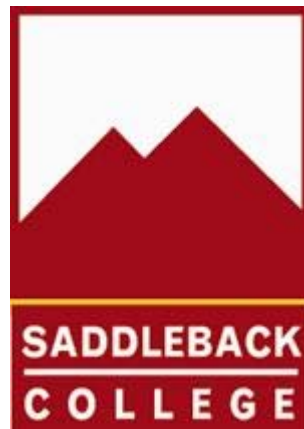


Saddleback College Program Review for Learning Resources



Submitted Fall 2005

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Program Review Team Members and Approvals

Program Review Team Chair:

Ana Maria Cobos

Program Review Team Members:

April Cunningham

Wendy Gordon

Jenny Langrell

Gita Satyendra

Tom Weisrock

Approvals:

Division Dean

Program Review Chair

Academic Senate President

Vice President of Instruction

Program Review Checklist

Date Completed	Action
September 29, 2005	Contact Program Review Chair for orientation
Aug. 16, 2005	Form Program Review Team
Fall 2004-Spring 2005	Gather documents (Org Chart/Staffing Profile/SLO Assessment Forms/Data Sets)
	Solicit input from faculty and students
	Determine if additional research is needed
	Contact College Research Analyst if necessary
	Write Program Review report
	Submit report to Dean and Program Review Chair for approval
	Report submitted to Academic Senate for approval
	Report submitted to Office of Instruction for approval
	Report submitted to College President and the Office of Institutional Effectiveness
	Report posted to the IE web site
	Open, formal presentation to the Program Review Committee and other interested parties

Section I: Program Overview

A. The Mission of the Program and its Link to the College's Mission and Goals

The library provides a learning environment where students, faculty, staff, and community members may gain access to information and instruction necessary in the pursuit of their educational and personal goals.

B. Historical Background and Unique Characteristics of the Program

The Learning Resources program serves the needs of the district's community (enrolled or not) since the college was founded in 1967. The library collection is comprehensive and provides a wide variety of traditional and non-traditional (print and non-print) resources. In addition, the library provides 75 computer workstations that offer public access to the online catalog and databases plus a basic suite of software including word processing, presentation, spreadsheets, and other programs, in addition to Internet access. The library serves as the only open access lab on campus.

C. Progress Since the Last Program Review

This is the first program review to be conducted.

D. Current Strengths, Opportunities, and Challenges

Strengths:

Learning Resources has a strong complement of dedicated classified staff and faculty though some classified staff positions have remained vacant over the years. As librarians have retired over the last five years most replacement positions have been hired with new job descriptions that reflect our current needs. We have adequate space although it is in need of renovation, which we expect will take place within the next five years.

Opportunities:

The eventual remodeling of the library building will provide an excellent opportunity to improve and enhance service points. The library staff looks forward to participating actively in the planning for the modernization of the library building.

Challenges:

As the only open-access lab on campus, Learning Resources is one of the most technology-impacted programs at the college in terms of the high number of

computer workstations available for anyone who walks through the door. As such, adequate technical support for hardware and software is an ongoing challenge and the issue of additional dedicated, classified staff support must receive serious consideration. Related to this concern is the fact that Learning Resources collects no apportionment for instruction-related computer access by students. If and when a process to collect apportionment is developed, Learning Resources may be in a better position to justify adequate technical support.

Furthermore, the wide variety of learning resources, traditional and electronic, make it difficult if not impossible to maintain current collections with an acquisitions budget that is inadequate to keep pace with current needs.

Section II: Review Report

A. Faculty and Staff

- a. 6 full-time librarians; 37 part-time librarian hours
- b. 6 full-time classified staff; 2 pt. classified staff
- c. 1 classified leadership/director
- d. 1 dean/administrator

B. Curriculum and Instruction

- a. Reference
- b. Online reference
- c. Instructional workshops
- d. Credit courses
 - i. Lib. 100 (one workbook; one DE)
 - ii. Lib. 102

C. Student Success

In conjunction with this program review, the library is developing its student learning outcomes for instruction. The data we collect from the assessment for the Library/Information Competency Instruction will allow us to explore correlations between library/information competency instruction and specific program or collegewide indicators of student success.

D. Facilities, Technical Infrastructure, and Resources

- a. Facilities: the library building is in need of renovation. The Library Modernization Plan envisions major structural and space-use upgrades that hopefully will take place within the next three years.
- b. Technical infrastructure: As the only open-access lab on campus, Learning Resources is among the most technology impacted programs at the college not so much in terms of software but of the high number of computer workstations available for anyone who walks through the door. As such, adequate technical support for the hardware and software is an ongoing challenge.
- c. Resources: To maintain adequate current traditional and electronic collections requires a more robust commitment from the college. Annually, the library receives financial support (\$5,000-\$7,000) from the Friends of the Library. The librarians present Foundation grants that have in three instances provided one-time augmentations that, while welcome, are insufficient to maintain the collection current.

E. Service, Community Outreach, and Economic Development (optional)

- a. The Friends of the Library is an active volunteer group that has supported the library for more than 20 years. Not only do the Friends of the Library provide financial support for library needs but they also enrich the college community through their lecture programs. For example, in 2002, the

Friends invited Dr. Kevin Starr to present a lecture in honor of the statewide celebration of John Steinbeck's The Grapes of Wrath. And in fall 2004, a panel discussion about the history of surfing in Orange County was held at the Casa Romantica in San Clemente.

- b. The Library also provides exhibit space that is available to students, college programs, and the community at large.
- c. The Library hosts or assists several students from the library school program at Fullerton or elsewhere per semester to fulfill internship or research project requirements.
- d. The librarians provide test proctoring assistance to community members who require these services.
- e. Learning Resources provides a username and password for non-students to access library and Internet resources.

Section III: Needs Assessment

A. Human Resource Needs

- a. Catalog librarian: It is critical that we hire a Catalog Librarian to make accessible the backlog of more than 2,000 books and other items that have accumulated since the previous librarian retired in spring 2002.
- b. Distance Education Librarian: Gita Satyendra is retiring in May 2006 and the librarians have decided to re-define her position and request a Distance Education Librarian to provide specialized support for our growing student population that accesses library resources and services remotely as well our students in our distance education program.
- c. Classified staff needs to provide adequate public services and technical support. Hire the Library Technician for Periodicals and Audiovisual and provide additional support on Saturdays.

B. Instructional Needs

- a. Beginning in spring 2006, the Information Competency Workshops program will finally be able to provide students with hands-on experience as a result of new equipment and furniture. This will require that the workshop outlines are revised to set aside sufficient time for students to apply the knowledge that has been presented.
- b. Our library credit courses provide an excellent curriculum that should be of interest to many more students than we currently enroll. During the last several years we have developed DE versions of our classes, we have added our courses to the Area E for CSU GE Certification, and yet struggle to enroll sufficient students in our classes. With more students we may need to offer more sections and we currently have three librarians trained to teach online as well as the workbook-based Library 100.

C. Research Needs

- a. We need to determine if the students who complete our workshops and credit courses improve their information competency skills, improve their overall GPA, and are better prepared as transfer students.
- b. We need to determine if students who complete our basic workshop series improve their information competency skills.

D. Technical, Equipment and Other Resource Needs

- a. Technical infrastructure: As the only open-access lab on campus, Learning Resources is among the most technology impacted programs at the college not so much in terms of software but of the high number of computer workstations available for anyone who walks through the door. As such, adequate technical support for the hardware and software is an ongoing challenge.

Students from SJSU Library School at Fullerton conducted a library use survey on October 8-13. The data provides evidence that 68-78% of students visit the library to use the databases and study/do homework. These data reflect a need to modernize the building and maintain the technology in good working order.

- b. Resources: To maintain adequate current traditional and electronic collections requires a more robust commitment from the college. Annually, the library receives financial support (\$5,000-\$7,000) from the Friends of the Library. The librarians present Foundation grants that have in three instances provided one-time augmentations that, while welcome, are insufficient to maintain the collection current.

E. Facilities Needs

- a. Facilities: the library building is in need of renovation. The Library Modernization Plan envisions major structural and space-use upgrades that hopefully will take place within the next three years.

F. Marketing and Outreach Needs

- a. The Library uses MySite, flyers, in-service programs, etc. to promote instructional workshops, credit courses, and other services. Now that the college has hired the Director of Public Information and Marketing, the librarians can explore additional opportunities to promote its programs and services.

Section IV: Appendices

- A. Program Organizational Chart**
- B. Five-Year Program Staffing Profile**
- C. SLO Assessment Forms**
- D. Data Sets**
- E. Others**