

## 2019-20 Library Annual Program Plan

### I.A. Program Profile: Purpose

Describe the program(s) to be reviewed. What is the purpose of the program and how does it contribute to the mission of Skyline College?

#### Narrative

The Library's primary role is to provide resources, programs, and services that support student completion and enhance the overall learning experience of Skyline College's community. We place students at the center of our focus and provide a variety of learning tools, resources and opportunities that directly contribute to students' academic and professional success. The Library partners with faculty and staff to ensure programs and services are aligned with and complement the curriculum. We go beyond curricular objectives to provide unique learning opportunities that are culturally relevant and equity minded.

The Library supports Skyline College's mission to empower and transform a global community of learners by providing open access to information resources to enable that empowerment and growth. Our programs and services expand beyond our walls and we are a reliable and persistent source of support and guidance to our diverse community of learners. This commitment to providing relevant high quality library resources directly supports Skyline College Goal #1: Develop the scope, quality, accessibility and accountability of instructional and student service offerings. It is also in alignment with Skyline College Strategic Priority #1 – Facilities and Technology.

Following is a list of our main objectives and brief descriptions of the Library's work towards those objectives:

- Teach information literacy skills tailored to specific subjects and course level assignments and projects, to students in various academic disciplines and vocational programs. Librarians conduct workshops, collaborate with faculty, embed themselves in classes, prepare materials for asynchronous instruction and manage an entire Online Tutorial for students so that they can satisfy the institution's information literacy requirement. Information Literacy is an institutional student learning outcome (ISLO), and the Library is a key partner in teaching that ISLO.
- Provide synchronous, asynchronous, online, and in-person research assistance. Students come to the Reference desk to consult with librarians on how to best approach research for their assignments. Librarians provide "eReference" services via email, text, and "Live chat". Students make appointments or receive help via research labs. In addition, librarians prepare and update numerous online research guides and learning assets for students that can work more independently.

- Contribute to textbook affordability solutions Our Faculty Services librarian's primary goal is to implement Zero-Textbook-Costs initiatives. She works closely with faculty, guiding them to convert their courses to have Zero-Textbook-Cost for students. She also supports students to access and use the zero cost resources faculty have selected. She is joined by all librarians to provide research assistance specific to locating the best Open Educational Resources and understanding the proper and ethical use of these resources. The Library also maintains a collection of course reserves texts for students to use at no cost
- Support the College's role as a leading academic and cultural center for the community through innovative outreach programs (Human Library, Poetry Corners, Banned Books Week, etc.) as well as partnerships with the Peninsula Library System (PLS) and other organizations (i.e. Census and Voter Registration drives).
- Serve as an access point and support center for educational technology. The Library is the most heavily used computer lab on campus as students increasingly rely on Library computers for their academic work. In addition to using Library computers for database and Internet searching, students rely on the Library to access and complete online homework assignments and tutorials, create and print essays, projects, and PowerPoint presentations, view online videos and podcasts, listen to online lectures, register for courses, email instructors, and much more. Library staff support students as they learn the new technologies.
- Maintain a collection of print and electronic resources as well as instructional equipment that supports the curriculum and extracurricular needs of our programs. We take a collaborative approach to collection development by requesting feedback from faculty and staff about the resources they'd like to see in our collection. Librarians consistently assess and maintain our collection and ensure it is current and relevant. Instructional equipment such as computers, calculators, and hotspots are available for check out as well.
- Serve as a student study center and gathering place for students. Hundreds of students come to the Library each day to study. The Library provides quiet spaces as well as group study rooms that can be reserved via our website. We actively support and reach out to clubs and groups that want to gather at the Library as well.

**I.B. Program Planning Team**

Annual program planning is intended to be a collaborative process which promotes dialogue and reflection. Please identify all individuals who contributed to or shaped the narrative. Include names and the title or role of each person.

**Narrative**

Rolin Moe, Dean of Academic Support & Learning Technologies

Chelssee De Barra, Interim Learning Center Manager

Pia Walawalkar, Librarian

Athena Nazario, Librarian

Ame Maloney, Librarian

Kim Lim, Librarian

Jessica Silver-Sharp, Adjunct Librarian

Lori Lisowski, Library Support Specialist

Carol Driscoll, Library Support Specialist

Cody Baker, Library Support Specialist

Kristen Tuck, Library Support Specialist

Mitchell Xiong, Staff Assistant

Sherri Wyatt, Instructional Aid II

## **II.A. Analysis: Progress on Prior Program Objectives (Goals) and Activities**

Describe the progress made on previously established program objectives (goals) including identification of achievements or areas in which further effort is needed. New programs which have not yet established CPR/APP objectives should discuss progress on program implementation or activities.

### **Narrative**

#### **708-Revamp Information Literacy Program**

Redesign our program for delivering Information Literacy instruction by incorporating the ACRL Framework for Information Literacy. We plan to conduct workshops for instructors in collaboration with CTTL.

Librarians have been receiving positive feedback on the flexibility of their instruction methods and new approaches to teaching Information Literacy Skills. While we have not received funding to extend our teaching philosophies, librarians have made progress on:

- Documenting master plan for Information Literacy Instruction based on ACRL Framework.

- Engaging with English Department on how to best collaborate.

- Redesigning the Online tutorial including detailed instructions for graders and encouragement for engagement with students who take it.

What we would like to move forward on is providing formalized trainings and workshops for faculty who attend Flex Days and other professional development opportunities. We would also like to explore the use of e-portfolios as a means for students to provide evidence of their achieved Info Lit skills, and as an assessment platform as well. Librarians will consult with the Academic Senate and continue to collaborate with faculty from various divisions to design an information literacy program that is mutually developed and agreed upon by faculty.

#### **709 – Expand Outreach and Special Events efforts**

With the two President Innovation Funds awarded to expand outreach efforts and continuation of the Human Library, the Library was able to transform into a vibrant environment where student gather and learning opportunities are constant. Events in the last year included:

Poetry Corner Series readings and discussions

Banned Books Week

Civil Liberties Exhibition

Building a Wall of Support for Undocumented Students during Undocu Week

Screening of Real Boy in observance of Trans Day of Remembrance

Display of The AIDS Memorial Quilt, Stigma Stops with me Colloquium, and HIV & Aids: What you need to know to stay healthy talk for World Aids Day  
Natural Hair colloquium and display in light of The Crown Act.

Human Library

Art corner in collaboration with Art Department

COVID-19 Discussion with Dr. Cheng

Hosting of Book clubs and Poetry clubs

Open Education Week

Learning Commons Open Houses

PIF grants' continuation will be sought, most likely with an increased ask for Outreach. Due to the current pandemic situation, outreach activities have been moved to online successfully to the degree possible. Efforts will be made to incorporate library events and exhibits into classes so that the library serves as a central place where seemingly unrelated classes come together and have a shared culminating experience.

#### 710-Increase access to OERs, Textbooks, and materials

For print materials, we continued to expand our collection of textbooks and to update the collection with titles that support our programs and diverse student populations Ever changing Library book displays successfully promoted new and relevant collections to student and faculty users.

We have also expanded our selection of online materials, such as databases from Gale, as well and individual ebook titles. Efforts to support courses as they convert to Zero-Textbook-Cost continued as well, led primarily by Ame Maloney but also with support from all librarians and selected staff This work included significant outreach to students and faculty who will adopt and access these materials.

This year, we received funding to expand our inventory of Chromebooks for students. We also received a grant to acquire 25 Hotspots devices. We need to continue to fund the popular Hotspots program as this first year was possible due to an outside grant.

Emergency funding was provided to acquire 25 additional cell phones to be used as hotspots. Usage data will help us determine if the cell phone program should also continue.

#### 711-Modernize the Library's instructional, service, and learning spaces

This year, we were able to buy new furniture and display equipment for the Library and completed a painting project. This modernized our main open areas somewhat. We must continue and include modernization efforts in our instructional classroom that is in need of paint and new furniture.

Additional furniture such as study pods and additional sitting would also help us modernize the look of the library as well as continue to improve the looks of our Art Corner/Creative Corner.

This past year the Library moved to a more powerful Library Services Platform (LSP) that will allow us to provide a better search experience for the students through its discovery layer called PRIMO that the users see as OneSearch . In the future, the new platform will also streamline acquisitions, cataloging, and integrations of electronic resources.

We are piloting the use of smart monitors for white boarding, web browsing, and screen sharing in collaboration with IT. We have seen students enjoying the use of these for their studies and entertainment. We would like to have more monitors, especially in the instructional room.

ITS also replaced desktop computers and replaced desktops with laptops in our instructional classroom. This has been received positively by all faculty and students.

We must work on updating Disability Resources Technology. We can partner with the DRC to extend their services to the library and provide options for students.

#### 715-Redesign library website

We have updated several parts of the website with new information. There were talks about a complete redesign bringing the look-and-feel of the library website to be more in line with other pages on the college website. I. Given other priorities, this project was put on hold. Updates will continue as necessary.

Librarians will continue to look for better ways to organize information. For example, discussions have taken place on the topic of arranging our library databases by Meta-Major for ease of access by students seeking information

#### 716-Improve/Expand staffing

The addition of Ame Maloney as Faculty Services Librarian was very much needed. Ame continues to work with faculty focusing on ZTC initiatives and has been integral to the rapid transition to online education.

The Library still needs an evening IA2 (0.48 FTE) to support use of educational technology and in-person proctoring. The role of the IA2 continues to evolve as more and more classes go online.

The Library still needs to increase the 0.8 FTE Library Support Specialist to 1.0 FTE to manage increasing workload, which includes adding online resources and faculty/student support.

Lastly, the student assistant budget needs to be expanded to reflect realities in operations.

717-Improve assessment of all services and gather analytics of online offerings

The Library has improved stats gathering using “Ref Analytics,” an application that lets us log each reference librarian transaction. We have leveraged this application to also capture educational technology support and other interactions with students, staff, faculty and community members.

Going forward, the Library plans to organize our database usage statistics in a way that promotes ease of access to librarians. This will help us make decisions around usage and direct resources to those that are most needed/wanted.

We have worked with Karen Wong to improve assessment of Information Literacy skills and we are beginning to explore using e-portfolio as another mechanism to provide evidence of attained ISLOs.

**Associated Objectives**

709-Expand outreach and special events efforts

717-Improve assessment of all services and gather analytics of online offerings

716-Improve/Expand staffing

710-Increase access to OERs, Textbooks, and materials

711-Modernize the Library's instructional, service, and learning spaces

715-Redesign library website

708-Revamp Information Literacy Program

## II.B. Analysis: Program Environment

Describe any recent external or internal changes impacting the program or which are expected to impact the program in the next year. Please include when the specified changes occurred or are expected to occur.

### Narrative

**AB 705/Promise Scholars/Guided Pathways:** An accelerated curriculum initiative (AB 705) and the overall objective to increase all types of support to students will increase the demands on the Library to provide educational technology support and research assistance. The Library has worked in partnership with other support units in the past and will continue to do so to ensure students are receiving the support they need.

**STEM Center:** A new center opening up on campus will provide academic support to students pursuing a degree in STEM. The Library will provide support as needed, whether it is helping to build satellite STEM collection of materials or by providing specific research support.

**Pandemic and need to provide online support:** The Library has made progress and is already providing multimodal support access (email, chat, phone). However, with the anticipated increase in demand (i.e. more online classes), students will require additional Research and Technology support and resources. The Director will remain vigilant of these needs and adjust resources and services as necessary.

**Needs to accelerate ZTC program:** The ever increasing cost of textbooks and related resources continues to be a problem for our students. The Library must continue to lead ZTC initiatives and advocate for reallocation of funding towards required textbooks acquisitions, especially in STEM where costs are most prohibitive.

**Rapid technology changes and equity:** The push for more online education and the rapid changes in technology will require the Library to increase accessibility to devices and support for the students. The need for higher-grade computer equipment is already evident (Laptops vs Chromebooks).

**Abundance of information and evaluating resources:** The Internet, social media, and biased media complicate our students' perception of reliable and authoritative information. Information Literacy is imperative in this era and the Library must continue to revamp its Information Literacy Program to support students in the attainment of those skills. Implementing the new ACRL Framework and providing a more embedded model of librarianship seems to be the answer. Planning for this revamp and implementing changes takes significant resources of both time and money.



**Funding:** As demands for library services, technology and resources increase, the Library's budget has not kept up with operational costs. The Library needs to find more sustainable ways of providing support and explore other sources of funding.

**New Library Services Platform (PRIMO/ALMA):** The Library has migrated to a new system that will eventually streamline several internal operations (cataloging, acquisitions, circulation, etc.). The new system brought a new look and new ways of conducting research. While the change was much needed and welcomed, the migration demanded and will continue to demand significant work from all staff as details are ironed out in collaboration with our other two colleges as well.

**II.C. Analysis: Student Learning Outcomes (SLOs and PSLOs)**

- 1) Instructional Programs Only: Describe what was learned from the assessment of course SLOs for the current and past year.
- 2) Student Service Programs Only: If PSLOs are being assessed this year (3-year cycle), describe what was learned. If no assessment was done because this is an off-cycle year, please state that this item is not applicable.

**Narrative**

The Library does not have a unit bearing course therefore is not responsible for any direct SLOs. However, our program as a whole is directly involved with ISLOs.

The student surveys from 2016 show that the students are achieving 2 out of 3 ISLOs. Assessment of students' work reveals that most students are demonstrating research and source evaluation skills. However, students are not achieving the learning objectives related to using information ethically.

**III.A. Reflection: Considering Key Findings**

Consider the previous analysis of progress achieved, program environment, and course-level SLOs or PSLOs (if applicable). What are the key findings and/or conclusions drawn? Discuss how what was learned can be used to improve the program's effectiveness.

**Narrative**

See Reflection for ISLOs

### **III.B. Reflection: ISLOs**

If your program participated in assessment of ISLOs this year:

(1) What are the findings and/or conclusions drawn?

(2) Does the program intend to make any changes or investigate further based on the findings? If so, briefly describe what the program intends to do.

#### **Narrative**

Considering the missed ISLO of “Using Information Ethically,” librarians are conducting workshops specific to MLA or APA citations when requested by professors. Numerous handouts and online library guides have been created to teach these concepts asynchronously. More work is needed in this area so that students fully understand “weaving” of information gathered into their research assignments. As the Library plans to incorporate the ACRL Information Literacy Framework in the revamp of the entire Information Literacy Program, we feel that the new and more embedded approach should help students attain all ISLOs.

#### **IV.A. Strategy for Program Enhancement: Continuation/Modification**

Indicate whether the program is continuing implementation of the last CPR strategy or revising the strategy. Please describe the modifications if revisions are intended.

Note: Any new strategies should be linked to Institutional Goals through creation of objectives in the next section. If the program has not yet participated in comprehensive program review, an annual or multi-year strategy can be defined in this item.

##### **Narrative**

708-Revamp Information Literacy Program (continuing)

709 – Expand Outreach and special events efforts (continuing)

710-Increase access to OERs, Textbooks, and materials (continuing)

711-Modernize the Library's instructional, service, and learning spaces (continuing)

715-Redesign library website (modifying)

Update and provide relevant information. Reorganize resources by Meta Major.

716-Improve/Expand staffing (continuing)

717-Improve assessment of all services and gather analytics of online offerings (continuing)

##### **Associated Objectives**

709-Expand outreach and special events efforts

717-Improve assessment of all services and gather analytics of online offerings

716-Improve/Expand staffing

710-Increase access to OERs, Textbooks, and materials

711-Modernize the Library's instructional, service, and learning spaces

715-Redesign library website

708-Revamp Information Literacy Program

#### **IV.B. Strategy for Program Enhancement: Action Plan and Resource Requests**

Based on the most recent CPR and any desired modifications, develop an annual action plan with related resource requests. No narrative response will be entered in this section, but the objectives you create will be printed automatically in the APP report under this item.

(1) To begin, click on PLANNING at the top of the page, then CREATE A NEW OBJECTIVE. To view previously created objectives, click PLANNING at the top of the page, then VIEW MY OBJECTIVE.

(2) IMPORTANT! Make sure to associate each objective to this standard in the APP. Need help? Contact the PRIE Office for further instructions. Institutional Goals. Need help? Contact the PRIE Office for further instructions.

##### **Narrative**

##### **Associated Objectives**

[1103-Expand outreach and special events efforts](#)

[1104-Improve assessment of all services and gather analytics of online offerings](#)

[1105-Improve/Expand staffing](#)

[1106-Increase access to OERs, Textbooks, and materials](#)

[1107-Modernize the Library's instructional, service, and learning spaces](#)

[1108-Redesign library website](#)

[1109-Revamp Information Literacy Program](#)

##### **Enhanced Budget with Objectives and Task Detail**

[Library Enhanced Budget with Objectives and Task Detail](#)