DEPARTMENT STAFF INPUT

An important part of the Program Review process is the consultation and input of all members of the department. Please have each member of the department both full-time and part-time sign below to acknowledge that they were consulted with during the process and were able to provide input.

NOTE: This signature does not indicate necessary approval of the data or the analysis or evaluation of the information contained inside this document. It is an indication that you had an opportunity to provide input in the process.

<table>
<thead>
<tr>
<th>Name of Faculty or Staff Member</th>
<th>Signature</th>
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<tbody>
<tr>
<td>John Akins (Faculty)</td>
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<tr>
<td>Leslie Huiner (Faculty)</td>
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<tr>
<td>William Araiza (Associate Faculty)</td>
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<td>Ramona Boyton (Associate Faculty)</td>
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<td>Fran Elgin (Associate Faculty)</td>
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<td>Dennis Hartmann (Associate Faculty)</td>
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<td>Marianne Williams (Associate Faculty)</td>
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PART I. ABSTRACT (EXECUTIVE SUMMARY)
In one page or less, summarize the major findings of the program review in terms of strengths, weaknesses, opportunities and threats. Provide a brief explanation of any data or reports used and the goals to be supported by your action plan and/or budget augmentation requests for the relevant planning year.

The library meets the needs of all campus disciplines and serves the local community as the only academic library in the high desert area. It is an integral component of student learning and success as evidenced by its information competency program, which is a general education learning outcome and forthcoming graduation requirement. Replacement of the full-time faculty librarian position vacated through retirement in Spring 2004 is vital to the program’s success, as adequate staffing is necessary to meet the demands of traditional library and faculty responsibilities. A significant cut to the library’s categorical funds for books and periodicals in 2003-2004 has limited the growth of the collection. The library has been negatively impacted by the loss of its instruction room, which directly affects the quality of library instruction and student learning. In ongoing efforts to provide students and faculty with reliable, high quality technology resources and infrastructure, the library is requesting funding to complete an authority control project to standardize records in the Sirsi library automation database.

PART II. KEY MEASUREMENTS OF QUALITY (KQMs)
Key quality measurements (KQMs) are those of particular importance to each department in relation to the basic program review model used college-wide. KQMs are organized under four (4) categories:

− Demand/Relevance: This information should explain how the program meets the demands or needs of the campus through its CORE FUNCTIONS AND PROCESSES, and should address the program’s continuing efforts to ensure that any related procedures are (a) relevant to current needs and (b) communicated clearly to the campus community.

The library provides instructional services, materials, facilities, and technology for students and faculty to support their learning and teaching needs. Librarians are available at the reference desk during all hours of operation to assist students with locating and using information resources. The library supports the campus-wide general education information literacy learning outcome through a mandatory library instruction session and hands-on workbook that is required curriculum for all English 101 students. This workbook is designed to teach students information competency skills related to locating, evaluating and using both print and electronic information
sources through a combination of library literacy, research methods and technological skills. Library instruction is offered to courses across the curriculum with demonstrations of information resources relevant to the subject matter and research assignments. Workshops have been held to familiarize faculty with the library's electronic resources.

Materials in the collection include: 53,000 books, 322 current periodical subscriptions, 3,600 videos, 3,400 audio recordings, and 12 online periodical/reference database subscriptions. Course reserve materials, such as textbooks, videos, and supplemental readings, are also available to students. The library’s website acts as a portal for information sources including: online catalog of book, periodical and media holdings; full-text periodical databases and reference sources; research tools and instructional handouts; subject research guides; examples of standard citation formats; recommended Internet sources; and links to other libraries. Support for distance learners and off-campus students is provided by web-access to the online catalog, and remote access via a username/password to full-text periodical and reference databases. The library has a copy room, typewriters, microfiche/film reader-printers, and quiet group study rooms. A computer with assistive technology is available for students trained through the DSPS program. The library has a unique Local History Collection with books, manuscripts, maps, oral histories, photographs, and other rare materials on the Victor Valley and high desert area.

The library retains a membership in the Inland Empire Academic Libraries Cooperative, which provides VVC students with borrowing privileges at other college libraries in San Bernardino County area. Interlibrary loan is available for students and faculty. As the only academic library in the high desert, our library also serves the local community and K-12 students. Community residents are able to obtain borrowing privileges by joining the “Friends of the Library” for a $12 annual fee.

- **Productivity**: This information should demonstrate the efficiency (i.e., level and quality of services offered) and effectiveness (i.e., extent to which your program meets needs and demands) of your program’s core functions and processes.

The library’s efficiency and effectiveness are reflected in the services and materials provided to students and faculty. Usage statistics for the 2005-06 academic year include: the library circulated 16,295 books and media materials, loaned 7,486 instructor reserve items, and pulled 3,619 periodicals for student use; the library borrowed 42 interlibrary loan items from other libraries and filled 63 requests to loan materials to other libraries; librarians answered 11,146 reference questions, provided library instruction sessions to 2,851 students in 61 English 101 classes and 76 other courses; we graded 1,117 English 101 workbook assignments; passwords for off-campus access to database subscriptions were distributed to 1,985 students and staff
members; in-house use of materials included 10,536 books and 2,090 periodicals; 1,009 new books were added to the collection.

During the fall and spring semesters, the library is open 65 hours each week, including evening and Saturday hours. For winter session the library was open 47 hours each week, Monday through Friday, for the six-week session. During summer session, the library is open 40 hours, four days per week; the library has extended summer access by two additional weeks and is open during the entire eight-week session.

Library instruction sessions have remained relatively consistent during the past five years, with a slight decrease in the number of English 101 sessions and a slight increase in library instruction to other courses. The reduction in the total number of library instruction sessions may be due to the increase in online classes.

<table>
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<tr>
<th>Five-Year Comparison of Library Instruction Sessions</th>
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<tbody>
<tr>
<td>Eng. 101 with library instruction</td>
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<tr>
<td>Eng. 101 students who completed workbook</td>
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<tr>
<td>Other courses with library instruction</td>
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<tr>
<td>Total library instruction sessions</td>
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Library faculty have taken on the responsibility for maintaining all aspects of the library’s technology, such as development and maintenance of the library’s web site, maintenance of 31 student access computers, transferring student data from the WebAdvisor enrollment system up to the Sirsi automation system, and maintaining server hardware and software for the automation system.

- **Available Resources:** Base level of resources available to program in terms of personnel; training/professional development; technology (computers, peripherals, software); equipment; supplies; space/facilities; other.

Support for the library’s professional staff and facilities dedicated to student learning are both currently inadequate. The library has been understaffed since a full-time faculty position vacated through retirement in Spring 2004 has not been replaced with a full-time, permanent librarian. In the absence of a library director, the two faculty librarians
are responsible for managing the daily operations of the library, including working with classified staff, budget management, and maintaining technology resources. A survey of community colleges with similar FTES shows that VVC is understaffed in both faculty librarian and administrative library director positions.

<table>
<thead>
<tr>
<th>College</th>
<th>FTES (Fall 2005)</th>
<th>Full-Time Librarians</th>
<th>Library Dean or Director?</th>
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<tbody>
<tr>
<td>Cosumnes River</td>
<td>3973</td>
<td>5</td>
<td>No</td>
</tr>
<tr>
<td>Victor Valley</td>
<td>4028</td>
<td>2</td>
<td>No</td>
</tr>
<tr>
<td>Ventura</td>
<td>4029</td>
<td>3</td>
<td>Yes</td>
</tr>
<tr>
<td>Cuesta</td>
<td>4205</td>
<td>4</td>
<td>Yes</td>
</tr>
<tr>
<td>San Bernardino</td>
<td>4205</td>
<td>3</td>
<td>Yes</td>
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The library’s instruction program and the integrity of the library as a quiet study environment have been negatively affected by the conversion of library space into two classrooms on the lower level and appropriation of the library’s dedicated instruction classroom for other courses. The increased traffic brought in by the classrooms contributes to noise problems and unnecessary wear and tear on the building.

The majority of the library’s book and periodical budgets is funded through the categorical block grant known as “Instructional Equipment/Library Materials.” In the 2003-04 fiscal year, the library’s allocation of the block grant was cut by 45% in what was supposed to be a one-year reduction, however this funding has never been restored. Ongoing cost increases for periodicals and books coupled with the library’s annual expenditures for continuation reference materials has diminished buying power for general collection, circulating books. The library is requesting restoration of the block grant funding to the periodical and book budgets to develop an adequate library collection.

In alignment with the library’s technology plan and Master Plan Goal #5 (Technology,) the library has been committed to providing a dependable technology infrastructure and access to electronic resources, adequate computing resources for student use, and a quality integrated library management system. Goals accomplished during the past two years include: upgrading server hardware and operating software; upgrading Sirsi software; and acquisition of new student-use computers for research (currently in process.) This year we are asking for funding to complete authority work on the materials records in the online catalog to improve search results and clean up the database.

Recent changes to the Financial Aid department’s operating procedures have resulted in an extended period of time during the summer when student workers are not able to access their financial work-study funding. Financial Aid managers have recommended
that departments affected by this change utilize general fund budgets to pay students; however, the library does not have general fund allocation for student workers. Since the library relies on student workers during summer to maintain the library’s collection by shelving materials, reading shelves for call-number order, shifting and dusting the collection, we are requesting a small general fund budget to pay students during the summer period prior to the availability of Financial Aid work-study funding.

- Program Impact: Data or information that demonstrate the program’s impact on stakeholders, and on college-wide goals or other planning imperatives (e.g., what is impact of your program on student learning or achievement? What is impact of your program on customer or student satisfaction?).

The library supports Master Plan Goal #2, “Institutional Commitment to Student Learning and Student Success through Educational Excellence,” by providing information competency instruction, services and curricular support materials for all disciplines and students at VVC. Information competency instruction is important at the institutional level because it teaches technological and information research skills that are applicable across disciplines, in the workforce and for lifelong learning.

The library’s information competency program contributes to student learning and success by teaching students how to locate, evaluate and use information resources. The concomitant effect of improving student research and written assignments is a direct benefit to all faculty and students. Information competency instruction prepares our students for successful transfer to four-year colleges and universities, and as transfer students at the university level these students are expected to enter with basic information literacy skills. An assessment study of information competency instruction conducted by Glendale Community College demonstrated that information competency supports learning outcomes of academic programs and contributes to increased retention, student success, and graduation rates.

Information competency is one of VVC’s general education student learning outcomes required for the associate degree. Recent changes to Title V will require English 101 for the associate degree, which means that the library’s English 101 information competency program will fulfill a graduation requirement.
PART III: ANALYSIS OF KEY QUALITY MEASUREMENTS (KQMs)

With regard to the key quality measurements identified for your program, please provide a definition, an analysis of each indicator, and attach a copy of any data or report used:

**Demand/Relevance:**
Definition: Information and statistics about the library’s resources, instruction program, reference services, and circulating, reference and reserve collections describe the library’s core functions and processes.
Analysis: The two statistical reports compiled annually by the library to demonstrate accountability related to services, instruction, budget expenditures, staffing, and materials are the “Annual Data Survey” to the California Community Colleges’ Chancellor’s Office and the “California Academic Library Report” to the California State Library. The IPEDS “Academic Libraries Survey” is conducted biannually. The library supports student learning through its curricular materials, instruction program and reference services. Research needs of students enrolled in online classes are met through remote access to online databases. The new general education graduation requirement for information competency will increase the demand for library instruction and stress the need for adequate professional staff to support student learning and success.

**Productivity:**
Definition: Usage statistics related to circulation and in-house use of materials, reference services, instruction, service to off-campus/distance learners, and hours of operation demonstrate productivity.
Analysis: The library is operating almost year-round due to the winter intercession and the eight week summer session. There is little down-time to conduct major projects such as shelf cleaning/reading, collection inventory or upgrades and training for Sirsi automation software. Library instruction sessions have been relatively static, possibly due to growth of online classes, although adequate professional staff could provide additional outreach opportunities to promote library instruction.

**Available Resources:**
Definition: Resources include inadequate staffing, facilities use, and funding for goals related to the library’s technology plan.
Analysis: A full-time librarian position has not been filled since it was vacated through retirement in Spring 2004. As a result, the library’s ratio of full-time faculty to part-time faculty has been 2:1.71, or 46% of total librarian load is currently filled by adjunct faculty. Since part-time librarians are limited in their responsibilities to providing reference and instruction, the duties of the vacant librarian have been taken on by the other full-time librarians. Additionally, it is difficult to find qualified applicants in the local area who are available to work limited hours as part-time faculty librarians.
The library’s instruction program is negatively impacted by the loss of the library’s dedicated instruction room to other uses. As a result, library instruction sessions take place in the reference desk area of the library, teaching is less effective, students do not have an adequate learning environment, and other patrons are disrupted by the noise. The 45% reduction to the library’s block grant funding for periodicals and books in FY2003-04 has severely limited growth of the collection and that funding should be restored. On a positive note, the one-time Instructional Equipment/Library Materials funds allocated in the 06-07 fiscal year will greatly expand student access to information resources through 22 new public access computers and 2 new printing stations.

Program Impact:
Definition: The library provides instructional and curricular support for campus-wide academic and vocational programs and teaches information competency skills to support student success and meet the general education student learning outcome for the associate degree. The library meets the needs of off-campus and distance learners through remote access to the library’s online database subscriptions for full-text periodical and reference materials.

Analysis: WASC accreditation Standard IIC1b specifically states “The institution provides ongoing instruction for users of library and other learning support services so that students are able to develop skills in information competency.” The standards also address an expectation that the library “contribute to the achievement of student learning outcomes” and assess this function for ongoing evaluation and improvement (Standard IIC2.) Adequate professional staffing through replacement of the vacant position is critical for the library to continue to expand its information competency program and implement a cycle for assessment, evaluation and improvement.

PART IV: CONCLUSIONS

1. Full-time faculty librarians are charged with all of the traditional duties of librarianship and faculty responsibilities, in addition to managing the library, so it is imperative to program success to replace the full-time faculty librarian.
2. The inclusion of the library’s information competency program as a general education learning outcome and a graduation requirement has compounded the need for adequate professional staff to support student learning and success. The replacement of the full-time librarian position is essential for student learning.
3. A substantial cut of 45% to the library’s allocation of Instructional Equipment/Library Materials block grant funding for books and periodicals has impeded the growth of the library’s collection. With the recent population growth of the local community, the library requires adequate funding to support diversity in the collection.
4. Limiting the library’s access to its instruction room has negatively impacted the instruction and information competency programs and interfered with student learning. Using library space downstairs for classrooms has degraded the library’s traditional, quiet, study environment and resulted in unnecessary wear and tear on the facility.

5. The library’s technology plan promotes reliable, accessible, and current technology resources and infrastructure. Authority control work for the Sirsi automation system will ensure integrity of records and result in more effective use of library resources.

6. Changes to the Financial Aid Dept. processes have resulted in a lack of student workers during summer/at the beginning of the fiscal year. The Financial Aid department’s recommendation to use general funds to pay students during this time means that the library must establish a small general fund budget for this purpose.

PART V: EXPLANATIONS
PART VI: GOALS
For each department goal requiring additional resources, please respond to all the questions below.

What is the priority rank of this goal? 1

What is your goal for upcoming fiscal year? Replace full-time faculty librarian position vacated through retirement in Spring 2004.

To which College-wide strategic is this related? #2 Institutional Commitment to Student Learning and Student Success through Educational Excellence; #4 Diverse Populations

How will you know if the goal was successful (measurement)? Meeting increased demand for information competency instruction as it becomes a general education learning outcome and requirement for graduation with English 101.

How will the goal be accomplished (key activities)? Hire replacement of full-time faculty librarian by Fall 2007

What additional resources are you requesting? None.

   General Description – Replace full-time faculty librarian position
   Projected Cost – Based on salary schedule
   One-time or base increase? – Base increase
   Additional Comments – Adequate staffing is mandatory for student and program success.

What is the priority rank of this goal? 2

What is your goal for upcoming fiscal year? Conduct authority control to improve integrity of materials records in integrated library automation system.

To which College-wide strategic is this related? #2 Institutional Commitment to Student Learning and Student Success through Educational Excellence; #5 Technology

How will you know if the goal was successful (measurement)? Efficiency and effectiveness of student and staff research results will be improved, students
will be able to locate relevant information sources, and integrity of data will be demonstrated.

How will the goal be accomplished (key activities)? Materials records in underlying database in Sirsi will go through authority control process.

What additional resources are you requesting? None.

General Description – Authority control project for Sirsi library automation system
Projected Cost – $6,000
One-time or base increase? – One-time cost
Additional Comments – Integrity of library catalog will result in more effective and efficient library research by students, staff and faculty.

What is the priority rank of this goal? 3

What is your goal for upcoming fiscal year? Restore library’s categorical book and periodical budgets to previous funding level prior to 45% cut in 2003-2004.

To which College-wide strategic is this related? #2 Institutional Commitment to Student Learning and Student Success through Educational Excellence, #4 Diverse Populations

How will you know if the goal was successful (measurement)? Restored funding will result in improvements in collection development and resource availability to serve all students and faculty, including diverse populations.

How will the goal be accomplished (key activities)? Restoring $23,000 of the Instructional Equipment/Library Materials block grant funding to the library’s book and periodical budgets will provide funding to develop the library’s holdings.

What additional resources are you requesting? None.

General Description – Restore $23,000 from Instructional Equipment/Library Materials block grant funds
Projected Cost – $23,000
One-time or base increase? – Base increase
Additional Comments – Adequate funding is a necessity to build the collection and off-set annual price increases in books/periodicals.
What is the priority rank of this goal? 4

What is your goal for upcoming fiscal year? New budget for adequate student workers to cover the summer period now unsupported by Financial Aid and federal work study. This funding will be used to hire one student worker for 4 hours/day, 4 days/week, @ $7.50/hour, approximately July 1 through Aug 24.

To which College-wide strategic is this related? #2 Institutional Commitment to Student Learning and Student Success through Educational Excellence

How will you know if the goal was successful (measurement)? Library stacks and collections will be maintained, shelves will be read and in proper order, students will be able to find materials in their proper locations.

How will the goal be accomplished (key activities)? The library will use the funding to pay a student worker for the summer period; in past years this period was always covered by federal work study funds, but the Financial Aid department has changed its process and advised departments to use general fund budgets to pay students.

What additional resources are you requesting? None.

General Description – General fund budget to fund student worker during period now uncovered by Financial Aid and federal work study.
Projected Cost – $1,200
One-time or base increase? – Base increase
Additional Comments – Adequate funding is mandatory for student staffing during summer to get the collection organized and ready for student use.

What is the priority rank of this goal? 5

What is your goal for upcoming fiscal year? Return library facilities to traditional library usage, including dedicated classroom space for library instruction program.

To which College-wide strategic is this related? #2 Institutional Commitment to Student Learning and Student Success through Educational Excellence

How will you know if the goal was successful (measurement)? Improvement in library instruction and student learning of information competency skills are directly related to adequate teaching/learning environment.
How will the goal be accomplished (key activities)? Librarians will have access to the library’s instruction room to demonstrate electronic resources and teach bibliographic instruction.

What additional resources are you requesting? None.

General Description – Restore library’s instruction classroom to library’s instruction program.
Projected Cost – None
One-time or base increase? – N/A
Additional Comments – Student learning is negatively impacted by lack of instructional space and tools.