SKY SS PRU Report

2022 - 2023

SKY SS - Library

Rolin Moe

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12/05/2022

Program Information

Assessment Unit Information

Program Type
Student Services
Division
Academic Support & Learning Technologies (ASLT)
Assessment Contact
Gabriela Nocito
Comprehensive Program Review
2024 - 2025
Program Review Update
Fall 2022,Fall 2027

SKY SS PRU Report

2021 - 2022

SKY Student and Learning Support Services Program Review Update

Submitter Name:
Gabriela Nocito
Submission Date:
11/14/2022
DIVISION:
Academic Support and Learning Technologies (ASLT)
PROGRAM NAME:
Library
YEAR OF REVIEW
2022-2023

1. PROGRAM STUDENT LEARNING OUTCOMES (PSLOs) RESULTS

i. How frequently were PSLOs assessed for the last three years?
Results were not assessed due to 1) Covid-19 pandemic and 2) staffing issues.
ii. What have you learned from reviewing the PSLO results? What may account for these results? What are their implications for your programming?
Newly written PSLOs were not assessed yet.
iii. Are the PSLOs still relevant to your program? If not, what changes might be made?
PSLOs prior to 2021 were not aligned to ACRL Framework for Information Literacy. Considerable work was put into establishing new PSLOs and creating a new rubric.
iv. Please indicate whether the following tasks have been completed.
Updated new or changed PSLOs on the program website after approval by the appropriate person(s)
Yes
Submitted a current assessment calendar to the Office of Planning, Research, and Institutional Effectiveness
Yes

2. ADDITIONAL INFORMATION

Please note anything else that has not been captured above that is relevant to program accomplishments, challenges, and resource needs. Explain and document your response as needed.
Please see Fa21 Information Literacy Rubric for the new and improved Library PSLOs which are also the new Institution Student Learning Outcomes for Information Literacy.
Related Documents
Framework_ILHE.pdf

Library PSLOs_Fa22_Sp25.docx

Fa21 Information Literacy Rubric - Revise.docx.pdf

SKY SS PRU Report

3. The last step is to review the multi-year program goals, update their status, and add resource requests as needed. You can access program goals from the hamburger menu in the upper-left hand corner, Step 2: Goals and Resource Requests.

GOAL

Create a space where students are exposed to issues that celebrate our cultural diversity, globalism, and social interconnectivity. (Formerly: Expand outreach and special events efforts)

Goal and Desired Impact on Students
The Library's programming is intended to complement the curriculum and provide students with holistic perspectives on a variety of social, cultural, political and environmental issues. Success of program is determined by attendance (number of people that attend the events), integration into courses, and specific feedback from attendees. Please see PIF reports for more details on the two main events for this period: Human Library and Outreach events.

Year Initiated
2018 - 2019

Implementation Step(s) and Timelines
-Marketing collaboration - for each event, the planning committee determines the marketing needed and works with MCPR to create digital and print promotional material.
-Funding sources - Our Outreach Librarian, Pia Walawalkar, requests President Innovation Funds. The process involves requesting the funds, attending financial orientations, and then reporting on the outcome of each event.
-Event operations - Outreach librarian organizes a planning team consisting of faculty, staff, and administrators. Specifics to each event are discussed, scoped, assigned, and implemented.

Mapping
- SKY College Values: (X - Selected)

SKY College Values

- Academic Excellence: X
- Campus Climate: X
- Community Partnership: X
- Open Access: X
- Social Justice: X
- Student Success and Equity: X
- Sustainability: X

STATUS

Goal Status Date
09/06/2022

Academic Year Updated
2022 - 2023

Goal Status
On Schedule

Goal Status Narrative
The Library requested continuation of President Innovation Funds to carry forward outreach events and programming such as Human Library, Poetry Corner, Exhibits, Activists visits etc. The library shifted to an online modality for these events during the COVID-19 pandemic. The success of the program persisted despite the challenging pandemic times. Attendance at these events remained steady or increased. Some zoom presentations even surpassed expectations. Please see attached reports for details.

Related Documents
Human Library PIF 20-22 Report .pdf
Outreach PIF 20-22 Report .pdf

Resource Request

Division Name
Academic Support and Learning Technologies (ASLT)

Year of Request
2022 - 2023

Resource Type
Technology

Resource Name
Enhance technology to support hybrid events

Resource Description
The Library requests the purchase of one NeatBoard that will be dedicated to the library so that events can be provided in hybrid format.

Funds Type – Mark all that apply.
Categorical, One-time Cost

Briefly explain how this request helps to advance the goals and priorities of your program, the College, the District, and/or the California Community College Chancellor's Office.
Hybrid events allow more students to participate. This speaks to the inclusivity and accessibility values of the College and the District.

Cost
8,000

Level of need, with 1 being the most pressing
1

FOR ADMINISTRATIVE USE ONLY

Resource Request

Division Name
Academic Support and Learning Technologies (ASLT)

Year of Request
2022 - 2023

Resource Type
Supplies

Resource Name
Supplies to support implementation of events

Resource Description
Supplies for outreach events include: promotional items, office supplies, food, reproduction costs, etc. As part of "institutionalizing" outreach efforts, the funds need to be provided to the Library in addition to the current operational supplies allocation.

Funds Type – Mark all that apply.
Recurring Cost

Briefly explain how this request helps to advance the goals and priorities of your program, the College, the District, and/or the California Community College Chancellor's Office.
For outreach events to be successful, we need to have enough funding for supplies including food for students, promotional materials, costs of reproduction, etc. A well supplied event invites students, faculty, and members of our community in the most inclusive atmosphere.

Cost
5,000

Level of need, with 1 being the most pressing
1

Resource Request

Division Name
Academic Support and Learning Technologies (ASLT)

Year of Request
2022 - 2023

Resource Type
Contract Services

Resource Name
Funding for guest speakers

Resource Description
Some events are enhanced by having outside subject matter experts visit campus or zoom in. As part of "institutionalizing" outreach efforts, Contract Services funding needs to be added to the Library Budget.

Funds Type – Mark all that apply.
One-time Cost

Briefly explain how this request helps to advance the goals and priorities of your program, the College, the District, and/or the California Community College Chancellor's Office.
Exposing our students to expertise from the broader community expands our student knowledge, worldviews, perspectives, and networks as well as improves the quality and impact of programs and services offered.

Cost
20,000

Level of need, with 1 being the most pressing
2

GOAL

Collect data and demographics to better respond to student learning needs and adjust services as needed. (Formerly: Improve assessment of all services and gather analytics of online offerings)

Goal and Desired Impact on Students
The voice of the student should drive decisions that directly impact our operations. While the library upholds the values of privacy and confidentiality for all library users, we still have an opportunity to understand the needs and wants of our users and ensure equity in our practices. Visits to the library or the library website are just a start. Database or resources usage statistics, specific surveys, and general feedback would also help in understanding and responding to student demands.

Year Initiated
2020 - 2021

Implementation Step(s) and Timelines
-Collect and analyze statistics from our gate counter
-Collect and analyze statistics from our various online resources including databases and library guides.
-Work with MCPR to gather usage data from our webpages.
-Use our analytics tools to understand points of interactions (chat, email, in-person visits) with the students.

Mapping
- SKY College Values: (X - Selected)

SKY College Values

- Academic Excellence: X
- Campus Climate: X
- Open Access: X
- Social Justice: X
- Student Success and Equity: X

STATUS

Goal Status Date
09/21/2022

Academic Year Updated
2022 - 2023

Goal Status
Behind Schedule

Goal Status Narrative
Understanding points of interaction:
The Library is using statistics from our Springshare tools (special tools for libraries). Springshare Reference Analytics allow us to see the number of questions received by library users by hours, day, month, and year along with other data such as how the question came in, who asked the question (student or other), type of question, and duration of interaction. This has proven to be a great tool when deciding hours of operation and staffing needs. We can also see, using these tools, the number of times the library guides have been accessed.
In-Person visits to the library:
The Library is currently acquiring a new library gate which will not only prevent material losses but will also serve as a people counter. The data collected from the people counter will be tabulated by each hour of the day. This data will be crucial to understand patterns of service demands and will guide future operational decisions. As of November 7th, 2022, the gate has been installed and by December 2022, we will have a functional people counter.
Online visits to the library:
We have worked with MCPR to obtain statistics such as website and subpages visits. Our virtual visits continue to be above 100K per year which is a testament to thoughtful design and strategic linking from other tools such as Canvas.
Circulation of books and other library materials:
Our Library Services Platform (ALMA) has the capability to produce and display a variety of analytics. While some basics have been learned and reports are created as needed, the staff needs to dive deeper into the analytics module to understand all the possible data views. We believe that this is an easier task to take on once our staffing is back to normal levels as our current staffing levels do not allow us to dedicate time to analytics.

Related Documents
Skyline College Library reference services 2021.docx
libraryfull_2021.jpg
librarysubdirectorystats_2021.xlsx

GOAL

Support the increased student demand for digital resources and learning technologies

Goal and Desired Impact on Students
With the shift to online teaching modalities, access to reliable and authoritative learning resources is paramount. The Library has been maintaining an impressive collection of ejournals, ebooks, and films. In addition, the Library has established a technology loan program. Acquiring, cataloging, and making all of these resources ready for

students and faculty is accomplished by our dedicated team of librarians and staff. The work must continue to ensure equitable access to these resources.

Year Initiated
2021 - 2022

Implementation Step(s) and Timelines
-Institutionalize the change from .8 to 1.0 LSS (Fall 2023)
-Replace full time librarian to further expand electronic resources. (Spring 2023)
-Increase adjunct budget to help with specific projects related to the acquisition, evaluation, selection, and maintenance of digital resources. (Spring 2023)
-Support the expansion of Zero-textbook-cost/Low-textbook-cost initiatives
-Augment our Technology Loan program
-Implement a Digital Textbook Lending Program

Mapping
- SKY College Values: (X - Selected)

SKY College Values

- Academic Excellence: X
- Campus Climate: X
- Open Access: X
- Social Justice: X
- Student Success and Equity: X

STATUS

Goal Status Date
10/16/2022

Academic Year Updated
2022 - 2023

Goal Status
On Schedule

Goal Status Narrative
-The 20% salary increase for the .8 LSS is still funded by HEERF. the appropriate paperwork will be submitted in the coming weeks during the Classified Personnel request cycle.
-Request for Instruction & Digital Services Librarian has been submitted and presented.
-Adjunct budget has not been adjusted, however, we will use some banked hours and release time to close gaps in the budget.
-The zero- or low- textbook cost initiative continues to progress and demonstrate significant benefits to our students. Under the leadership of the Faculty Services Librarian, the program has secured funding to expand ZTC course offers and identify degree/certificate programs that are 100% ZTC. https://guides.skylinecollege.edu/adoptedoer
-We are in the process of acquiring innovative technology for students via special grants.
-We have been awarded a PIF grant to implement the Digital Textbook Lending service.
-Materials and databases are being purchased using library budget, special ZTC funds, as well as support from the Workforce Development office (Perkins and Workforce Dev. funds).

Resource Request

Division Name
Academic Support and Learning Technologies (ASLT)

Year of Request
2022 - 2023

Resource Type
Classified Professional/Administrator Position (permanent)

Resource Name
Increase (make permanent) the change from 80% Library Support Specialist to 100%.

Resource Description
Currently, the library has three library support specialists (LSS) and a fourth LSS funded at 80%. These LSS's deal with all required library operations including cataloging of library materials, accounts payable, check out desk services, maintenance of textbooks for circulation, and technology distribution. At the start of the pandemic some of these tasks deminished (i.e. print collection cataloging or service desk). However, at that same time, their work increased exponentially in the areas of technology devices cataloging and maintenance. Course materials such as textbooks, and the demand to have them accessible via digital form, also became in high demand. When we returned to in-person hours of operation, all the new tasks increased in volume and the more traditional tasks resurfaced. To alleviate these high demands for their work, we have been using HEERF funding to allow our 80% Library Support Specialist to work at 100%. This is a tremendous help for all of us, however, this solution is not permanent. We need a permanent solution that will allow us to support our students as they navigate the new learning modalities. Our resources must be available to all, from anywhere, and at any time. The work of the Library Support Specialists is critical to ensure uninterrupted and consistent levels of service.

Funds Type – Mark all that apply.
Recurring Cost

Briefly explain how this request helps to advance the goals and priorities of your program, the College, the District, and/or the California Community College Chancellor's Office.
The increased demand for access to digital resources has grown with the shift to online and hybrid learning modalities while requiring the same level of attention to in-person services. Without the work of the LSSs, our promise to the students to provide them with reliable technology devices, reliable access to internet, access to digital textbooks and digital materials, as well as access to conducive-to-learning spaces will not be fulfilled.

Cost
35,000

Level of need, with 1 being the most pressing
1

FOR ADMINISTRATIVE USE ONLY

Resource Request

Division Name
Academic Support and Learning Technologies (ASLT)

Year of Request
2022 - 2023

Resource Type
Faculty Position (permanent)

Resource Name
Replace full time librarian to further expand electronic resources.

Resource Description
Replace full time, tenure-track Instruction and Digital Services Librarian.

This is a replacement hire intended to continue the work of retired librarian Athena Nazario and further expand instruction in digital literacies. If this position is not replaced, students will find significant barriers to access most of the academic resources acquired for them, both in online access to electronic resources as well as reduced library open hours due to the insufficient library staffing. Additionally, if this position is not replaced,

Instruction will decline which can pose significant challenges as students try to satisfy their Information Literacy requirements.

The Instruction and Digital Services Librarian coordinates access to the Library's licensed digital resources (i.e. journals, ebooks, films) and is also responsible for tasks such as vendor contracts, implementation, staff support, access troubleshooting, instruction, and maintenance of resources. In plain language, this librarian position ensures students and faculty can log into the library websites and access all library holdings 24hrs/7 days a week.

Funds Type – Mark all that apply.
Recurring Cost

Briefly explain how this request helps to advance the goals and priorities of your program, the College, the District, and/or the California Community College Chancellor's Office.
Access to quality educational materials and technologies continue to be factor in achieving academic success. Libraries are places where equity gaps are bridged. (Digital Divide)

The I&DS librarian is crucial for the proper operation of the library as they are involved with procuring equitable access to valuable student resources and technologies.

In addition, the shift to online and hybrid education has required our students to have higher digital literacy skills and this particular librarian position is charged with not only providing access to resources but also with instructing students and preparing them for the 21st century economy.

This librarian is part of a team that makes decisions on the educational materials and ensures resources properly support the curriculum. They ensure our collection of resources is diverse, inclusive, and culturally relevant.

Cost
100,000

Level of need, with 1 being the most pressing
1

FOR ADMINISTRATIVE USE ONLY

Resource Request

Division Name
Academic Support and Learning Technologies (ASLT)

Year of Request
2022 - 2023

Resource Type
Other

Resource Name
Increase adjunct budget to help with specific projects related to the acquisition, evaluation, selection, and maintenance of digital resources. (Spring 2023)

Resource Description
Library has been at a deficit every year for Librarian Part-time Adjunct staffing. The budget has not increased while step and COLA increases have continued. To have support for our students during all hours of library operations (65hrs a week), the Library needs to bring this budget to more realistic levels.

Funds Type – Mark all that apply.
Recurring Cost

Briefly explain how this request helps to advance the goals and priorities of your program, the College, the District, and/or the California Community College Chancellor's Office.
The library may be forced to cut hours of service if the budget is not increased to cover adjunct/part-time librarian payouts. A cut to student services or the delay in critical projects (i.e. Digital Textbook Lending) will impact our students by hindering their academic progress and time to graduation. Without the proper support for our students, we further put at risk our enrollment levels.

Cost
40,000

Level of need, with 1 being the most pressing
1

FOR ADMINISTRATIVE USE ONLY

Resource Request

Division Name
Academic Support and Learning Technologies (ASLT)

Year of Request
2022 - 2023

Resource Type
Other

Resource Name
Acquire and organize materials that directly support Zero-Textbook-Cost courses

Resource Description
Purchase ebooks, films, databases to support all ZTC or Low-cost courses.

Funds Type – Mark all that apply.
Categorical, Recurring Cost

Briefly explain how this request helps to advance the goals and priorities of your program, the College, the District, and/or the California Community College Chancellor's Office.
By having a dedicated budget to acquire textbooks, films, magazines, etc. the library will be able to keep up with the demand from students that cannot afford to buy their class assigned materials. With an increased budget, we will ensure access to reliable and authoritative learning materials and ensure a thriving learning environment. This supports the Free College Initiative as well as the CCCCO ZTC/OER initiatives, including developing ZTC pathways.

Cost
20,000

Level of need, with 1 being the most pressing
1

FOR ADMINISTRATIVE USE ONLY

Resource Request

Division Name
Academic Support and Learning Technologies (ASLT)

Year of Request
2022 - 2023

Resource Type
Technology

Resource Name
Augment our Technology Loan program

Resource Description
Increase budget to acquire technology devices for students' use including Chromebooks, laptops, calculators, and hotspots.

Funds Type – Mark all that apply.
One-time Cost

Briefly explain how this request helps to advance the goals and priorities of your program, the College, the District, and/or the California Community College Chancellor's Office.
By providing students with what they need to successfully complete courses, we are giving them the help they need to persist and eventually graduate. Technology is becoming essential for any academic and professional work. We have a waiting list of students who need laptops. Chromebooks aren't enough to get students through courses required for transfer or certificate programs (e.g., NETX).

Cost
100,000

Level of need, with 1 being the most pressing
1

FOR ADMINISTRATIVE USE ONLY

Resource Request

Division Name
Academic Support and Learning Technologies (ASLT)

Year of Request
2022 - 2023

Resource Type
Other

Resource Name
Acquire material/supplies to support the Digital Textbook Lending Program

Resource Description
While many of our students enjoy taking zero-textbook-cost courses, many of our students are still required to purchase costly textbooks and materials. And, while we may have a print version of what they need, having digitized versions of the learning material and circulating them via a controlled lending system, will allow the library to provide a textbook lending service 24hrs a day/7days a week. We will meet the students with this service no matter the time or their location.

Funds Type – Mark all that apply.
Grant Funded

Briefly explain how this request helps to advance the goals and priorities of your program, the College, the District, and/or the California Community College Chancellor's Office.
Textbook affordability is one of the top barriers to student success and retention and a CCCCO priority. This service bridges the gap between ZTC courses and those courses that are still awaiting conversion. This removes barriers for success for many of our students that cannot afford to purchase educational materials.

Cost
20,000

Level of need, with 1 being the most pressing
1

FOR ADMINISTRATIVE USE ONLY

GOAL

Create a physical and virtual service environment conducive to teaching, learning, and discovery of resources.

Goal and Desired Impact on Students
Modernize the Library's instructional, service, and learning spaces so that students enjoy a comfortable and welcoming environment.

Year Initiated
2020 - 2021

Implementation Step(s) and Timelines
-Acquire flexible, functional furniture, for our classroom
-Update website pages so that we facilitate virtual visits to our library
-Acquire technology that will facilitate our in-person, hybrid, and online activities.

Mapping
- SKY College Values: (X - Selected)

SKY College Values

- Academic Excellence: X
- Campus Climate: X
- Open Access: X
- Social Justice: X
- Student Success and Equity: X

STATUS

Goal Status Date
10/29/2022

Academic Year Updated
2022 - 2023

Goal Status
Behind Schedule

Goal Status Narrative
-Our classroom furniture is still not practical. Tables cannot be moved.
-We are unable to meet demand for student group project and study space or private space for students to login to online class or take exams.
-Our projector continues to fail and newer laptops are not compatible.
-Our need for updated instructional technology has exponentially increased with the many online and hybrid activities. With the return to campus, our needs have become more pressing.
-Work on our website has been just enough to display current information. We still do not have dedicated personnel to keep up with the multiple pages.

Resource Request

Division Name
Academic Support and Learning Technologies (ASLT)

Year of Request
2022 - 2023

Resource Type
Other

Resource Name
Acquire flexible, functional furniture, for our classroom

Resource Description
The library classroom needs functional, flexible furniture that will support a thriving learning environment. Modular tables or desks and chairs on casters will allow students and faculty to have the flexibility they need (e.g. students should be able to face the whiteboard).

Funds Type – Mark all that apply.
One-time Cost

Briefly explain how this request helps to advance the goals and priorities of your program, the College, the District, and/or the California Community College Chancellor's Office.
Students will have access to a more conducive to learning environment.

Cost
50,000

Level of need, with 1 being the most pressing
2

FOR ADMINISTRATIVE USE ONLY

Resource Request

Division Name
Academic Support and Learning Technologies (ASLT)

Year of Request
2022 - 2023

Resource Type
Technology

Resource Name
Update website pages via outsourced work

Resource Description
Our website is our portal to all of our resources including chatting with a librarian, accessing databases, streaming films, and discovering print and online resources via our catalog (OneSearch). While the website has many visitors per year, there is always room for improvement in the overall architecture of the site. Keeping the multiple pages updated is difficult. A cleaner, updated design will allow our students to navigate the site more easily as well as provide our library staff with a more streamlined updating/managing process.

Funds Type – Mark all that apply.
Recurring Cost

Briefly explain how this request helps to advance the goals and priorities of your program, the College, the District, and/or the California Community College Chancellor's Office.
Our library website is the portal to all of our services for all of our students regardless of their location. Ensuring a stable and easy to navigate site will ensure access to all our users.

Cost
5,000

Level of need, with 1 being the most pressing
2

FOR ADMINISTRATIVE USE ONLY

Resource Request

Division Name
Academic Support and Learning Technologies (ASLT)

Year of Request
2022 - 2023

Resource Type
Instructional Equipment

Resource Name
Acquire technology that will facilitate our in-person, hybrid, and online activities.

Resource Description
The library will benefit from having a smart board or an updated projector in our classroom. Current projector is outdated and we are having compatibility issues with newer laptops. The library will also benefit from having its own NeatBoard which will allow for additional hybrid capabilities for workshops, classes, and outreach events.

Funds Type – Mark all that apply.
Categorical, One-time Cost

Briefly explain how this request helps to advance the goals and priorities of your program, the College, the District, and/or the California Community College Chancellor's Office.
With the increased online modalities for many of our activities, providing online or hybrid events including instruction or outreach, will ensure that all of our students have access to all library programs and the programs we support (lectures, talks, presentations).

Cost
20,000

Level of need, with 1 being the most pressing
1

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GOAL

Revamp our Information Literacy Program

Goal and Desired Impact on Students
Create an Information Literacy Program that is flexible, comprehensive, and meaningful for our students

Year Initiated
2021 - 2022

Implementation Step(s) and Timelines
-Ensure our Information Literacy learning objectives are better aligned to the ACRL Framework for Information Literacy and Skyline College's values of Equity, Social Justice, Diversity, and Inclusion.
-Update our Online Information Literacy Tutorial
-Increase workshops and collaborations across disciplines

Mapping
- SKY College Values: (X - Selected)

SKY College Values

- Academic Excellence: X
- Campus Climate: X
- Open Access: X
- Social Justice: X
- Student Success and Equity: X

STATUS

Goal Status Date
10/29/2022

Academic Year Updated
2022 - 2023

Goal Status
On Schedule

Goal Status Narrative
Considerable progress has been made on the rewrite of learning objectives and rubrics. The Library has also made significant changes to the way workshops are offered including the options for asynchronous learning content and embedded support (https://skylinecollege.libwizard.com/f/InfoLit_Instruction_Request). Disciplines supported by our program include Math, Communication, Counseling, History, Child Development besides the traditional English and Social Sciences courses.
Our Online Tutorial continues to be extremely useful for those students that need to satisfy the requirement. Basic maintenance has been performed and we hope that in the future the tutorial can be updated and expanded.

Related Documents
Fa21 Information Literacy Rubric - Revise.docx.pdf

Resource Request

Division Name
Academic Support and Learning Technologies (ASLT)

Year of Request
2022 - 2023

Resource Type
Faculty Position (permanent)

Resource Name
Allocate funds to compensate faculty working on this (overload)

Resource Description
Faculty has spent multiple hours researching, rewriting rubrics, consulting with instructional faculty, and gathering feedback from constituent groups. The work is highly appreciated and the extra hours must be compensated. In addition, work to update our Online Tutorial will also require many hours of work by our full time or adjunct faculty.

Funds Type – Mark all that apply.
One-time Cost

Briefly explain how this request helps to advance the goals and priorities of your program, the College, the District, and/or the California Community College Chancellor's Office.
Revamping of the Information Literacy Institutional Learning Objectives will bring our instructional program to updated national standards. It will also allow us to better align with the People's College Initiative by developing students into informed citizens and responsible information consumers. In addition, students will be empowered to create information and contribute to undergraduate research.

Cost
5,000

Level of need, with 1 being the most pressing
1

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