

**Validation Review Recommendations & Responses**

[Page Description](#)

**Commendations**

Academic Year	Commendation
2007-2008	Positive, supportive, responsive staff
2007-2008	Development of Library Sciences 101 course
2007-2008	Workshop offerings that are responsive to student content and scheduling needs
2007-2008	Development and implementation of student survey to identify strengths and unmet needs

**Recommendations**

<b>Year</b>	2007-2008
<b>Recommendation</b>	Work closely with faculty to increase awareness of library programs and to promote information competency in all disciplines
<b>Response</b>	<ol style="list-style-type: none"> <li>1. Distributed library information handout to all faculty</li> <li>2. Provided overview of library services on flex day 2010</li> <li>3. Contacted faculty individually to request that they lend the library a copy of their textbook so that it can be placed on library reserve for students</li> <li>4. Provided assignment specific library research sessions</li> <li>5. Collaborating with ESL Dept. Chair to develop a plan to incorporate information competency skills in ESL courses.</li> <li>6. Developed face to face workshops and online tutorials for Health students to provide the skills to complete health research assignments.</li> </ol>
<b>Response Update</b>	All the above items have been completed and numbers 1, 3, 4 and 6 are still in progress. Item number 2 and the pilot program for number 5 are completed. 7.)In 2015 the library plans to create online tutorials for specific class assignments and research workshops. 8.)In 2013-2014 the library, with the Libguide software, created class specific webpages with the help of instructors. With the same software, the library also created online content to help students with research strategies, searching books, ebooks, databases and citation/ style guides.
<b>Status</b>	InProgress
<b>Objectives</b>	
0 Objectives.	

<b>Year</b>	2007-2008																		
<b>Recommendation</b>	Create a plan to address needs for collaborative student work spaces, a dedicated computer lab, and a larger collection of resources (incorporate new funding and facilities opportunities)																		
<b>Response</b>	Spent two years researching, visiting California Community College libraries, and working with architect and user group to address needs for collaborative student work spaces, a dedicated computer lab, and a larger collection of resources. At the end of the design phase of this project, the Library was informed that there are no funds for this Bond project.																		
<b>Response Update</b>	We are still waiting to hear the status of the library remodel project. If a long delay is expected, we suggest that the college make interim modifications to the library that repair the leaks, provide for more collaborative study spaces, quiet study areas, larger student study carrels, more electrical outlets, a dedicated instruction lab, and a larger collection of newer resources																		
<b>Status</b>	InProgress																		
<b>Objectives</b>																			
2 Objectives.																			
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Objective ID: 326	Period	Priority	Status	Year															
 Create a safe and secure environment. (New/Updated)	11/1/2012 - 6/1/2016	Critical	InProgress	15-16	<a href="#">View/Edit</a> <a href="#">Delete</a>														
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<b>Year</b>	2007-2008
<b>Recommendation</b>	Inform faculty of the system for requesting the purchase of discipline-specific books and resources
<b>Response</b>	<p>Faculty are notified how to request books and resources through:</p> <ol style="list-style-type: none"> <li>1. Annual library information handout.</li> <li>2. Curriculum update</li> <li>3. Individual dmail</li> <li>4. Online request -not yet implemented</li> </ol>

**Response Update** Faculty are notified on how to request books on a continuing basis. The online request form (#4) for faculty and students to request a book is now available on the Library web site.

**Status** InProgress

**Objectives**

0 Objectives.

**Year** 2007-2008

**Recommendation** EPC strongly supports the need for additional and effective signage to increase visibility of the library!

**Response** Library was advised to wait until library renovation to add permanent signage. No paper signs are permitted but the library continues to utilize them on a limited basis.

**Response Update** The library placed a display case with library hours in the lobby of the Learning Center. In a highly visible area a new banner directs student upstairs to the library.

**Status** InProgress

**Objectives**

1 Objectives.

Objective ID: 252	Period	Priority	Status	Year	
Improve visibility of library	12/1/2010 - 6/1/2015	High	Discontinued	14-15	<a href="#">View/Edit</a>

0 Resources.

## Unit Review - Mission Statement

[Page Description](#)

### Program Mission

Describe the purpose of the program:

**The mission of the LAMC Library is to provide our students, staff and faculty with access to organized collections and information, to support instruction, and in collaboration with other academic programs, to encourage and facilitate information competency and critical thinking skills in all students.**

**Library Goals:**

- Organize, maintain and expand access to information resources.
- Provide information-seeking, critical analysis skills to all students so that they become proficient users of information and information technology
- Make the Library an inviting, student-oriented place to work and learn
- Maintain a technical infrastructure that will support access requirements of students, faculty and staff into the 21st century
- Develop a human resources infrastructure in the LAMC Library to ensure effective functioning in the rapidly evolving information environment

Respondent: **D. Ayers**

## Unit Review - Services & Hours of Operation

[Page Description](#)

### Program Services & Hours of Operation

Location, days/hours:

**Typical Hours:**  
**Fall and Spring**  
**Monday-Thursday 8 a.m. - 8 p.m.**  
**Friday 8 a.m. - 2 p.m.**  
**Saturday 10 a.m. - 2 p.m.**

Respondent: **D. Ayers**

Services offered during last cycle:

Service	Date Added	Date Deleted	
individual and group instruction			<a href="#">Remove</a>
access to collections: books,periodicals,videos			<a href="#">Remove</a>
access to online collections: books, per....			<a href="#">Remove</a>
website contains research help and style guides			<a href="#">Remove</a>
website contains links to databases			<a href="#">Remove</a>
copying, printing, color printing, scanning			<a href="#">Remove</a>
individual and group study			<a href="#">Remove</a>
class specific research guides	9/13		<a href="#">Remove</a>
laptops check-out	1/13		<a href="#">Remove</a>

## Population Served

Describe the population served and the trends in student characteristics and/or outcomes that may impact your unit.

Library services are available to all Mission College students in all disciplines. Because Information Competency has been recognized locally and nationally as an important life skill, we might assume that students who earned a U.S. High School Diploma, an A.A. or a B.A. degree in recent years have had some sort of Information Competency or Library Research skills development from their institutions. The data does not provide the date of H.S., A.A. or B.A. completion so we can't really guesstimate the recency of their graduation or the level of Library Research preparedness these graduates have. Since Information Competency is one the the College ILOs it is important that Mission College Library continue to offer instruction on using the library and its resources.

## Unit Review - Staffing

[Page Description](#)

### Certificated Administrator, Faculty

Name	Job Title	FTE	
Hugo Sanchez	adjunct librarian	.1	<a href="#">Remove</a>
David Garza	Librarian	1	<a href="#">Remove</a>
Sheila MacDowell	Librarian	1	<a href="#">Remove</a>
Karen Knotts	adjunct librarian	.2	<a href="#">Remove</a>
Daniel Lehman	adjunct librarian	.1	<a href="#">Remove</a>
Ashley Sparks	adjunct librarian	.1	<a href="#">Remove</a>
Ashley Sparks	Librarian	1	<a href="#">Remove</a>
Donna Ayers	Library Dept Chair	1	<a href="#">Remove</a>

### Classified Staff

Name	Job Title	FTE	
Donald Carney	Library Tech	1	<a href="#">Remove</a>
Gohar Marukyan	Library Tech	1	<a href="#">Remove</a>
Faith McLaughlin	Library Tech	1	<a href="#">Remove</a>

### Student Workers

Name	Type	Hours/Week	
Student Worker	student worker	20	<a href="#">Remove</a>

### Projections

Projected Retirements:

- 1 of 4 librarians planning to retire in June, 2016.
- 1 of 3 classified will retirement by Sept, 2015.

Are available faculty and classified staff adequate to support the program?

**No.**

Even though the college has grown from 2,000 students in 1975 to over 11,000 students in 2014 library classified staff has remained the same as in 1975. Three classified staff performed operational duties related to acquisitions, cataloging, periodicals and circulation in 1975 and three classified staff perform these as well as additional operational tasks in 2014. One of the three classified staff has been on medical leave for the past 18 months and plans to retire by Sept,2016.

Between 1975 and 2014, information and instructional technology has changed, expanded and requires more assistance from the classified and library staff. In 1975 library technology consisted of photocopiers, typewriters, tape players, sound slide projectors and print indexes. Student computers in the library, computer software, network printing, internet searching, researching online databases, using flash drives, using laptops and other handheld devices to access and transfer information did not exist. All of the new technology requires librarians, classified staff and student workers to assist the students. Three support staff fall well below Title 5 minimum standards for community college libraries which state that a college the size of Mission should have 9 support staff to provide library services.(see attached)

The faculty guild contract supports the regular review of support staff through the shared governance process with consideration of legal statutes and regulations such as Title 5, Section 58724 which details minimum staffing requirements for CC libraries.(see attached)

According to Title 5, Section 58724 a college the size of Los Angeles Mission College should have five librarian.

Accreditation- Standard IIB

The institution assures the integrity and quality of its programs and services by employing personnel who are qualified by appropriate education, training , and experience to provide and support these programs and services.

Respondent: **D. Ayers**

## Unit Review - Program Outreach

[Page Description](#)

### Program Outreach

What standing committees does your program maintain? What are their charges and membership?

The library does not maintain any campus committees but the library faculty participate in several shared governance and academic senate committees.

1. Technology Committee
2. EPC
3. Curriculum
4. Academic Rank
5. Learning Outcomes Assessment
6. Shared Governance Oversight

What intra-college collaboration has your program been involved in during the past six years?

1. Intra-Library Loan with LACCD Libraries
2. District online integrated library system (SIRSI)
3. Funding district of library databases initiative
4. District Discipline
5. District Library Technology Committee
6. District Library Cataloging Committee

What has your program done since the last review to establish connections with schools, institutions, organizations, businesses, and corporations in the community?

The mission of the LAMC Library is to provide our students, staff and faculty with access to organized collections and information, to support instruction, and in collaboration with other academic programs, to encourage and facilitate information competency and critical thinking skills in all students.

Although this does not fall within the library's mission, the Library offered the Lib Sci 101/Library Research Methods to students at ArTES High School. This was taught as an extra assignment by one of the full-time LAMC librarians.

Mission's librarians participate in District, Los Angeles Region, State, and national library workshops and conferences.

Respondent: D. Ayers

## Unit Effectiveness - Quality & Accessibility of Services

[Page Description](#)

To access survey data, [click here](#).

### Student Satisfaction Survey

No Survey(s) Added.

Discuss and analyze Student Satisfaction Survey results and what program changes will be implemented in response to the survey data.

In both the Fall 2014 LAMC and Fall LACCD student survey 86% of the students indicated they were very satisfied or satisfied with library services. In a Spring 2015 Mission College library survey 75% of students indicated that the primary way they find out about library services is through their instructors. Program change:

1. Intensify communication with faculty about library services.
2. Continue identifying ways to make library services more accessible to students, possible through longer hours, additional online content and instruction.
3. Conduct Mission College Library Survey every two years.

Also in the Spring 2015 Library survey students who attended a workshop or a class library orientation were somewhat more confident using EBSCO, Citing, finding a book or evaluating a web site. The library will work with faculty to do more class orientations and work on the attendance of the research workshops.

The Fall 2013 Mission College Survey indicated that 85.3% of the students are satisfied or very satisfied with the library. 79.25% strongly agree or agree that library workshops are informative and useful. 81.69% thought that the library website was extremely easy or easy to use. An area of concern was that 43% said that one or more times they came into the library they were not able to find a resource to use. The survey was not specific as to whether these resources were books or online material. The other area of concern in the Fall 2013 Mission College survey for students was the hours of operation of the library. About 15% said that the hours the library was open was not adequate.

Respondent: D. Ayers

### Faculty/Staff Program Assessment Survey

No Survey(s) Added.

Discuss and analyze Faculty/Staff Program Assessment Survey results and what program changes will be implemented in response to the survey data.

In the Fall 2013 Faculty/Staff Survey 90.38% said they thought the library was effective in meeting the students' needs.

In the Fall 2013 Faculty/Staff Survey 51.3% felt the library resources were up-to-date in their academic interest area. 53.8% thought the library provided students with adequate support.

The biggest concern for the library in this survey is that for both of the above questions 38.6% of faculty had no experience with the library. The library needs to reach this group of faculty members and help them require assignments and projects so their students use the library. From a previous library survey, most students that use the library were referred by their instructors. The library will continue to reach faculty by using "Libguide Software" to create class specific "Research Guides." This encourages students to use the library resources. (see attached LAMC Research Guides usage)

## Unit Effectiveness - SLOs

[Page Description](#)

## Student Service Area Outcomes

<b>Year</b>	2012
<b>1) Outcome</b>	The library has books that are current and useful for class assignments.
<b>2) Related ILO</b>	<input type="text" value="2) Information Competency"/>
<b>3) Contribution of SAO to Student Learning</b>	Students need current and relevant book resources to write their research papers.
<b>4) Assessment Method</b>	Surveys and other data. Library collection-80% is older than 2000. 1% of collection has copyright date of 2010-2015. Many instructors require a book no older than 5 years.
<b>5) Criterion/Benchmark</b>	
<b>6) Results</b>	In the Spring, 2015 Library Survey question #2 asks "Did the library have books for your assignments?" 85% of the students who responded "no" indicated that the reason was because the books were too old, already checked out or there were too few on their topic.(see 2015 Library Survey)
<b>7) Implementation Plan</b>	Seek funding for a larger book budget. The library has created a Collection Development plan for purchase of new books. (See Collection Development Plan attachment)
<b>8) Re-Evaluation</b>	The library did update the Ebook collection from 18,000 books to 52,000 books. All of this collection has a copyright date of after 2000.
<b>Assessment Date</b>	Fall 2014
<b>Next Assessment Date</b>	Spring 2016
	<a href="#">Edit / Re-evaluate</a>
<a href="#">Remove</a>	

<b>Year</b>	2012
<b>1) Outcome</b>	Library Staff is courteous, helpful and knowledgeable
<b>2) Related ILO</b>	<input type="text" value="2) Information Competency"/>
<b>3) Contribution of SAO to Student Learning</b>	
<b>4) Assessment Method</b>	Surveys
<b>5) Criterion/Benchmark</b>	
<b>6) Results</b>	Question #74 of the Fall 2013 Mission survey shows that 79.3% of students agree or strongly agree that library staff are knowledgeable. Questions #74 of the Fall 2013 Mission survey shows 76.9% of students agree or strongly agree that library staff are friendly. In the Library Survey of 2015 89% of the students indicated they are comfortable asking for help from a librarian.
<b>7) Implementation Plan</b>	Reemphasize SAOs and SLOs and annual library objectives to library staff each semester.
<b>8) Re-Evaluation</b>	In the Fall 2013 Student Survey 85.3% were satisfied or very satisfied with the library.
<b>Assessment Date</b>	Spring 2014
<b>Next Assessment Date</b>	Spring 2016
	<a href="#">Edit / Re-evaluate</a>
<a href="#">Remove</a>	

<b>Year</b>	2011
<b>1) Outcome</b>	Students utilize and are satisfied with library resources and services
<b>2) Related ILO</b>	<input type="text" value="2) Information Competency"/>
<b>3) Contribution of SAO to Student Learning</b>	
<b>4) Assessment Method</b>	usage data collection data workshop attendance surveys
<b>5) Criterion/Benchmark</b>	
<b>6) Results</b>	Question #81 of the Fall 2013 Mission College Survey shows that 86% of the students either strongly agree or agree that they are satisfied with the services offered in the library. All areas in the Usage Data document show an increase in use from 2009 to 2014. It is clear that students depend on library services and resources.
<b>7) Implementation Plan</b>	1. Establish stable funding source for library databases. 2. Establish stable funding source to update print and online book collections. 3. Improve Library home page so students can call or email for reference help. 4. Develop and post reserve request form online along with procedures. 5. Add ten laptops for student use in the library. This will supplement the shortage of computers in the library. 6. Work with IT to add data drops and increase the personal computers by 20 personal computers
<b>8) Re-Evaluation</b>	The Fall 2013 Mission College Survey indicated that 85.3% of the students are satisfied or very satisfied with the library. 79.25% strongly agree or agree that the library workshops were informative. Do a Library Survey every two years. Have put a suggestion box in the library.
<b>Assessment Date</b>	Spring 2014
<b>Next Assessment Date</b>	Spring 2016
	<a href="#">Edit / Re-evaluate</a>
<a href="#">Remove</a>	

<b>Year</b>	2012
<b>1) Outcome</b>	Use online periodical databases, Use and apply research limiters and expanders, Identify the elements of a journal or periodical citation, Apply advanced searching tips on the internet, Analyze Internet document for quality, relevance, timeliness, and authority.
<b>2) Related ILO</b>	<input type="text" value="2) Information Competency"/>
<b>3) Contribution of SAO to Student Learning</b>	
<b>4) Assessment Method</b>	For the 13-14 academic year, each semester the Library offered 16 in-person workshops for students taking Health classes. 1096 students turned in an exercise given in the workshop/tutorial, and the results of the exercises were graded and assessed. In Fall 2013 and Spring 2014 the library continued to offer 11 face-to-face Health workshops each semester. The students also have the option to do the online tutorial. The Fall 2013 Mission College Survey indicated that 85.3% of the students are satisfied or very satisfied with the library. 79.25% strongly agree or agree that the library workshops are informative and useful. In Fall 2013 and Spring 2014 the library offered 24 workshops each semester to help student with researching, writing papers, and using the library. All faculty were notified that they could require workshops or give extra credit for attendance.
<b>5) Criterion/Benchmark</b>	
<b>6) Results</b>	Analysis of Fall 2013 and Spring 2014 Research Workshops: Fall 2013 87% did better than 75% on the written exercise. Spring 2014 93% did better than 75% on the written exercise.

<b>7) Implementation Plan</b>	Determine which questions students are missing. Make changes or clarify instruction so students understand the concepts.
<b>8) Re-Evaluation</b>	Health faculty decided that they preferred all the workshops be face to face. Changes were made on two questions on the exercise, that were not clearly stated, before Spring 2014. In the Spring 2014 the library added an APA workshop and an eBooks workshop. These workshops were well attended. The library is in contact with Science instructors in regards to offering the APA workshops at East campus as well as the library for Fall 2015.
<b>Assessment Date</b>	Spring 2014
<b>Next Assessment Date</b>	Spring 2016
	<a href="#">Edit / Re-evaluate</a>
<a href="#">Remove</a>	

<b>Year</b>	2013
<b>1) Outcome</b>	Faculty engages with librarians on course and assignment resources.
<b>2) Related ILO</b>	<input type="text" value="2) Information Competency"/>
<b>3) Contribution of SAO to Student Learning</b>	
<b>4) Assessment Method</b>	Campus and Library survey, Library statistics, curriculum recommendations.
<b>5) Criterion/Benchmark</b>	
<b>6) Results</b>	In the Fall 2014 campus survey 55.4% of the faculty said that the library provided adequate opportunities for collaboration with their department. From the 2014 Library Survey, 76% of the students who use the library indicated that they were made aware of library services by their instructors.
<b>7) Implementation Plan</b>	The library will provide more opportunities for collaboration with classroom faculty. When we improve our collaboration with faculty, we expect the response on the campus survey to improve.
<b>8) Re-Evaluation</b>	During the 2013-14 academic year the library has used "Libguide Software" to create class specific research guides found on the library website. By working with faculty to create these research guides and present them during a class orientation, the library encourages student to use library resources. (See LAMC Research Guides attachment below.)This also led to an over 200% increase in library assignment specific orientations.
<b>Assessment Date</b>	Spring 2014
<b>Next Assessment Date</b>	Spring 2016
	<a href="#">Edit / Re-evaluate</a>
<a href="#">Remove</a>	

## Unit Effectiveness - Human Resources

[Page Description](#)

Professional Development
No Professional Dev. Added

Professional Development Needs
Are there areas of unmet professional development needs among faculty in this program? Please explain a proposed plan of action for addressing this need and any resources needed to achieve this development.
<b>Sheila completed Etudes training and David completed RDA (Resource Description &amp; Access)training spring 2014. Sheila is utilizing Etudes to supplement her face-to-face instruction in Library Science 101. David is utilizing RDA (the new cataloging standard) to catalog new books.</b>
<b>No other professional development is needed at this time.</b>
Respondent: <b>D. Ayers</b>

## Unit Effectiveness - Facilities & Equipment

[Page Description](#)

Facilities & Equipment
Is space and equipment currently assigned to your unit adequate to support the needs of the service area? Please explain?
<b>The current Library space is inadequate to house all of the Library holdings and provide services to the projected 15,000 students when the college is built out to its master plan in the coming years. In fact, the space does not meet student needs and collections today. The Library has already been forced to relocate several special collections since the construction of the building in 1997. As these areas have already reached capacity, the Library is not able to physically meet the need for collaborative study spaces and the growth of several collections such as periodicals, basic skills, paperbacks, reserves, oversize, and Video/DVDs. Consequently, the Library has been forced to discard and/or stop ordering some of these items.</b>
<b>The Library has been able to offer workshops and orientations in the dedicated computer classroom. The number of students that received library instruction increased by 200% from the previous year due to the computer lab that was dedicated for library use only. This allowed the Library to schedule instruction without the conflicts of others using the computer lab. (see attachment)</b>
<b>A complete library renovation and expansion project started up again in 2009. As a result of research and planning, a program and design criteria report was commissioned and completed May 3, 2010. This document is 302 pages. The file is too large to attach to our program review tool. Before proceeding to the design phase, the scope of the project was reduced by \$3,000,000. At the end of the design phase in November 2010, it was announced that there was no funding to proceed with the Library Renovation Bond Project.</b>
<b>Existing Library is 17,330 ASF. Title 5 states that the the library should be 26,811 ASF for a college the size of Mission in 2007-08(6400 FTES) and 34,000 ASF for 8000 FTES. Mission's library is 17,330 ASF.</b>
<b>The college is building campus facilities to accommodate 15,000 students or 9,400 FTES. The college was planning the library to accommodate the 15,000 until funding was eliminated for the library renovation project.</b>
<b>It could be many years before the library is expanded and modernized. The Library is working with IT to install more data drops so IT will be able to add 20 more computers.</b>

The library would then have 50 computers and ease the need for more student computers.

Does the program regularly utilize general campus facilities? Are they available and adequate?

no

Respondent: D. Ayers

## External Accountability - Advisory/Oversight Committee

[Page Description](#)

### Advisory / College Oversight Committee

Members Names, Representation:

Member	Affiliation	Title	Meeting Frequency	
N/A			Month	<a href="#">Remove</a>

Respondent: D. Ayers

### Meetings

List the Date and Membership of your Advisory Board:

No Meetings Added

Reminder: Keep copies of your Minutes for audit purposes.

### Recommendations

What have been the major recommendations resulting from your advisory board meetings? Of those recommendations, which have been acted upon, and what is your plan of action with regard to other recommendations discussed?

N/A

## External Accountability - Compliance Status

[Page Description](#)

### Accreditation or Compliance Status

Is this program subject to approval/accreditation by specialized state, regional, or national accrediting agencies?

No

What is the program's accreditation status?

N/A

Respondent: D. Ayers

### Recommendations

Indicate recommendation of the most recent accreditation evaluation of the program and corrective actions taken or planned. Most recent accreditation report and all additional pertinent documentation and explanations should be available on site for consultant review

All AIPs in the 2013 Accreditation report have been completed.  
AIP 14-The immediate needs of the library were met by the facilities department in Fall 2015.  
AIP 15-The library created a laptop lending program with Title V money in Spring 2014  
AIP 18-The library now has a dedicated computer lab. This lab was established in Fall 2014.

## Planning Assumptions & Assessment

[Page Description](#)

### Service Area Planning Assumptions

In the space below, please list the planning assumptions that will guide your unit during the next 3 year period. Include assumptions for at least the following areas:

- Expected demand
- Anticipated funding trends
- Anticipated pedagogical trends
- Anticipated technological trends
- Anticipated trends in student needs and/or demographics
- Relevant Advisory Group recommendations

Demand for online services will increase  
 Demand for more laptops to loan students and computers in the library.  
 Demand for more collaborative study spaces will continue to increase  
 Individuals will continue to study in group rooms if we don't provide suitable study space for individuals  
 Insufficient space for videos/dvds and text books will continue to be a problem  
 Insufficient space for various collections will continue to be a problem  
 Need for wireless printing  
 Constantly Changing technology will continue to put a strain on staff  
 Students will continue to want support for library applications on their latest handheld devices

Library will continue to serve a diverse population (basic skills, ESL, distance education) which will put a strain on purchasing power of limited monetary resources  
 Security and safety of staff and students will continue to be a need.  
 Students will continue to need books published within the last 5 years for their assignments. Because of this, the library book collection will not be relevant to student information needs if it is not updated.

Respondent: **D. Ayers**

## Self-Assessment: Challenges, Opportunities & Strategies

A. Please present the unit's analysis of the challenges it will face over the next 3 years in light of the measures of program effectiveness, progress toward past goals, and new planning assumptions.

1. **Keeping resources relevant and consistent with insufficient and inconsistent funding**
2. **Prioritizing resources to meet needs of a diverse curriculum and student population with widely diverse language and computer literacy**
3. **Library hours are insufficient to meet needs of students diverse schedules**

B. Identify unit strengths and recommendations to strengthen existing unit programs.

**Staff is responsive to student needs.**  
**Information competency workshops and class orientations are increasing.**  
**Dedicated computer lab.**  
**Access to resources from campus and home including the addition of 24/7 reference help.**  
**Website is kept current.**  
**Working student computers/color printing/scanner**  
**Collaboration with academic programs**  
**Laptop checkout**  
**Textbooks for students to use in the library/provided by contacting faculty.**

## Supplemental Material

### Supplemental Files

Supplemental Materials:					
FileName	Description	Uploaded	Related Area		
<a href="#">Library_Usage_Data[14].pdf</a>		5/29/2015 8:44:00 AM	SAOs	<a href="#">Edit</a>	<a href="#">Delete</a>
<a href="#">2015 Library Survey.docx</a>		5/27/2015 4:36:00 PM	Supplemental Files	<a href="#">Edit</a>	<a href="#">Delete</a>
<a href="#">student confidence spring 2015.xlsx</a>		5/27/2015 4:14:00 PM	Quality & Accessibility of Services	<a href="#">Edit</a>	<a href="#">Delete</a>
<a href="#">Orientationsthru fall2014.docx</a>		5/25/2015 10:26:00 AM	Facilities & Equipment	<a href="#">Edit</a>	<a href="#">Delete</a>
<a href="#">LAMC Library Research Guides.pdf</a>		5/28/2014 11:12:00 AM	Quality & Accessibility of Services	<a href="#">Edit</a>	<a href="#">Delete</a>
<a href="#">Student SuccessLB101.docx</a>		5/22/2014 11:05:00 AM	Annual Planning Evaluation	<a href="#">Edit</a>	<a href="#">Delete</a>
<a href="#">Collection Development Plan 2014.docx</a>		5/22/2014 10:23:00 AM	SAOs	<a href="#">Edit</a>	<a href="#">Delete</a>
<a href="#">LAMC Library Research Guides.pdf</a>		5/21/2014 3:22:00 PM	SAOs	<a href="#">Edit</a>	<a href="#">Delete</a>
<a href="#">Title 5 Minimum Library Standards.docx</a>		11/21/2013 9:52:00 AM	Staffing	<a href="#">Edit</a>	<a href="#">Delete</a>

## Objectives & Resources

### Objective

Objective 1 :	<b>Improve access to services and collections for distance ed. (2015-2016) (Priority: Medium)</b>
Previous Set Goal:	
New Related Goal Areas:	1. Expand Access and Prepare Students for Success 3. Improve Quality of Educational Programs and Services to Increase Student Success
Individual(s) Responsible:	Donna Ayers/Ashley Sparks
Period:	7/1/2015 - 6/1/2016
Activity:	The library will make contact with DE faculty and faculty who use etudes for class management. The library will create online tutorials for DE and all other students. The library will make faculty and students aware of new database, Question point 24/7.
Expected Outcome and Measure:	Statistics will show usage of Question point 24/7. Library will check usage statistics of tutorials.
Priority:	Medium ( )
Assessment:	



Status:	InProgress
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**Objective**

Objective 2 :	<b>Maintain and improve access to services and collections</b> (2015-2016) (Priority: Medium)
Previous Set Goal:	
New Related Goal Areas:	1. Expand Access and Prepare Students for Success 5. Sustain User-Friendly and Innovative Technology
Individual(s) Responsible:	D. Ayers
Period:	7/1/2015 - 6/1/2016
Activity:	Add the following quipment to improve access to services and collections.Many students want to use a computer a study room or a quiet area. Only 4 laptops are available and have a very high number of circulation during the semester. 1) 10 more laptops to loan to students in the library
Expected Outcome and Measure:	Expected outcome: Students will have access to computers to do their work in the library. Measure: Statistics and student satisfaction survey.
Priority:	Medium ( )
Assessment:	The laptops checkout statistics for academic year 13-14 from the SIRSI usage are provided by the district. The four laptops were checked out 1192 times for a total of up to 3576 hours. This breaks down to over 100 hours a week. Because the library has only 30 student computers, the ten new laptops are essential to be able to provide students with the ability to do their work in the library.
Status:	InProgress

**Resource**

Resource Requested:	Equipment (2015-2016) (Quantity: 20 Units )
Anticipated Total Cost:	\$20,000
Contact Person:	D. Ayers
Description of Item:	The library needs more computers. IT is working to create more data drops so we can add 20 more computers to the library.
Type:	One_Time
Resource Priority:	Medium
Status:	PendingFunding

**Resource**

Resource Requested:	Equipment (2015-2016) (Quantity: 10 Units )
Anticipated Total Cost:	\$10,000
Contact Person:	D. Ayers
Description of Item:	Additional laptops that can be checked out by students for use in the library. Because the 24 student computers in the library are all busy it is important to have laptops available for students to access the library services and collections.
Type:	One_Time
Resource Priority:	Medium
Status:	PendingFunding

**Objective**

Objective 3 :	<b>Create a safe and secure environment.</b> (2015-2016) (Priority: Critical)
Previous Set Goal:	4. Improve Student Success
New Related Goal Areas:	1. Expand Access and Prepare Students for Success 3. Improve Quality of Educational Programs and Services to Increase Student Success
Individual(s) Responsible:	D. Ayers
Period:	11/1/2012 - 6/1/2016
Activity:	1). In collaboation with facilities, Sheriff and Academic Affairs, provide library staff with emergency response training.(earthquake, active shooter, etc) 2). Activate panic buttons at Reference & Circulation desk.
Expected Outcome and Measure:	Library staff will report that library and library resources are safer and more secure than before these objectives were completed. Staff will be prepared and safer in responding to emergency situations. Students will be safer.
Priority:	Critical ( )
Assessment:	
Status:	InProgress

**Objective**

Objective 4 :	<b>Provide opportunities of students to attain IC Skills</b> (2015-2016) (Priority: Medium)
Previous Set Goal:	4. Improve Student Success
New Related Goal Areas:	1. Expand Access and Prepare Students for Success 3. Improve Quality of Educational Programs and Services to Increase Student Success
Individual(s) Responsible:	D. Ayers
Period:	9/1/2010 - 6/1/2016
Activity:	1.Provide online content that helps students with their research assignments. 2.Continue helping students with Health Assignments by presenting face to face workshops for every class. 3.Offer information competency/library research workshops to students in all academic department. 4.Offer assignment specific orientations or library tours to all faculty. 5.Offer Library Science credit classes.
Expected Outcome and Measure:	Students will be able to complete library exercises with the help of the workshops, orientations, classes and online content. Measure: student exercise and faculty survey and online usage statistics.
Priority:	Medium ( )
Assessment:	Assessment results for Fall 2013, Spring 2014 Health Workshops: 1. 94% of students taking face-to-face workshops scored 75% or higher on workshop exercise. 1. Met with Health faculty Summer 2014. 2. Faculty said students are doing better on their assignment than before the health workshop was offered. 3. Only face-to-face workshops will be offered. 4. Add additional clarity to the workshop content section on determining reliable websites. 5. Students accessed "Research Guides" 18,350 during the 2013/2014 academic year. (See attachment LAMC Research Guides)
Status:	InProgress

**Resource**

Resource Requested:	PersonnelRegular (2015-2016) (Quantity: 1 FTEInstructor )
Anticipated Total Cost:	\$75,000
Contact Person:	D. Ayers
Description of Item:	This position is to replace Donna Ayers who is retiring Summer, 2016. Her position as chair will be filled by one of the existing librarians. The new faculty member the library would like to hire is going to be an instructional and technology librarian. This librarian will also be a liaison to faculty including those who teach online classes. This position will provide expertise on the development and effective integrations of new technologies into teaching and learning and to promote these technologies in service of information competency. This position is necessary to maintain access to library services for students. This is a replacement position. It should not require additional funding if the library budget is not downsized. For additional review and data, see Unit Review --Staffing.
Type:	Ongoing
Resource Priority:	Critical
Status:	PendingFunding

**Objective**

Objective 5 :	<b>Maintain and improve access to library services and collections</b> (2015-2016) (Priority: Medium)
Previous Set Goal:	1. Expand Access
New Related Goal Areas:	1. Expand Access and Prepare Students for Success 3. Improve Quality of Educational Programs and Services to Increase Student Success
Individual(s) Responsible:	D. Garza
Period:	11/1/2010 - 6/1/2016
Activity:	1. Continue posting reserve request form online along with procedures 2. Continue posting book request form online along with procedures.
Expected Outcome and Measure:	Added convenience to faculty to reserve a book/cd. Convenience for faculty and students who want to request a book. Measure: usage reports for each of the activities
Priority:	Medium ( )
Assessment:	
Status:	InProgress

**Objective**

Objective 6 :	<b>Maintain and improve access to services and collections</b> (2015-2016) (Priority: High)
Previous Set Goal:	4. Improve Student Success
New Related Goal Areas:	1. Expand Access and Prepare Students for Success 3. Improve Quality of Educational Programs and Services to Increase Student Success
Individual(s) Responsible:	D. Ayers
Period:	9/1/2015 - 6/1/2016
Activity:	Add 1 classified position and replace classified employee who has been on medical leave for 18 months. Continue to fund one 20 hour per week student worker. Update adjunct librarian budget to reflect adding 3 more adjunct hours for Wednesday evening. These hours are now covered by fulltime librarians.
Expected Outcome and Measure:	Improved and expanded service to students and faculty as measured by Satisfaction Surveys and daily interaction with users. Not having enough qualified staff negatively impacts access to library services and collections. See Title 5 attachment.
Priority:	High ( )
Assessment:	
Status:	InProgress

**Resource**

Resource Requested:	PersonnelHourly (2015-2016) (Quantity: 512 StandardHours )
Anticipated Total Cost:	\$898,662
Contact Person:	D. Ayers
Description of Item:	The funding resources in program review do not identify the amount allocated for adjunct librarians. I checked the 2014-15 budget and the adjunct line item was never populated with the correct amount. Based on this information, I am requesting that adjunct librarian budget for 2015-16 reflect the amount identified in the resource request for 2015. The cost for 512 hours per year is \$33,000. This is an increase in adjunct hours to cover Wednesday evening. The Library needs sufficient staff to provide library services to students and the college community.
Type:	Ongoing
Resource Priority:	Critical
Status:	PendingFunding

**Resource**

Resource Requested:	PersonnelHourly (2015-2016) (Quantity: 640 HoursStudentWorker Student Worker (\$9.2))
Anticipated Total Cost:	\$5,888
Contact Person:	D. Ayers
Description of Item:	Student worker will assist and maintain access to library services. The funding resources in program review do not identify the amount allocated for student workers. I checked the 2014-15 budget and the student worker line item was never populated with funds. Based on this information, I am requesting that the student worker budget for 2015-16 reflect the amount identified in the resource request for 2015-16. The Library needs sufficient staff to provide library services to students and the college community.
Type:	Ongoing
Resource Priority:	Critical
Status:	PendingFunding

**Resource**

Resource Requested:	PersonnelRegular (2015-2016) (Quantity: 1 FTEClassified Library Technician)
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Anticipated Total Cost:	\$54,518
Contact Person:	D. Ayers
Description of Item:	This position will provide students with better access to the library and its services, specifically it will provide an A Shift Circulation attendant and all associated library services. For additional review and data, see Unit Review-staffing. Even though the college has grown from 2,000 students (1,274 FTES) in 1975 to over 10,000 students (7,194 FTES) in 2010 and library use (43% increase in textbook use from Sept. 2009 to Sept. 2010), library classified staff has remained the same as in 1975. Three classified staff performed operational duties related to acquisitions, cataloging, periodicals and circulation in 1975 and three classified staff perform these as well as additional operational tasks in 2010.
Type:	Ongoing
Resource Priority:	Critical
Status:	PendingFunding

### Resource

Resource Requested:	PersonnelRegular (2015-2016) (Quantity: 1 FTEClassified Instructional Assistant - Information Te)
Anticipated Total Cost:	\$60,705
Contact Person:	D. Ayers
Description of Item:	This position will provide students with better access to library and other information technologies and also provide the library with assistance in developing and maintaining online content. Between 1975 and 2010, information and instructional technology has changed and expanded. In 1975 library technology consisted of photocopiers, typewriters, tape players, sound slide projectors and print indexes. There were no student computers in the library, no computer software, no windows operating system, no network printing, no internet, no research databases, no flash drives, and certainly no cell phones, laptops and other handheld devices used to access and transfer information. For additional review, data, and Title 5 standards, see Unit Review-staffing.
Type:	Ongoing
Resource Priority:	High
Status:	PendingFunding

### Objective

Objective 7 :	<b>Maintain and improve access to services and collections</b> (2015-2016) (Priority: Critical)
Previous Set Goal:	1. Expand Access
New Related Goal Areas:	1. Expand Access and Prepare Students for Success 3. Improve Quality of Educational Programs and Services to Increase Student Success 4. Maintain Fiscal Stability and Encourage Revenue Enhancement
Individual(s) Responsible:	D.Ayers
Period:	7/1/2015 - 6/1/2016
Activity:	Establish stable funding source for: 1. Books 2. Supplies 3. Postage 4. Printing 5. Periodical subscription 6. Database subscription
Expected Outcome and Measure:	Students and faculty satisfaction with collections are indicated on surveys. SIRS reports indicate 80% of books have a copyright before 2000. Librarians report that there are not enough current books and periodicals on topics relevant to student needs. Usage data provided by database and circulation reports. Collection will approach the level of currency as defined by Cal. Admin. Code tit. 5, sect 58722 regs.
Priority:	Critical ( )
Assessment:	
Status:	InProgress

### Resource

Resource Requested:	Other (2015-2016) (Quantity: 0 Units )
Anticipated Total Cost:	\$96,000
Contact Person:	D. Ayers
Description of Item:	Update book collections. In order for the book collection to remain relevant to students, the collection needs to be updated regularly. The last significant update was in 2002 when 3,000 new books were added. Those books are already more than 13 years old. The last update to the ebook collection was in 2014. This increased the ebooks from 28,000 to 52,000. This request replaces prior requests. Cost is determined by Cal. Admin.Code tit.5, 58722. The Library will analyze the collection and use the collection development plan created in spring 2014 to improve the currency and relevancy of collection. This resource request is connected to SAO "The library has books that are current for class assignments." (See attachment Library Collection Plan on SAO page/supplemental files.
Type:	Ongoing
Resource Priority:	Critical
Status:	PendingFunding

### Resource

Resource Requested:	SuppliesPrinting (2015-2016) (Quantity: 0 Units )
Anticipated Total Cost:	\$2,000
Contact Person:	D. Ayers
Description of Item:	Library processing and office supplies are necessary to maintain access to library services. Continuation of previous unfunded request.
Type:	Ongoing
Resource Priority:	High
Status:	PendingFunding

### Resource

Resource Requested:	Other (2015-2016) (Quantity: 0 Units )
Anticipated Total Cost:	\$200
Contact Person:	D. Ayers
Description of Item:	Postage is necessary to send bills to students for unreturned library materials.
Type:	Ongoing
Resource Priority:	Critical

Status:	PendingFunding
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### Resource

Resource Requested:	SuppliesPrinting (2015-2016) (Quantity: 0 Units )
Anticipated Total Cost:	\$600
Contact Person:	S. Thomsen
Description of Item:	Printing library publicity for students will assist and maintain access and awareness of library services.
Type:	Ongoing
Resource Priority:	Critical
Status:	PendingFunding

### Resource

Resource Requested:	Other (2015-2016) (Quantity: 0 Units )
Anticipated Total Cost:	\$42,000
Contact Person:	D. Ayers
Description of Item:	This request is for datbase subscriptions that were funded with State TTIP funds. TTIP funds are no longer available for library database subscriptions. Important for students who take classes on campus as well as online.
Type:	Ongoing
Resource Priority:	Critical
Status:	PendingFunding

### Objective

Objective 8 :	<b>Rennovate Library to accommodate student needs</b> (2015-2016) (Priority: Critical)				
Previous Set Goal:	1. Expand Access				
New Related Goal Areas:	<table border="1"> <tr> <td>1. Expand Access and Prepare Students for Success</td> </tr> <tr> <td>2. Strengthen Institutional Effectiveness</td> </tr> <tr> <td>3. Improve Quality of Educational Programs and Services to Increase Student Success</td> </tr> <tr> <td>5. Sustain User-Friendly and Innovative Technology</td> </tr> </table>	1. Expand Access and Prepare Students for Success	2. Strengthen Institutional Effectiveness	3. Improve Quality of Educational Programs and Services to Increase Student Success	5. Sustain User-Friendly and Innovative Technology
1. Expand Access and Prepare Students for Success					
2. Strengthen Institutional Effectiveness					
3. Improve Quality of Educational Programs and Services to Increase Student Success					
5. Sustain User-Friendly and Innovative Technology					
Individual(s) Responsible:	Donna Ayers				
Period:	10/1/2010 - 6/1/2016				
Activity:	Current Library does not meet student needs and Title V standards for CCC Libraries. Current library services are housed in 17,330 ASF. Title V requires 26,811 ASF for an enrollment the size of Mission (2007-08)and 36,801 ASF for college projected enrollment of 9,400 FTES. Full review of library needs, renovation plan and architectural drawings was completed by architect Stephen Fader in 2010 for this \$8,000,000 project. Program report and additional data available upon request.				
Expected Outcome and Measure:	More collaborative student work spaces; a dedicated computer lab; and a larger collection of resources; library facility that comes closer to meeting Title 5 standards. Measures: usage data and Title 5 standards				
Priority:	Critical ( )				
Assessment:					
Status:	InProgress				

### Resource

Resource Requested:	Other (2015-2016) (Quantity: 0 Units )
Anticipated Total Cost:	\$8,000,000
Contact Person:	
Description of Item:	modernize and update library according program plan
Type:	One_Time
Resource Priority:	Critical
Status:	PendingFunding

### 2015-2016 Library Funding Resources

Category	FTE	Total Budget
Personnel (Adjunct)		\$0
Personnel (Misc E-E Bnfts/Classified/Unclassified)		\$0
Personnel (Certificated)		\$0
Supplies/Printing/Postage		\$0
Equipment		\$0
Other		\$0
<b>Totals</b>		<b>\$0</b>

### 2016-2017 Active Resource Summary

Category	FTE	On-Going Requests	One-Time Requests	Total Cost
Personnel (Adjunct)	0.0	2	0	\$904,550
Personnel (FRg/Classified/Unclassified)	3.0	3	0	\$190,224
Supplies/Printing	0.0	2	0	\$2,600
Equipment	0.0	0	2	\$30,000
Other	0.0	3	1	\$8,138,200
<b>Totals</b>	<b>3.0</b>	<b>10</b>	<b>3</b>	<b>\$9,265,574</b>

### Final Summary

## Summary

Based on your program review, summarize:

Program Strengths - What is your program doing well?

**Staff is responsive to student needs. Services are planned to support student learning and achievement Workshops, access to resources from campus and from home. Website kept current. Working student computers**

Program Weaknesses - What areas can your program improve?

**Increase promotion of library services Acquire stable funding for library databases and resources Provide students with more collaborative study areas Provide students with adequate individual study areas Provide additional space for some collections Provide wireless printing Add more computers/laptops and personal computers Continue collaborating with academic programs Open longer hours (Requested by students: longer Friday hours, Saturday hours and Monday -Thursday extended hours during finals)**

Discuss anything else you would like to share about your program that has not been addressed.

**The Library utilizes various types of library data in its ongoing planning. Much of its research for the last year is reflected in the Library/LRC Program Report and Design Criteria document prepared by Steven Fader Architects, May 3, 2010. (file too large to attach) Other data is available on workshop attendance, and student learning and satisfaction with Library services. We learn much from students that utilize library services. We don't hear from students who do not use library services so we don't know why they don't. We can only guess. It would be interesting to devise a survey that non-library users would be willing to take. The Library will continue to seek data from students who do not use library services.**

Respondent: **D. Ayers**

## Recommendations

### Validation Review

Overall Evaluation:

## Submit Program Review

Thank you for your participation in the Unit Assessment process.

Unit Assessment Completed by:  5/29/2015 8:53:00 AM

Save & Continue Later

Save & Submit Assessment