

SAN DIEGO
MESA COLLEGE



Program Review

Summary and Reflections with Unit Goals, Action Plans, and Updates

Academic and Learning Support - Library Services

Executive Summary

Describe the successes and challenges your unit has faced since the last comprehensive review.

Challenges have created successes in library services as we adapt to changing landscapes. Most memorably, the Covid-19 lock down allowed us to focus on the expansion and strengthening of online services and resources that we provide. Some examples:

- We took our library instruction session fully online via Zoom and maintained it upon return to campus
- We had approximately 15 online research guides before lockdown. We created an additional 14 during lockdown and have created an additional 11 since we have returned to campus.
- We expanded our research appointments to include a Zoom option
- An initial book scanner was bought through a partnership with the Next Up! Program. This resource was so popular that a second one was purchased later using Higher Education Emergency Relief Funds (HEERF) funds.
- Laptop, webcams, hotspots, graphing calculators and other equipment was purchased with HEERF funds were catalogued and circulated through library services
- Online forms were created for a new book scanning and laptop checkout program
- Collaborations were created with other departments on campus to assist in the distribution, cataloging and tracking of resources.
- The closing of the Fashion Institute of Design and Merchandising allowed us to procure, via donation, over 15,000 of their books for our library.

As programs and resources have expanded there have been a staffing challenge in regard to cataloging, processing and distributing new resources. One of the ways we are addressing these areas is in our resource requests. Additionally, while we have been fortunate to be the recipient of various one-time funding opportunities to bolster our print, ebook and database collections the yearly allocation has remained the same for well over ten years and ongoing subscriptions will not be able to be maintained in the near future without budget augmentations.

In 2019 we hired our Equity and Engagement librarian. She has turned her expertise both inward by such work as looking at our library collections and instruction practices with an equity lens. She has also focused outside of the library walls with outreach efforts targeted at underserved communities on campus. These efforts have resulted in increased library resource usage and collaborations throughout our campus community.

The Open Educational Resource (OER) work that has been spearheaded by our Collection Development/OER Librarian has resulted in students saving over \$1 million per year in textbook costs. An ever-increasing number of faculty and programs on campus are becoming involved in the low cost and no cost material movement, such as Mesa's 14 zero textbook cost (ZTC) degrees and certificates, of which we anticipate more growth in this area. Lastly, in 2020 our college implemented a new Library Services Platform (LSP) that was made available through the State of California to all California Community Colleges. This put the majority of our 116 campuses on the same library resource searching software, allowing our students to have a similar look and feel regardless of which campus they were to attend. As an added bonus this is also the same LSP used in many four year institutions, which will make a student's transfer journey that much easier when they arrive on a new campus and utilize library resources. While the up side to this project is tremendous the work to move all of our files, learn the new systems' front and back end as well as learn how to maintain it has been challenging and we continue forging ahead with the intention of making the experience user friendly and accurate.

If applicable, describe any major curricular or service changes your unit has engaged in and the impact of those changes since the last comprehensive review.

Most notably the OER/Collection Development Librarian has added a Canvas course called "Mesa's Open Shared Accessible and Inclusive Courses" (MOSAIC). The modules in this course assist faculty in the creation open access materials for their students. Since its inception in 2018, 31 faculty members have completed MOSAIC and

Summary and Reflection

Mesa now has 14 ZTC degrees and certificates. The impact can be seen in the savings to students mentioned above.

If applicable, describe the impact of any new resources (human, fiscal, etc) on the unit and/or action plan implementation.

As previously mentioned our new Equity and Engagement librarian has been increasing the visibility of our library programs, particularly to our traditionally underserved populations that may not be familiar with what and how we offer assistance. She has also added ten non-curricular area research guides to our curricular area offerings that celebrate and take a deep dive into various communities, their histories and resources available to learn more. These guides can be seen and used by members of the Mesa College community online, at any time of the day or night. To date, since the first of these guides was published in September of 2021, they have been accessed 1,051 times.

If you assess OUTCOMES, please confirm that the outcomes have been reviewed for accuracy. If you do not assess Outcomes, skip this question.

Reviewed & Accurate

Related Documents for Charts and Graphs

Executive Summary Complete

Yes

Data Reflection

Trends observed in program/service area's data.

While formalized data collection efforts are in their infancy in regard to our “one shot” library instruction sessions. Work is being done with the office of institutional effectiveness to create a dashboard that will provide our impact particularly in the areas of success, retention and equity gaps. Preliminary results show a general increased success rate across the board, regardless of demographic area, when students receive information literacy instruction.

OER/ZTC adoption, spearheaded by the library program, has been a major player in the 14 degree pathways currently offered at Mesa and the over \$4 million dollars being saved by students as of Fall 2022. With additional support being added by way of OER ambassadors and a NANC employee the program expects to see continued growth.

Use of online library resources remains very high in the areas of database, ebook, tutorial and research guide access. As we have increased our online offerings, students and faculty have increased in their usage of those resources.

Describe any equity gaps in the data. Are there differences and/or patterns observed by demographics (e.g.race/ethnicity, gender, age, etc.)

Textbook costs continue to be a barrier for students. Aside from the OER efforts mentioned above, the library also provides Course Reserve texts that can be checked out and used within the library. With the addition of our book scanners, students who check out a course reserve can scan portions and read them, anywhere, for free, on their mobile devices. While the library does not gather individual checkout data for privacy reasons, we do find that our course reserve books remain our most actively checked out physical library collection.

With the addition of recent one time funding we have been able to increase our online resources and purchase items such as article databases and streaming video subscriptions that are more inclusive in their content. While, for privacy purposes, we do not have specific demographic data regarding who is accessing these materials they are being heavily used and as we gain more titles and people see themselves being represented, more titles are being requested by our community to be added to our collections.

Summary and Reflection

Describe the discussion(s) that took place about the unit's learning outcomes assessment data.

The current learning outcomes for library instruction and other services are in the process of being updated. We hope, with the addition of a designated, full time, Instruction Librarian, this coming fall and the recent addition of a full time, library supervisor, we will be able to complete this task in the coming years.

Related Documents for Charts and Graphs

Data Reflection Complete

Yes

Practice Reflection

Describe current practices your program/service area has engaged in that you believe impact the above data trends and equity gaps.

The library's data from individual consultation and customized library instruction was collected and shared with the Office of Institutional Effectiveness (IE) in 2019. The initial results were positive showing nearly a .5 increase in GPA for all students, including underrepresented, who participate in library services versus those who did not. We believe this is due to the hiring of an Equity and Engagement librarian and the success of her work across campus. The project with IE has been stalled recently and we hope to revitalize it in the coming year.

What other factors (internal or external) might also impact the above data trends and equity gaps?

While our course reserve program is active it could be more impactful however we have a lack of staffing to support the maintenance and growth of that area. We have addressed this in our Classified Hiring requests.

Related Documents for Charts and Graphs

Practice Reflection Complete

Yes

Mid-Cycle Updates

Are there any edits or updates to the Executive Summary above?

Successes

Instruction Librarian was hired on July 2, 2023. Miguel Murillo is rebuilding our instruction program after the campus has fully reopened.

New student furniture on the 3rd and 4th floor student study areas. The space meets student's needs for collaborative and quiet study.

New Help Desk on the first floor of the LRC which provides one-point help for students combining circulation, technology help, and librarians in one space.

New Reference pods provide private space to handle student's reference appointments.

Initial research with IE and Library assessment data show a positive impact on student success across all demographics of students, especially for at-risk and underserved communities

Resources Budget has been augmented. Now able to re-adopt previously cut resources and supplement academic materials to provide support to course curriculum, accreditation, and student research across the college.

Summary and Reflection

Backlog of materials from donations was resolved with Joel Bakker, a temporary adjunct cataloging librarian and two NANCEs.

Challenges

The elimination of all three media technician positions through retirements (2019-2020) is impacting the library and LRC in that the building is now open more hours than before with substantially fewer staff and the librarians absorbed some of the workload from the media technicians.

Librarians are providing more reference hours than before the pandemic. Each week librarians are providing 2 hours reference desk, one day asynchronous reference, one evening per week, 2-3 hours of on-call reference, and several hours of reference appointments per week with no adjuncts and only 1 pro-rata.

Students are requesting more technology items such as laptops, graphing calculators, and mobile hotspots which the library does not have enough items to support student demand.

Technical Services is doing more than double the work without key staff including a trained media technician. Pre-pandemic new titles added to the library collection was between 1,000-1,200 titles. Several thousand titles are being added per year with extra workload falling on the Technical Services Coordinator, student workers, and NANCEs.

The library classroom was built in 1990's and has not been refreshed. The projector and screen do not meet the current needs of the size of the room or display appropriate resolution of applications and online platforms. Students in the back of the room are more than 50 feet away and there is a need for additional screens/monitors. Accessibility is a problem with no workstations for students in wheelchairs. 10-20% of the computers are down and students are unable to participate or complete the course learning outcomes.

Are there any edits or updates to the Data Reflection above?

The LRC is documenting how many students are using the library services and spaces. The LRC is now open 58 hours a week. There is a massive increase in the number of students using the LRC with upwards of 300 students in the building during peak hours. We have seen a 639% increase in the number of questions asked at the LRC Help Desk. So far, Fall 2023 over 1736 students and faculty have received assistance from Library Staff and Librarians.

We have seen a 166% percent increase in the number of reference questions being asked in person. Asynchronous and reference appointments (including Zoom) are still increasing each semester and the questions are taking longer to answer than before. Fall 2023 over 415 reference questions were asked in person, appointment, and asynchronously, not including our 24/7 library help.

Are there any edits or updates to the Practice Reflection above?

We have requested classified support with Textbook Affordability to track Zero Textbook Cost Degree Pathways. This is a substantial area that the library is working to close equity gaps and adequate personnel is needed to support faculty and students.

Summary and Reflection

Quality Services

Unit Goal: To provide quality services in a library learning resource environment that promotes diversity, equity, and inclusion .

Goal Status: Active

Beginning Year: 2022 - 2023

Projected Completion Year: 2026 - 2027

Mapping

Mesa College Strategic Plan: Roadmap to Mesa2030: (X - Highlight the X to Align)

- Community - Objective 2: X
- Community - Objective 3: X
- Community - Objective 4: X
- Community - Objective 5: X
- Completion - Objective 2: X
- Completion - Objective 3: X
- Completion - Objective 4: X
- Pathways and Partnerships - Objective 3: X
- Pathways and Partnerships - Objective 5: X
- Scholarship - Objective 2: X
- Scholarship - Objective 5: X
- Stewardship - Objective 2: X
- Stewardship - Objective 6: X

Action Plans	Action Plan Update
<p>Action Plan Status: Active</p> <p>Action Plan: 1. Hire Classified Staff to fill vacant/frozen positions</p> <ol style="list-style-type: none"> 2. Hire Instructional Librarian/ 3. Acquire annual NANC budget & hire NANC 4. Collaborate with campus departments 5. Collaborate with students and organizations 6. Continue to maintain and expand OER efforts 7. Continue to maintain and expand library program outreach efforts such as our Equity and Engagement efforts. <p>Action Plan Cycle: 2022 - 2023, 2023 - 2024, 2024 - 2025, 2025 - 2026</p>	<p>Submission Date: 11/17/2023</p> <p>Action Plan Update: Hired an Instruction Librarian</p> <p>Update Year: 2023 - 2024</p> <p>Action Plan Progress: Barriers Encountered</p>

Summary and Reflection

Increase library presence and awareness

Unit Goal: Increase library presence and awareness.

Goal Status: Active

Beginning Year: 2022 - 2023

Projected Completion Year: 2025 - 2026

Mapping

Mesa College Strategic Plan: Roadmap to Mesa2030: (X - Highlight the X to Align)

- Community - Objective 2: X
- Community - Objective 3: X
- Community - Objective 4: X
- Community - Objective 5: X
- Completion - Objective 3: X
- Completion - Objective 4: X
- Pathways and Partnerships - Objective 3: X
- Scholarship - Objective 2: X
- Scholarship - Objective 5: X
- Stewardship - Objective 2: X
- Stewardship - Objective 6: X

Action Plans	Action Plan Update
<p>Action Plan Status: Active</p> <p>Action Plan: 1. Marketing/ 2. Continuously Update Library Website/ 3. Outreach/ 4. Signage/ 5. Promotional Videos/ 6. Partner with Campus departments and student organizations/ 7. Training/ 8. Digital Signage/ 9. Social media/</p> <p>Action Plan Cycle: 2022 - 2023, 2023 - 2024, 2024 - 2025, 2025 - 2026</p>	<p>Submission Date: 11/17/2023</p> <p>Action Plan Update: Marketing with flyers for library research and ZTC pathways completed Fall 2023. Completed tabling events during CRUISE, welcome week, and other campus events. Library Instagram page created with content. Continue to need NANC and student workers for this project. Continue to need budget for swag and printing. Need for budget to change building signage.</p> <p>Update Year: 2023 - 2024</p> <p>Action Plan Progress: Barriers Encountered</p>

Infrastructure and Technology.

Unit Goal: Refresh, modernize, and streamline library equipment, supplies, furniture, building infrastructure and technology.

Summary and Reflection

Goal Status: Active

Beginning Year: 2022 - 2023

Projected Completion Year: 2025 - 2026

Mapping

Mesa College Strategic Plan: Roadmap to Mesa2030: (X - Highlight the X to Align)

- Community - Objective 1: X
- Community - Objective 2: X
- Community - Objective 4: X
- Community - Objective 5: X
- Completion - Objective 3: X
- Completion - Objective 4: X
- Pathways and Partnerships - Objective 3: X
- Scholarship - Objective 4: X
- Scholarship - Objective 5: X
- Stewardship - Objective 4: X

Action Plans	Action Plan Update
<p>Action Plan Status: Active</p> <p>Action Plan: 1. Purchase and Install People counter system – allows for accurate and sustainable method of collecting data and statistics of patrons visiting the LRC building. Data collected will aid in better assessing and evaluating the use and effectiveness of Library services and resources provided to students.//</p> <p>2. Replace old and outdated furniture/ 3. Replace 20+ year old carpet/ 4. Increase annual supply budget to purchase sanitizing and cleaning supplies/ 5. Develop equipment budget/ 6. Purchase book trucks/</p> <p>Action Plan Cycle: 2022 - 2023, 2023 - 2024, 2024 - 2025, 2025 - 2026</p>	<p>Submission Date: 11/17/2023</p> <p>Action Plan Update:</p> <p>2. Replace old and outdated furniture - Completed for 1st, 3rd, 4th floor student areas with new chairs, tables, furniture, study cubicles, and single service help desk, and reference consultation cubicles. NEED Library Instruction Classroom LRC 114 to have 45 chairs, 22 tables, 1 ADA student desk, new projector and screen which align with the size of the room.</p> <p>6. Purchase book trucks- Completed.</p> <p>Update Year: 2023 - 2024</p> <p>Action Plan Progress: Barriers Encountered</p>

Professional Learning

Unit Goal: On-going training and professional development.

Goal Status: Active

Summary and Reflection

Beginning Year: 2022 - 2023

Projected Completion Year: 2025 - 2026

Mapping

Mesa College Strategic Plan: Roadmap to Mesa2030: (X - Highlight the X to Align)

- Completion - Objective 3: X
- Scholarship - Objective 1: X
- Scholarship - Objective 2: X
- Scholarship - Objective 5: X

Action Plans	Action Plan Update
<p>Action Plan Status: Active</p> <p>Action Plan: 1. Attend Campus Events 2. Attend Districts FLEX opportunities 3. Professional development conferences/and webinars 3. Provide mentorship and learning opportunities for Mesa College students/</p>	<p>Submission Date: 11/17/2023</p> <p>Action Plan Update: Librarians and classified attend convocation, ClassiCon, New Faculty Institute, and flex sessions. Hired student workers, Veterans, and trained SDICCA and Met High School interns. Additional budget is needed to support attendance at American Library Association in June 2024 in San Diego, CA.</p> <p>Update Year: 2023 - 2024</p> <p>Action Plan Progress: On Track</p>
<p>Action Plan Cycle: 2022 - 2023, 2023 - 2024, 2024 - 2025, 2025 - 2026</p>	

Support Mesa’s Information Literacy Institutional Learning Outcome

Unit Goal: Support Mesa’s Information Literacy Institutional Learning Outcome through library instruction. including: in person/virtual library class visits aligned with research assignments, LIBS 101 credit course, information literacy modules, and on demand videos and research guides.

Goal Status: Active

Beginning Year: 2022 - 2023

Projected Completion Year: 2025 - 2026

Mapping

Mesa College Strategic Plan: Roadmap to Mesa2030: (X - Highlight the X to Align)

- Community - Objective 2: X
- Community - Objective 3: X
- Community - Objective 4: X
- Community - Objective 5: X
- Completion - Objective 3: X
- Completion - Objective 4: X
- Scholarship - Objective 2: X
- Scholarship - Objective 4: X
- Scholarship - Objective 5: X

Summary and Reflection

- Stewardship - Objective 2: X

Action Plans	Action Plan Update
<p>Action Plan Status: Active</p> <p>Action Plan: 1. Increase awareness of “one shot” library instruction sessions</p> <p>2. Build out and increase awareness of Canvas Information Literacy Modules</p> <p>3. Create and update video tutorials and make them more visible in our instructional areas such as the website and research guides</p> <p>4. Create and update research guides in both the curricular and “guides of interest” areas.</p> <p>5. Collaborate with more faculty regarding incorporating information literacy into their instruction</p> <p>6. Provide “walk in workshops” for students who would like to get in person information literacy instruction outside of their classrooms</p> <p>Action Plan Cycle: 2022 - 2023, 2023 - 2024, 2024 - 2025, 2025 - 2026</p>	<p>Submission Date: 11/17/2023</p> <p>Action Plan Update: Hired an Instruction Librarian</p> <p>Update Year: 2023 - 2024</p> <p>Action Plan Progress: On Track</p>