2021-2022 Program Review

CAN Program Review (Instructional) - Library (Fall 2023)

STEP 1: Annual Updates

2021-2022

Instructional & Administrative Annual Update Questions

1. Changes & Updates: We've opened up the Library for limited service and hours and are preparing for Spring 2022 to be fully open. While we are expecting more in-person service and resource needs, moving to an online modality for the last year and a half has expanded our virtual services and resources and we do not anticipate this demand decreasing.

2. Progress Reports: Equity in Internet Access: We've expanded our portable hotspots using Covid relief funds, from about a dozen to over 200. We are looking for funds to continue this much needed service.

Alleviate textbook costs for students: We are still working on alleviating textbook costs. Though we were able to purchase some eBooks and provide semester length check-outs of physical textbooks we need more staffing and funds to better serve our students.

Increase student, staff, and faculty access to online resources for outreach and instruction.: We were able to purchase subscriptions to a Communications Journal collection, Flipster, the Wall Street Journal, and the New York Times. These have helped support curriculum in multiple courses.

Help bridge the income equity gap and provide students with resources needed to complete their course work.: By providing Chromebooks, laptops, reserve textbooks, and portable hotspots we were able to help hundreds of students during Covid 19 pandemic.

3. Rationale for New Goals: Manage the district Library Services Platform across all three colleges: Because the college libraries entered into the LSP as a district rather than individually, there are opportunities to expand the partnership among the three libraries, as well as a need to strategize, standardize, and formalize library practices across the District. There is potential to expand shared electronic library resources throughout the District, which can offer more equitable library service to SMCCD students as well as the potential for cost savings.

Increase student, staff, and faculty access to online resources for outreach and instruction: We are requesting a new subscription to the San Francisco Chronicle in order to support courses and students access to credible local information. We are asking for expanded funds for our streaming video subscriptions, which have increased in demand during the last two years.

Annual Update Status: Complete

Goal Description: Equity in Internet Access

Increase student equity by providing portable WiFi hotspots and chromebooks/laptops for student use.

There are many students on campus whose only home access to internet is through their phones. While internet access has grown over time it is still beyond the reach for many. According to the Pew Research Center 12% of adults in the United States (1 in 10) only have access to the internet through their smartphones. This situation is especially common among younger adults, non-whites and lower-income people. Twenty-three percent of Hispanic adults and 21% of adults who make less than $30,000 only have access to the internet through their phone (http://www.pewinternet.org/fact-sheet/internet-broadband).

With the increase in OER and other electronic textbooks and use of Canvas for both online, hybrid, and in-person classes students are in need of reliable internet more than ever in order to be successful in their courses. By providing short-term checkouts of WiFi Routers we can help students who don't have reliable internet.

These WiFi hotspots will enable students to get access to the internet from anywhere.

Goal Status: 2 - Continuing (PR)

Relevant Program Review Cycle: 2018-2019, 2020-2021, 2021-2022

Estimated Start Date: 07/01/2022

Who's Responsible for this Goal?: ASLT Division faculty and staff

Please select the college goals with which your program goal aligns.: Student Completion/Success - Provide educational and student services programs that highlight inclusivity, diversity, and equity in their mission to help students meet their unique educational goals and minimize logistical and financial barriers to success., Organizational Development - Focus institutional resources on the structures, processes, and practices that invest in a diverse student population and prioritize and promote equitable, inclusive, and transformative learning.

Please select the college strategic initiatives with which your program goal aligns.: Improve Student Completion, Implement Guided Pathways, Implement Guided Pathways, Promote a Climate of Inclusivity, Institutionalize Effective Structures to Reduce Obligation Gaps

Action Plans

2018-2019 - Increase student access to reliable internet. (Active)

Resource Requests

Monthly unlimited wireless service and maintenance for 205 Verizon wifi hotspots - These hotspots provide free wireless internet for any student who needs it, giving students the quality and speed of internet they need to keep up with their classes.

Status: Continued Request - Active

Type of Resource: Information Technology

Cost: 100000

One-Time or Recurring Cost?: Recurring Cost

Critical Question: How does this resource request support closing the equity gap?: With the increase in OER and other electronic textbooks and use of Canvas for both online, hybrid, and in-person classes students are in need of reliable internet more than ever in order to be successful in their courses. By providing short-term checkouts of WiFi Routers we can help students who don't have reliable internet. We know that the negative impacts of this pandemic have disproportionately impacted our most vulnerable student populations; those from minoritized communities, low income, English language learner and first generation college student backgrounds.

Critical Question: How does this resource request support Latinx and AANAPISI students?: There are many students on campus whose only home access to internet is through their phones. While internet access has grown over time it is still beyond the reach for many. According to the Pew Research Center 12% of adults in the United States (1 in 10) only have access to the internet through their smartphones. This situation is especially common among younger adults, non-whites and lower-income people. Twenty-three percent of Hispanic adults and 21% of adults who make less than $30,000 only have access to the internet through their phone (http://www.pewinternet.org/fact-sheet/internet-broadband).

Resource Priority Ranking: High Priority

Goal Description: Alleviate textbook costs for students

Support the College's ZTC efforts and reduce textbook costs for students.

Goal Status: 2 - Continuing (PR)

Relevant Program Review Cycle: 2018-2019, 2020-2021, 2021-2022

Estimated Start Date: 07/01/2022

Who's Responsible for this Goal?: Librarians and LSSs

Please select the college goals with which your program goal aligns.: Student Completion/Success - Provide educational and student services programs that highlight inclusivity, diversity, and equity in their mission to help students meet their unique educational goals and minimize logistical and financial barriers to success.

Please select the college strategic initiatives with which your program goal aligns.: Improve Student Completion, Implement Guided Pathways, Promote a Climate of Inclusivity, Institutionalize Effective Structures to Reduce Obligation Gaps

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Action Plans

2020-2021 - Purchase eBooks available in EBSCO eBook Collection that are assigned readings for courses. (Active)

Who's Responsible for Completing this Action Plan?: Librarians
Related Documents & Links:
Classified Hiring Justification Increase.docx

Resource Requests

Additional funds for purchasing eBooks from EBSCO eBook Collection. - Many assigned readings for English (and some for other classes) are available as eBooks through EBSCO's eBook collection database. However, we do need to purchase these eBooks so that they are available to students. We do not currently have an eBook budget for EBSCO, so this will allow us to increase both our online resources and our reserves. During campus closures we used our print book funds to purchase eBooks. However, now that the campus is opening again we need to revitalize our print collection and need a separate fund for our eBooks.

Status: Continued Request - Active
Type of Resource: Information Technology
Cost: 10000
One-Time or Recurring Cost?: One-Time Cost
Critical Question: How does this resource request support closing the equity gap?: This will support the College's efforts to increase ZTC courses and reduce textbook costs to students, which will help with the College Goal of Student Completion/Success (Provide educational and student services programs that highlight inclusivity, diversity, and equity in their mission to help students meet their unique educational goals and minimize logistical and financial barriers to success). According to a survey the Textbook Affordability Subcommittee sent out in Spring 2019, 36% of students reported that the cost of textbooks has prevented them from taking a course and 26% reported that textbook costs have led them to drop a class. Helping to alleviate textbook cost will impact student's ability to complete courses. This will also support the Equity Plans efforts to assist high-needs students by providing more free textbook options.
Critical Question: How does this resource request support Latinx and AANAPISI students?: Increasing our eBook collection eliminates barriers to access for students. An increase in funds will also allow us to grow our collection to better reflect the viewpoints of traditionally marginalized communities. With these funds we will be able to work with students and faculty not only to support course readings and assignments but to also build a Social Justice focused eBook collection.
Resource Priority Ranking: High Priority

Additional Student Assistant Hours - The Library is in need of additional funding for student assistants. Current funding for student assistants does not adequately provide coverage for the Circulation Desk. This means Library Support Specialists have to take time away from other duties such as ordering, processing, and cataloging new materials for students in a timely manner. The usual student assistant allotment of $9,900 only covers about half the Library's open hours. It would take about $21,900 to free up the Library Support Specialists enough to ensure that other duties do not take away from services provided to students.

Status: New Request - Active
Type of Resource: Non-Instructional Personnel
Cost: 12000
One-Time or Recurring Cost?: Recurring Cost
Critical Question: How does this resource request support closing the equity gap?: Having additional student assistants helps free up time for the Library Support Specialists to work on projects like increasing our textbook collection, providing maintence and organizing our reserve technology, communicating with individual students about due dates, library policies, access procedures to physical material, etc.
Critical Question: How does this resource request support Latinx and AANAPISI students?: Additional student assistants help up time for our Spanish-speaking Library Support Specialists to work with and reach-out to our Spanish-speaking students and programs that serve these students.
Resource Priority Ranking: High Priority

Book Scanner. Zeutschel OMNISCAN OS 15000 with Comfort book cradle - (Kit 5) - Fast, high performance table-top scanning system for books, newspapers and large documents. Allows students to scan portions of books and textbooks into PDF format.

Status: New Request - Active

Type of Resource: Equipment (Items Over $5000)

Cost: 11000

One-Time or Recurring Cost?: One-Time Cost

Critical Question: How does this resource request support closing the equity gap?: Continuing to have a book scanner accessible to students removes financial and logistical barriers of attaining textbooks or other educational materials. Being able to convert books into PDF or other electronic files can make these materials more accessible and help students with different learning needs. It also encourages students to come to campus to use both the libraries and other departments resources.

Critical Question: How does this resource request support Latinx and AANAPISI students?: Increasing access to low-cost materials helps eliminate barriers of access for students.

Resource Priority Ranking: High Priority

Increase current Library Support Specialist position from 11 months to 12 months - This is not an entirely new position; instead we are requesting an extension of our current LSS position (Technology and College Reserves LSS) to be 12 months instead of 11 months.
 The position requires extensive contact with students, staff, faculty, and the general public in which information is exchanged regarding county wide and college library services, resources, policies, and procedures. Due to the nature of this work the required 22 days of unpaid time off can only be taken during the times when classes are not in session: winter break, spring break, and hiatuses between the end of a semester and the beginning of a new semester. With the extension of the position from 11 months to 12 months employee will be able to more effectively assist with and complete:
 a. Thorough inventory and maintenance of library material (college reserve items and technology items)
 b. Planning and conducting training sessions for new student assistants and refresher training sessions of current student assistants.

Status: Continued Request - Active

Type of Resource: Non-Instructional Personnel

Cost: 10672.3

One-Time or Recurring Cost?: Recurring Cost

Critical Question: How does this resource request support closing the equity gap?: The preparation and maintenance of library material when classes are not in session ensures that resources will be more readily available to under represented groups of students. The move to the online modality during the pandemic has required more staff time to catalog, inspect, and organize technology items in order to get them to students in a timely manner.

Critical Question: How does this resource request support Latinx and AANAPISI students?: Having additional staff means we have more opportunities to reach out and support Latinx and AANAPISI students. We can have materials ready for these students in a timely manner and answer any questions they might have.

Resource Priority Ranking: High Priority

Service/Maintenance Fee for Book Scanner - This service fee ensures that if the books scanner is broken or damaged we are able to get it fixed without having to replace the unit.

Status: New Request - Active

Type of Resource: Other

Cost: 2000

One-Time or Recurring Cost?: Recurring Cost

Critical Question: How does this resource request support closing the equity gap?: This service fee ensures that if the books scanner is broken or damaged we are able to get it fixed without having to replace the unit.

Critical Question: How does this resource request support Latinx and AANAPISI students?: This service fee ensures that if the books scanner is broken or damaged we are able to get it fixed without having to replace the unit.

Resource Priority Ranking: High Priority

Goal Description: Manage the district Library Services Platform across all three colleges

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Maintain and manage the Library Services Platform across all three colleges. This will allow us more flexibility in how we provide access to our print and electronic resources.

Because the college libraries entered into the LSP as a district rather than individually, there are opportunities to expand the partnership among the three libraries, as well as a need to strategize, standardize, and formalize library practices across the District. There is potential to expand shared electronic library resources throughout the District, which can offer more equitable library service to SMCCD students as well as the potential for cost savings.

Goal Status: 1 - New (PR)
Relevant Program Review Cycle: 2020-2021, 2021-2022
Who's Responsible for this Goal?: District ITS
Please select the college goals with which your program goal aligns.: Student Completion/Success - Provide educational and student services programs that highlight inclusivity, diversity, and equity in their mission to help students meet their unique educational goals and minimize logistical and financial barriers to success., Community Connections - Build and strengthen collaborative relationships and partnerships that support the needs of, reflect, and enrich our diverse and vibrant local community., Organizational Development - Focus institutional resources on the structures, processes, and practices that invest in a diverse student population and prioritize and promote equitable, inclusive, and transformative learning.
Please select the college strategic initiatives with which your program goal aligns.: Develop Clear Pathways, Improve Student Completion, Enhance Marketing, Partner with 4-Year Colleges and Universities, Implement Guided Pathways, Create Process for Innovation, Promote a Climate of Inclusivity, Institutionalize Effective Structures to Reduce Obligation Gaps

Action Plans

2020-2021 - Implement new Library Services Platform. (Active)
Who's Responsible for Completing this Action Plan?: Librarians and Staff
Related Documents & Links: Classified Hiring Justification Increase.docx

Resource Requests

Library Systems & Application Developer - The Library Systems & Application Developer is a District-level position that supports the LSP's enhancements to expand services and collections at all three college libraries. This position is critical by providing support through Systems expertise, troubleshooting, and trainings, as well as coordinating the SMCCD LSP Working Group to collaborate, innovate, and implement critical districtwide shared electronic resources.

Because the college libraries entered into the LSP as a district rather than individually, there are opportunities to expand the partnership among the three libraries, as well as a need to strategize, standardize, and formalize library practices across the District. There is potential to expand shared electronic library resources throughout the District, which can offer more equitable library service to SMCCD students as well as the potential for cost savings. A plan is currently being explored.

At the beginning of the process of migrating to the LSP, the Library advocated for a district-wide Library Systems position to be created in order to support the LSP across the three campuses. The District approved a temporary full-time position of Library Systems & Applications Developer which has enabled the Library to meet its initial goals. It is now necessary that this be made into a permanent position to help manage the LSP at the District level into the future. The temporary position ends June 30, 2022.

The current Library Systems & Applications Developer has led the District through the transition to the new LSP and continues to support the Libraries in vital ways, including coordinating student support and library services across the three campuses, maintaining critical library systems, communicating statewide program changes, training and supporting library faculty and staff, encouraging communication and consistency throughout the District, and initiating projects that improve equity across the district. For example, the SMCCD Library Systems & Applications Developer led the statewide effort to change racist and offensive Library of Congress Subject Headings related to undocumented immigrants and noncitizens in shared bibliographic records. Without a full-time permanent LSP manager at the district level, much of the hard work that all three college libraries have put into the LSP project could be lost.

Status: New Request - Active

Type of Resource: Non-Instructional Personnel

Cost: 0

One-Time or Recurring Cost?: Recurring Cost

Critical Question: How does this resource request support closing the equity gap?: With this position, there is potential to expand shared electronic library resources throughout the District, which can offer more equitable library service to SMCCD students as well as the potential for cost savings.

Critical Question: How does this resource request support Latinx and AANAPISI students?: The current Library Systems & Applications Developer has initiated projects that improve equity across the district. For example, the SMCCD Library Systems & Applications Developer led the statewide effort to change racist and offensive Library of Congress Subject Headings related to undocumented immigrants and noncitizens in shared bibliographic records. Without a full-time permanent LSP manager at the district level, much of the hard work that all three college libraries have put into the LSP project could be lost.

Resource Priority Ranking: High Priority

Goal Description: Help bridge the income equity gap and provide students with resources needed to complete their course work.

Help bridge the income equity gap and provide students with resources needed to complete their course work.

Goal Status: 1 - New (PR)

Relevant Program Review Cycle: 2020-2021, 2021-2022

Who's Responsible for this Goal?: Librarians and LSSs

Please select the college goals with which your program goal aligns.: Student Completion/Success - Provide educational and student services programs that highlight inclusivity, diversity, and equity in their mission to help students meet their unique educational goals and minimize logistical and financial barriers to success., Organizational Development - Focus institutional resources on the structures, processes, and practices that invest in a diverse student population and prioritize and promote equitable, inclusive, and transformative learning.

Please select the college strategic initiatives with which your program goal aligns.: Improve Student Completion, Promote a Climate of Inclusivity, Institutionalize Effective Structures to Reduce Obligation Gaps

Action Plans

2020-2021 - Provide access to graphing calculators to students for overnight checkout (Active)

Who's Responsible for Completing this Action Plan?: Staff and Librarians

Related Documents & Links:

Classified Hiring Justification Increase.docx

Resource Requests

Increase current Library Support Specialist position from 11 months to 12 months _copy - This is not an entirely new position; instead we are requesting an extension of our current LSS position (Technology and College Reserves LSS) to be 12 months instead of 11 months.

 The position requires extensive contact with students, staff, faculty, and the general public in which information is exchanged regarding county wide and college library services, resources, policies, and procedures. Due to the nature of this work the required 22 days of unpaid time off can only be taken during the times when classes are not in session: winter break, spring break, and hiatuses between the end of a semester and the beginning of a new semester. With the extension of the position from 11 months to 12 months employee will be able to more effectively assist with and complete:

 a. Thorough inventory and maintenance of library material (college reserve items and technology items)

 b. Planning and conducting training sessions for new student assistants and refresher training sessions of current student assistants.

Status: Continued Request - Active

Type of Resource: Non-Instructional Personnel

Cost: 10672.3

One-Time or Recurring Cost?: Recurring Cost

Critical Question: How does this resource request support closing the equity gap?: The preparation and maintenance of library material when classes are not in session ensures that resources will be more readily available to under represented groups of students. The move to the online modality during the pandemic has required more staff time to catalog, inspect, and organize technology items in order to get them to students in a timely manner.

Critical Question: How does this resource request support Latinx and AANAPISI students?: Having additional staff means we have more opportunities to reach out and support Latinx and AANAPISI students. We can have materials ready for these students in a timely manner and answer any questions they might have.

Resource Priority Ranking: High Priority

Additional funds for purchasing eBooks from EBSCO eBook Collection. - Many assigned readings for English (and some for other classes) are available as eBooks through EBSCO's eBook collection database. However, we do need to purchase these eBooks so that they are available to students. We do not currently have an eBook budget for EBSCO, so this will allow us to increase both our online resources and our reserves. During campus closures we used our print book funds to purchase eBooks. However, now that the campus is opening again we need to revitalize our print collection and need a separate fund for our eBooks.

Status: Continued Request - Active

Type of Resource: Information Technology

Cost: 3000

One-Time or Recurring Cost?: One-Time Cost

Critical Question: How does this resource request support closing the equity gap?: This will support the College's efforts to increase ZTC courses and reduce textbook costs to students, which will help with the College Goal of Student Completion/Success (Provide educational and student services programs that highlight inclusivity, diversity, and equity in their mission to help students meet their unique educational goals and minimize logistical and financial barriers to success). According to a survey the Textbook Affordability Subcommittee sent out in Spring 2019, 36% of students reported that the cost of textbooks has prevented them from taking a course and 26% reported that textbook costs have led them to drop a class. Helping to alleviate textbook cost will impact student's ability to complete courses. This will also support the Equity Plans efforts to assist high-needs students by providing more free textbook options.

Critical Question: How does this resource request support Latinx and AANAPISI students?: Increasing our eBook collection eliminates barriers to access for students. An increase in funds will also allow us to grow our collection to better reflect the viewpoints of traditionally marginalized communities. With these funds we will be able to work with students and faculty not only to support course readings and assignments but to also build a Social Justice focused eBook collection.

Resource Priority Ranking: High Priority

Additional Student Assistant Hours - The Library is in need of additional funding for student assistants. Current funding for student assistants does not adequately provide coverage for the Circulation Desk. This means Library Support Specialists have to take time away from other duties such as ordering, processing, and cataloging new materials for students in a timely manner. The usual student assistant allotment of $9,900 only covers about half the Library's open hours. It would take about $21,900 to free up the Library Support Specialists enough to ensure that other duties do not take away from services provided to students.

Status: Continued Request - Active

Type of Resource: Non-Instructional Personnel

Cost: 12000

One-Time or Recurring Cost?: Recurring Cost

Critical Question: How does this resource request support closing the equity gap?: Having additional student assistants helps free up time for the Library Support Specialists to work on projects like increasing our textbook collection, providing maintence and organizing our reserve technology, communicating with individual students about due dates, library policies, access procedures to physical material, etc.

Critical Question: How does this resource request support Latinx and AANAPISI students?: Additional student assistants help up time for our Spanish-speaking Library Support Specialists to work with and reach-out to our Spanish-speaking students and programs that serve these students.

Resource Priority Ranking: High Priority

Monthly unlimited wireless service and maintenance for 205 Verizon wifi hotspots - These hotspots provide free wireless internet for any student who needs it, giving students the quality and speed of internet they need to keep up with their classes.

Status: Continued Request - Active

Type of Resource: Information Technology

Cost: 100000

One-Time or Recurring Cost?: Recurring Cost

Critical Question: How does this resource request support closing the equity gap?: With the increase in OER and other electronic textbooks and use of Canvas for both online, hybrid, and in-person classes students are in need of reliable internet more than ever in order to be successful in their courses. By providing short-term checkouts of WiFi Routers we can help students who don't have reliable internet. We know that the negative impacts of this pandemic have disproportionately impacted our most vulnerable student populations; those from minoritized communities, low income, English language learner and first generation college student backgrounds.

Critical Question: How does this resource request support Latinx and AANAPISI students?: There are many students on campus whose only home access to internet is through their phones. While internet access has grown over time it is still beyond the reach for many. According to the Pew Research Center 12% of adults in the United States (1 in 10) only have access to the internet through their smartphones. This situation is especially common among younger adults, non-whites and lower-income people. Twenty-three percent of Hispanic adults and 21% of adults who make less than $30,000 only have access to the internet through their phone (http://www.pewinternet.org/fact-sheet/internet-broadband).

Resource Priority Ranking: High Priority

Service/Maintenance Fee for Book Scanner_copy - This service fee ensures that if the books scanner is broken or damaged we are able to get it fixed without having to replace the unit.

Status: New Request - Active

Type of Resource: Other

Cost: 2000

One-Time or Recurring Cost?: Recurring Cost

Critical Question: How does this resource request support closing the equity gap?: This service fee ensures that if the books scanner is broken or damaged we are able to get it fixed without having to replace the unit.

Critical Question: How does this resource request support Latinx and AANAPISI students?: This service fee ensures that if the books scanner is broken or damaged we are able to get it fixed without having to replace the unit.

Resource Priority Ranking: High Priority

Zeutschel OMNISCAN OS 15000 with Comfort book cradle - (Kit 5) - Fast, high performance table-top scanning system for books, newspapers and large documents. Allows students to scan portions of books and textbooks into PDF format.

Status: New Request - Active

Type of Resource: Equipment (Items Over $5000)

Cost: 11000

One-Time or Recurring Cost?: One-Time Cost

Critical Question: How does this resource request support closing the equity gap?: Continuing to have a book scanner accessible to students removes financial and logistical barriers of attaining textbooks or other educational materials. Being able to convert books into PDF or other electronic files can make these materials more accessible and help students with different learning needs. It also encourages students to come to campus to use both the libraries and other departments resources.

Critical Question: How does this resource request support Latinx and AANAPISI students?: Increasing access to low-cost materials helps eliminate barriers of access for students.

Resource Priority Ranking: High Priority