



2018-2019 Program Review Report

Division/Area Name: Library	For Years: 2020-2021
Name of person leading this review: Dr. Meeta Goel, Van Rider	
Names of all participants in this review: Library Faculty and Staff	

Part 1. Program Overview:

1.1. Briefly describe how the program contributes to the district mission:

The Antelope Valley College Library's mission is to provide services and resources that foster student academic success and life-long learning. In the spirit of the institution's vision statement, the library "provides quality [resources and services] that transform lives." The Library supports the current instructional curriculum and academic programs by maintaining and offering collections that reflect the needs of instructional programs and the college's diverse student and faculty population. The Library also advocates and reinforces information literacy through ongoing and various modes of instruction and reference services.

The library's mission statement and objectives are aligned with the college's Institutional Learning Outcomes (ILOs -Communication, Creative, Critical & Analytical Thinking, Community/Global Consciousness, and Career/Specialized Knowledge) and Educational Master Plan Goals.

The department objectives are:

- To provide opportunities and support for academic and life-long learning through access to print and online resources, library services and information literacy based instruction,
- To develop a core and diverse academic collection through print and electronic resources that supports student success, learning , and exploration in the Humanities, Social and Behavioral Sciences, Arts, Natural Sciences, Mathematics, and the professional fields represented in Career Technical Education .

1.2. State briefly program highlights and accomplishments:

The AVC Library continues to play an important role in providing access to resources, services, and instruction that support student success and life-long learning. In the 2017-2018 AY, 210, 783 patrons visited the library. At the reference desk, Library faculty was involved in providing research assistance and information to over 6000 students. Additionally, librarians provided direct and in-direct instruction to 253 students enrolled in 13 sections for-credit classes, to the 1271 students present in 44 Research Methods Workshops, the 533 students who completed the self-directed tours.

On average the library staff served the 5,269 students per week in providing support services at the circulation and reserve desk, the open computer lab, and through Interlibrary Loan. Additionally, in the 2017-2018 AY, the staff managed the circulation of 26,649 items (which included Reserve Textbooks, regular circulating print materials, laptops, and study rooms).

<i>1.3. Check each Institutional Learning Outcome (ILO) supported by the program.</i>	
X Communication	X Demonstrates analytical reading and writing skills including research, quantitative and qualitative evaluation and synthesis. <input type="checkbox"/> Demonstrates listening and speaking skills that result in focused and coherent communications
X Creative, Critical, and Analytical Thinking	X Uses intellectual curiosity, judgment and analytical decision-making in the acquisition, integration and application of knowledge and skills. X Solves problems utilizing technology, quantitative and qualitative information and mathematical concepts.
X Community/Global Consciousness	X Understands and applies personal concepts of integrity, ethics, self-esteem, lifelong learning, while contributing to the well-being of society and the environment. X Demonstrates an awareness and respect of the values of diversity, complexity, aesthetics and varied cultural expressions.
X Career and Specialized Knowledge	X Demonstrates knowledge, skills and abilities related to student educational goals, including career, transfer and personal enrichment.
<i>1.4. Check each Educational Master Plan (EMP)/Strategic Plan Goal supported by the program.</i>	
X Goal 1*: Commitment to strengthening institutional effectiveness measures and practices.	
X Goal 2*: Increase efficient and effective use of resources: Technology; Facilities; Human Resources; Business Services.	
X Goal 3: Focus on utilizing proven instructional strategies that will foster transferable intellectual skills.	
X Goal 4*: Advance more students to college-level coursework-Develop and implement effective placement tools.	
X Goal 5: Align instructional programs to the skills identified by the labor market.	

*Indicates College-Wide Priorities for 2018-2021 as of fall, 2018.

Part 2.A. Please provide the results of any internal and external environmental scan information you have gathered related to the program e.g. surveys, interviews, focus groups, advisory groups, licensure exam scores, job placement, State mandates, etc.:

In Fall 2017 and Spring 2018, the library conducted a faculty library survey and a student library survey. The results of the surveys offered the following insight and feedback as to the role and importance of the library in relationship to their roles, needs, and impressions. The information below also helps the library set goals to improve outreach to faculty, the print collection, and services to students.

Faculty Survey Highlights:

Question	Results
Please rate the ability of the AVC Library's databases to meet your students' needs.	125 or 65% of the 190 respondents marked Excellent or Good
Please rate the ability of the AVC Library's print book collection to meet your students' needs.	83 or 43% of the 190 respondents marked Excellent or Good
Do you know who the collection development librarian for your discipline is?	38 or 20% of the 190 respondents marked Yes

Student Survey Highlights:

Question	Results
Using the library helps me complete assignments	245 or 72% of the 350 respondents marked Agree or Strongly Agree

I am satisfied with my treatment in the library	278 or 81% of the 339 respondents marked Agree or Strongly Agree
Under the category that listed which services that students would find valuable, they included these as most valuable.	Later library hours during the week, in particular Friday and weekends School supply vending machine; coffee machine

Part 2.B. Analyze the [program review data](#) (please see the program review data retrieval instructions and attach your program review data page with any other supporting documents), the above environmental scan information, and anything else related to your area to identify the program strengths, weaknesses, opportunities, & threats (SWOT):

Strengths	The library continues to offer high level of services and access to appropriate resources that support student success and the curricular needs.
Weaknesses	As evidences by the faculty survey, the library faculty can improve in providing information to discipline faculty in regards to collection development and resources available for research, professional, and student support.
Opportunities	<p>According to recent data for Fall 2017 and Spring 2018, provided by IERP via Tableau, the Library Science discipline fell just shy of the Institutional Standard of 69% for student success at 66.8% and retention at 87.4% overall. This represents a slight decrease in overall success rate from the previous year of 72%.</p> <p>When looking more closely, students that identified as African American/Black, the reported success rates was 41%, while retention remained higher at 73%, while students who identified as White (Non-Hispanic) reported success rates of 67.9% and retention rates of 90%. The highest performing groups were Hispanic, with rates of 86% success and 94% retention, and those who identified as Other, 78.6% and 100% respectively. This data allows the library faculty an opportunity to work more closely in identifying potential problems, challenges and opportunities in implementing appropriate strategies in closing the equity gap in success rates through increased outreach and instruction.</p>
Threats	None

Part 2.C. Review and comment on progress towards SLO/PLO/OO Action Plans:

A review of the SLO action plans, show that we are meeting and exceeding the goal of 70% success in the assessment of the six student learning outcomes for the for-credit courses at an average of 80% .

Part 2.D. Review and comment on progress towards past program review goals:

The 2017-2018 Annual Update listed the following goals:

1. Access services will optimize library spaces to provide an appropriate learning environment
2. Library personnel will improve library services and develop the physical space through increased collaboration and communication

The library has continued to work on these goals. The library purchased furniture for the lobby area and the sitting areas in the reference space and the second floor. The library center at Palmdale continues to be an ongoing project in the selection of appropriate shelving for the reference and circulating collections. The prior and future program reviews will continue to focus on the design use, and improvement of library spaces.

Part 3. Based on Part 2 above, please list program/area goals for 2020-2021:

<i>Program/Area Goal #</i>	<i>Goal supports which ILO/PLO/SLO/OO?</i>	<i>Description of Goal</i>	<i>Steps to be taken to achieve goal?</i>
1. Increase usage of public learning spaces through redesign and improvement of public space in the library (including designated space for individual study, group/collaborative activities, quiet-study areas, circulation area, copy center, maker spaces, library signage, classrooms, labs)	EMP/SPG #1, ILO #3, EMP #2	The library will work to renovate and modernize existing library spaces to maximize space and improve the learning environment for students and working space for faculty and staff	<ul style="list-style-type: none"> Library team will document departmental need, benefits to student success and discuss/design/present ideas for approval and funding
2. Increase library outreach to build and improve student and campus awareness and utilization of library services and resources to support student success	EMP/SPG #1, EMP #4, ILO #2 and 3, SLO #1 (LIB 101)	Library faculty and staff will work together in creating a sustainable and effective outreach strategy to build wider awareness of library services and resources	<ul style="list-style-type: none"> Library and staff will formulate and execute an Outreach strategy that will incorporate objectives, timeline, and best-practice activities
3. Improve technical services capabilities and function by developing in-house binding processes and support	EMP/SPG #1	To allow for in-house binding and repairs of print materials, technical services requests binding equipment and supplies	<ul style="list-style-type: none"> Identify and purchase appropriate and cost-effective binding equipment and supplies
4. Improve and increase library services and capabilities at the Palmdale Library Center by hiring a full time librarian and library assistant. – Human Resources	EMP/SPG #1 and #2, ILO #2 & 3, SLO #1 & SLO #2 (LIB 101)	Increasing full time support to Palmdale Library Center will have direct and indirect impact on student learning and success.	<ul style="list-style-type: none"> Document departmental need, benefits to student success, and alignment to institutional goals Follow campus faculty and staff prioritization processes
5. Improve student understanding and application of Information Literacy through the creation and ongoing evaluation of library technologies such as online library tutorials, library Canvas presence, online research guides (LibGuides) and library service platforms - Technology	EMP/SPG #2, ILO #1, 2 and 3, SLO #1 and SLO #2 (LIB 101)	Library faculty will continue to evaluate current online resources and create new tools to improve students' Information Literacy skills through the use of current library technologies such as Camtasia, LibWizard, and Snag-it	<ul style="list-style-type: none"> Purchase department license for Camtasia/Snag-it Continue subscription to LibWizard Research and identify other professional tools or programs for the creation of multi-media tutorials
6. Strengthen and develop student information literacy	EMP/SPG #3, ILO	Library faculty will work to	<ul style="list-style-type: none"> Library faculty will work

understanding through increased and improved library instruction sessions (research workshops, orientations, online library tutorials, self-directed and guided tours)	#1, 2, and 3, SLO #1 and SLO #2 (LIB 101)	improve the instruction, inclusion, and discussion of information literacy within and across the other academic disciplines	to increase the number of total instruction sections by 10% in the Fall 2020 and Spring 2021 semesters.
7. Strengthen and develop professional and academic engagement between library and discipline faculty in support of current and future curricular needs through increased collaborations (collection development, reserve and ILL services, online research guides, etc.)	EMP/SPG #4, ILO #1 and 2	Library faculty and staff will work to improve library collaborations with discipline faculty to better support student success and curricular needs through appropriate library services.	<ul style="list-style-type: none"> Library faculty will formulate and execute an Outreach strategy that will incorporate objectives, timeline, and best-practice activities
8. Strengthen and support current and future curricular needs of academic and CTE programs through ongoing and improved collection development activities	EMP/SPG #5, ILO #4	Collection development librarians will work to align future purchases of library resources and materials with updated CTE curriculum and professional guidelines	<ul style="list-style-type: none"> Collection development librarians will reach out and engage discipline faculty in a timely manner throughout the semester and select appropriate materials for the library print or electronic collections.

Part 4. Resource Requests that Support Program Needs (Based on above analyses and listed in priority order):

<i>Type of Resource Request</i>	<i>Summary of Request</i>	<i>New or Repeat Request</i>	<i>Amount of Request, \$</i>	<i>One-Time or Recurring Cost, \$</i>	<i>Contact's Name</i>
Faculty	Full Time, tenure track librarian – assignment Palmdale Center	New		Recurring	
Classified Staff	Library Assistant – assignment Palmdale Center	New		Recurring	
Technology	Library Service Platform (Ex-Libris)	New	\$15,000	Recurring	
	Multimedia software for online library tutorial development		\$1,500	Technology	
Physical/Facilities	Library Renovation (Redesign and Improvement) –Furniture, painting, etc	Repeat	\$100,000	One-time	
Supplies	Print material (books and periodical) Binding equipment and supplies	New	\$205,000	Recurring	
Professional Development					
Other					

Success and Retention for Comprehensive Program Review



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2. Depending on your selection, choose your **Subject(s), Division or Department** among the filters.
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Subject/Division/Dept View Sele.. **Division** **Department** **Subject** **Break by..** **Academic Year**
 Department Library Studies All All None All

