operations. This would be inline with Library Goal #4: To offer professional and support services which assist in the use of the collection.

▼ **Action:** Migrate staff access to ILS from PC/client to cloud based.

Describe the actions needed to achieve this objective :	
Who will be responsible for overseeing the completion of this objective:	Technical Services Librarian
Provide a timeline for the actions:	1-3 years
Describe the assessment plan you	Test if interface is operational.

will use to know if the objective was achieved and effective:

List resources needed achieve this objective and associated costs (Supplies, Equipment, Computer Equipment, Travel & Conference, Software, Facilities, Classified Staff, Faculty, Other):

Faculty time and software upgrade.

Status for Migrate staff access to ILS from PC/client to cloud based.

No Status Added

Goal: 14. To make the locks on the sliding glass doors more accessible
Currently, the locks on the two sets of glass doors at the entrance of the LRC are at ground level. This means that staff who access these locks must get on their knees and elbows to do so. This has resulted over the years in some injury so that some staff have taken sick leave.

▼ **Action:** To make locks more easily accessible for staff.

Describe the actions needed to achieve this objective :

Locks which are currently at ground level should be moved up on the glass doors to a level of between 30 and 40 inches. Doors where locks are mounted at a more easily accessible level are found on other newer buildings on the campus.

Who will be responsible for overseeing the

The Instructional Support Supervisor shall work with Plant Operations to see this completed.

completion of this objective:

Provide a timeline for the actions:	This should be done as soon as is convenient, preferably when the campus is out of session.
Describe the assessment plan you will use to know if the objective was achieved and effective:	If staff can easily open and close locks without discomfort, and possible resulting absence from work, that will be success.
List resources needed achieve this objective and associated costs (Supplies, Equipment, Computer Equipment, Travel & Conference, Software, Facilities, Classified Staff, Faculty, Other):	Estimate of cost and design. And new materials to meet those design needs. And, finally the deployment of the newly designed mechanisms.

Status for To make locks more easily accessible for staff.

No Status Added

Goal: 3. To provide additional access to books in support of curriculum
The book budget has, basically, been static for seven years. Consequently, the number of books being purchased has dropped.

No actions specified

📎 **Closing the loop on prior year resource allocations (REQUIRED)**

BARC did not allocate any funds that were requested in the last program review.

Request Forms

✎ BARC & Facilities Requests

File Attachments:

1. **Book Budget BARC_17-18 .xlsx** (See appendix)

2. **Book Case Quote.png** (See appendix)

3. **Course Reserve Shelving_BARC_17-18.xlsx** (See appendix)

4. **Electronic REsources BARC Request.xlsx** (See appendix)

5. **Evacu-trac.pdf** (See appendix)

6. **Knowledge Imaging Center - KIC Scanner Bookeye 3V2 - Quote.pdf** (See appendix)

7. **LRC General BARC Requests.xlsx** (See appendix)

8. **QUOTE#149481_MESA COLLEGE_RIO CHAIR_01 24 18 (3).pdf** (See appendix)

✎ Classified Staff Requests

File Attachments:

1. **CHP ILT Req.xlsx** (See appendix)

2. **CHP Library Tech Req 1.xlsx** (See appendix)

3. **CHP Library Tech Req 2.xlsx** (See appendix)

✎ Faculty Position Request 1

Form: Faculty Position Request Form 2017/18 (See appendix)

✎ Faculty Position Request 2

Form: Faculty Position Request Form 2017/18 (See appendix)

✎ Faculty Position Request 3