

# **Library Program Review Peer Review Report**

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The AVC Library conducted its last Program Review self study in 2000. Since the last review, the Library has revised existing services and added new programs designed to support the educational goals of AVC students. The most recent Program Review self study was conducted by the Library in the fall of 2007. It seems as if many of the concerns identified in the 2000 self study have not been resolved to date and thus a lot of work remains to be done. During the spring and summer of 2008 the AVC Library Peer Review Team conducted personal interviews of the professional AVC Library community.

Library personnel interviewed felt that the Library at AVC is not reaching its potential and therefore students are being underserved. Although there have been small victories with interim and short term deans, the pattern of no permanent dean has gone on to the point of where it stands now, which in their opinion is ineffective. One faculty member stated the library has had a designated dean in only 5 of the 20 years she knows of. Hopefully, this situation will be corrected with the recent hiring of a new dean.

Many of the classified staff interviewed shared a perception that they had limited input with regards to the program review self-study report. One staff member strongly felt the program review process was handled almost exclusively by faculty.

## **Area 1. CURRICULUM**

Library courses teach information literacy skills to students who learn to navigate the world of information by locating, analyzing and evaluating various sources. CORs have been updated and courses are being taught according to the new COR. Library courses support the goals articulated in the College Mission Statement and support the college's ILOs. Library faculty have developed an integrated program of instruction in undergraduate level Library and Information Science.

Library faculty are sensitive to diversity and multicultural issues and use a variety of teaching styles. Two courses are regularly offered online and have proven to be extremely popular. Library faculty offer Research Methods workshops tailored to the needs of a particular discipline or class assignment. The summer hiring of a new reference/instruction librarian will provide more options for workshops and other instructional materials.

The AVC Library has four self-paced tutorials on the Library Web site used in Library classes and by other instructors. The Library program provides students and employees access to electronic resources. Most instructional materials are current, readily available in both paper format and PDF formats on the Library Web site.

Reference librarians assist students in determining their needs and what resources will best suit him/her. They also help students find and evaluate information. Reference librarians must be approachable and encourage student contact.

### **Recommendations:**

- New courses should be developed to address information literacy innovations.
- Online tutorials need to be revised and developed to address student needs.
- Reference librarians need to evaluate their interview skills to better serve all students.

## **Area 2. STUDENT SUPPORT AND DEVELOPMENT**

The Library staff appears to be very active in student support and development. They are aware of student needs and diversity and seek to foster intellectual, ethical and well-developed interactions with students. Assistive technologies such as JAWS, the Kurzweil reader and print magnification equipment are available for disabled students. Librarians regularly recommend the use of the Learning Center, Writing Center, Counseling and other student services to students. Student and faculty surveys have been done to evaluate services.

The Library uses many modes to inform students, faculty and staff about its services. Saturday hours need to be marketed better. All students can use the Library web site to access the online periodical databases and the book catalog but reference and other services are limited or non-existent at the Palmdale site.

Recommendations:

- Library services for the Palmdale site need to be expanded.
- Coordinate Palmdale site services with Learning Center faculty.
- Initial planning for Library services at the new Palmdale campus should begin.
- Printable or downloadable Interlibrary Loan forms should be added to the Library Web site.

## **Area 3. PROGRAM AND STUDENT LEARNING OUTCOMES**

Library faculty have written SLOs and an assessment for each SLO has been identified for all Library courses and online tutorials. The revised Research Tutorial will be evaluated and if determined successful, the remaining tutorials will be rewritten based on this model. Research Methods workshops currently have no SLOs or assessments in place. Work on SLOs and their assessment are continuing.

Recommendations:

- Collect and analyze assessment data.
- Continue development of SLOs and assessments for Library tutorials.
- Conduct student evaluations in every Library class each semester.

## **Area 4. PERSONNEL AND SUPPORT SERVICES**

According to the self-study report, Library staff includes four full-time faculty and five full-time classified staff. There are ten adjunct faculty working a total of approximately 80 hours a week. There are no part time classified staff. One classified staff position is vacant.

The reference desk must be staffed by a faculty librarian during all 65.5 hours of operation. A significant amount of the work done in the Public Services area is performed by part-time librarians, making it difficult to maintain a stable instructional program. It is anticipated that the new full-time reference librarian hired this summer will improve program stability and consistency.

Interviewees were unanimous about the urgent need to fill the Librarian Technician position. Interviewees also felt that the decision to fill that position versus that of the retired head librarian position was a good one.

With regards to personnel and support services, Research Methods workshops have increased 277 percent since the 2000 self-study. Additional faculty will be needed if the demand for these workshops continues to grow. There is adequate staffing for Library courses offered in Lancaster. Additional faculty will be needed to offer the courses in Palmdale. Reference librarians are currently providing limited services to the Palmdale site. As the number of students attending in Palmdale grows, significant short and long range planning, faculty and support staff will be needed to serve students.

Permanent classified staff is needed to support for the circulation area, extended hours, and provide other needed services. Some work, such as integrating IMC materials into the Library catalog and processing collections from other divisions, is not being done due to lack of time. The DSS students need an assistant available. Staff expressed disappointment that a much needed technical analyst position was recently frozen. To provide much-requested Reserve textbooks for the Palmdale campus, a classified staff member is needed in Palmdale to handle checking out the books. The Library will need a full time cataloger to catalog materials for two campuses.

Faculty and staff use institutional and Staff Development funds to attend conferences and learn about teaching online classes. Additional training is needed for better utilization of Horizon.

#### Recommendations:

- Hire one additional Library Assistant for the circulation desk.
- Fill vacant Technical Analyst position.
- Hire System Administrator/Technical Services Librarian.
- Hire one full-time cataloger to catalog materials for the Lancaster and Palmdale campuses.
- Hire faculty and staff to support current and future Palmdale campus needs.
- Fund Horizon training for Administration and SQL for the new Technical Services Librarian.
- Provide training for all faculty and staff, especially new hires, on the Horizon ILS.
- Fund Technical Services Librarian to attend Horizon ILS user group meetings.
- Train faculty and staff in the use of the online catalog interface (HIP) and other electronic databases.
- Integrate IMC materials and division collections into the Library collection.

## **Area 5. FACILITIES, EQUIPMENT, AND TECHNOLOGY**

Both staff and faculty agreed that the book collection at AVC is substandard and deserves high priority status. There was agreement that some of the budget driven people are trying to substitute a virtual library for the book collection.

Basically students at AVC cannot use the Library today to collect pertinent data to write research papers or reports. One interviewee reported that many AVC students regard the public library facilities as much more useful than the College's Library. The Student Survey in Fall 2006 revealed that 41 percent of respondents felt the collection was "fair or poor" and 39 percent of students surveyed reported using other libraries because the book collections in those libraries were superior to the AVC Library collection. Many instructors do not want students using data sources that are over five years old but only a small fraction of the Library holdings meet the five year criteria.

The Library book collection has changed little since the 2000 self-study. It remains inadequate and outdated. Obsolete books, especially in science, technology and nursing, are replaced by new ones so the size of the collection remains basically unchanged. The reference collection is notably deficient in literature and science. A 2006 report showed the AVC Library had 48,353 volumes, 28 percent below the average holdings of other California community colleges in its size range. Both electronic and print books are needed to serve AVC students.

Reserve book circulation statistics show an 87 percent increase between 2000/2001 and 2006/2007. The demand for reserve books, especially current textbooks increases every semester. Library staff would like to incorporate electronic materials into the reserve collection but cannot do so until approved copyright guidelines are in place. Reserve textbooks are the greatest request at the Palmdale campus. A bar code scanner would need to be purchased to set up a circulation system at Palmdale to provide Reserve textbooks for students.

Further, computers are out-dated and need to be replaced. The technology used needs to be updated. There are bad acoustics in the copy rooms and not enough supervision. There is no video surveillance, although it has been requested. Tattle strips are not working. The counter at the circulation desk and the area used for technical processing of Library materials both need to be reconfigured for efficiency and security. Blinds are needed for windows throughout the building to block sunlight that limits space and equipment utilization.

The Library utilizes seven modules of Horizon's integrated library system (ILS) to manage its automated services. Since implementation of the Reserve Book Room module in 2008, it has experienced heavy use and freed the circulation staff from manual work. Outside technical support is needed to make the Reserve Book Room module fully functional. The Library needs to purchase another Horizon module and provide staff training to gather statistics for planning, accreditation and other reports and to provide staff training.

Currently there is adequate space and equipment for the educational program in Lancaster. Space is needed at the Palmdale site to provide reference service, reserve textbooks and Research Methods workshops.

#### Recommendations:

- Update the book collection to reflect and support college programs by discarding out-of-date books and purchasing new books throughout the collection.
- Increase the number of books in the reference and circulating book collections to increase student access to information.
- Purchase WebReporter module for Horizon ILS to insure accurate generation of statistics.
- Secure Technical Services area to prevent book loss.
- Seek space to provide Reserve textbook services at the Palmdale campus.
- Purchase a bar code scanner and computer for checking out Reserve books at the Palmdale campus.
- Install blinds in Library classrooms, Faculty/Staff Reading Room, and Technical Services area adjacent to room L-201.
- Upgrade Horizon ILS hardware and software as needed to insure quality service to students.
- Expand the number and quality of electronic periodical/statistical databases available to students.
- Plan for hardware and software upgrades and replacements to keep up with current technology, incorporate vendor-initiated enhancements, and improve access to information and services.

## **Area 6. FISCAL SUPPORT**

Resources have been used efficiently for educational and support programs, however an allocation of about \$15,000 per year for books is only 46 percent of the 1995 funding levels when the Library received an annual book allocation of \$32,500. Funding for books for the AVC Library is approximately 33 percent of the average for California community colleges with similar FTES. Perhaps, this may be due in large part to the AVC library not having a long term dean advocating for the Library and making the people responsible for allocating the campus budget aware of the dire financial situation of the Library. Increasing the book budget is absolutely essential.

During the mid-1990s, the College began to withhold monies that the Library collected in overdue fees and payments to replace lost/damaged books. These funds previously represented a substantial supplement to the book allocation, and were the only monies available to replace lost and damaged books. All persons interviewed stated the money collected for fines/lost/damaged books needs to go back to the Library to purchase replacements.

Textbooks for AVC classes in the Reserve book collection are currently donated by the Marauder Bookstore and purchased with funds provided by the ASO. The Library currently relies completely on donations for textbooks in the Reserve book collection.

The Library receives Block Grant money and Library TTIP funds for the annual subscription to EBSCOhost California Premier, the major collection of full-text periodical databases in the Library.

Due to lack of funding, the Library lacks a recommended core electronic collection which would include, among other products, an e-book collection. To serve Palmdale and distance education students it will be important to purchase and maintain such a collection.

If the Library is to expand its services to Palmdale, a significant increase in funding for electronic databases, e-book collections, print book collections, reserve textbook collection, staffing, computers, and physical space is urgently needed.

### **Recommendations:**

- Establish the appropriate level of fiscal support (\$50,000) for the Library book collection.
- Seek ongoing funding for:
  - \$50,000 to purchase books to support current and new courses and programs.
  - Lost and damaged book replacement as well as 3 – 5% of obsolete books annually.
  - Staff training in the use of the Horizon ILS.
  - Hardware/software maintenance and regular replacement.
  - Electronic periodical/statistical databases and other subscription services currently supported with special funding.
- Seek reinstatement of the reimbursement of fees and fines that the Library collects to replace damaged and lost books and other materials.

## **Area 7. COMMUNITY OUTREACH AND PROGRAM AWARENESS**

The AVC Library works actively with public libraries, as well as the libraries of universities and colleges to exchange and borrow resources. It was reported that members of the Antelope Valley community use the AVC Library fairly consistently.

The AVC Library would like to communicate more closely with Palmdale Public Library and the Lancaster branch of the Los Angeles County Public Library. This will aid librarians in all three libraries by making them more aware of the various library services and collections available for AVC students and others.

Recommendations:

- Develop more communication between the Palmdale Public Library and the Lancaster branch of the Los Angeles County Public Library.
- Meet regularly with librarians from Lancaster and Palmdale libraries to share information about the needs of AVC students.

## **Area 8. STATE AND FEDERAL COMPLIANCE**

According to interviews, the Library is in compliance with all state and federal guidelines with the exception of copyright law pertaining to reserve materials. As articulated within the self-study report, “Library reserve materials are currently out of compliance with copyright law” (p.22). However, “the library has developed draft copyright guidelines to bring reserve materials into compliance based on best practices used at other colleges and universities” (p.22), but “until such time as the guidelines are approved by legal counsel retained by the college, they cannot be implemented” (p.22). Additionally, it appears that the Library staff takes great steps to ensure that all laws are adhered to; primarily by “posting signs by photocopy machines, and by placing the proper copyright notice on all interlibrary loan photocopies that are sent to other institutions” (p.22).

Recommendation:

- Bring the Library Reserve Materials area into compliance with federal copyright law.