

# **Santa Rosa Junior College**

## **Program Resource Planning Process**

### ***Library Services 2024***

#### **1.1a Mission**

The Santa Rosa Junior College Libraries cultivate dynamic student-centered learning environments designed to foster student success. We create access to quality resources and instruct students in research skills that extend learning, enhance critical thinking, and inspire intellectual discovery.

To fulfill their mission, the SRJC Libraries:

1. Support SRJC's curriculum by selecting, organizing and maintaining resources necessary for current and emerging instructional programs
2. Collaborate with faculty to embed the library into the classroom
3. Create virtual gateways to diverse sources of knowledge
4. Ensure equal access to library programs and resources for learners across the spectrum of educational level, physical ability and location
5. Provide an engaging environment that promotes individual and collaborative learning
6. Evaluate resources and services to ensure future readiness vital to student success
7. Inspire learners with imaginative uses of technology, spaces and resources that support participation and community engagement

#### **1.1b Mission Alignment**

The library mission is strongly aligned with the mission of Santa Rosa Junior College. The SRJC Libraries foster learning and academic excellence by providing critical resources, services, and instruction in direct support of the curriculum across all disciplines at the College. The Libraries contribute to student equity and student retention by providing access to high-cost materials with convenient and responsive facilities and services. As a leader in innovative and emerging instructional programs, the Libraries work collaboratively with faculty in all disciplines to provide highly effective instructional services that directly impact student achievement and foster student success.

## 1.1c Description

The SRJC Libraries support student success and foster academic excellence by providing a complete learning infrastructure that is designed to fully develop student potential and promote academic success. Students obtain what they need to learn and succeed by accessing varied instructional environments, curriculum-based resources and collections, technology, and state-of-the-art learning facilities.

The Libraries are the most heavily used instructional spaces at the SRJC. To support the success of students at SRJC and beyond, Libraries provide intentionally selected collections in various formats and excellent services. These innovative resources are designed to extend learning beyond the Libraries' walls. At the SRJC Libraries knowledge exploration is central to student learning. Students use current and relevant research tools and a wide array of learning resources to find information to support completion of their class assignments. An innovative and varied information literacy instruction program supports critical thinking, academic integrity, and academic achievement.

## 1.1d Hours of Office Operation and Service by Location

The SRJC Libraries provide the only service consistently available to students throughout the day, into the night and over weekends. The following hours are set for the 2023-2024 Academic Year.

### **Doyle Library | Santa Rosa Campus**

M-Th 8:00 AM -9:00 PM (1-2 Library Technicians, 1 Librarian, x 1-3 student employees)

Fri 8:00 AM - 5:00 PM (1-2 Library Technicians, 1 Librarian, x 1-3 student employees)

Sat 8:00 AM - 2:00 PM (1-2 Library Technicians, 1 Librarian, x 1-3 student employees)

#### *Doyle Summer – 8-week session:*

M-Th: 10:00 AM -4:00 PM (1-2 Library Technicians, 1 Librarian, x 1-3 student employees)

### **Mahoney Library | Petaluma Campus**

M-Th 8:00 AM - 8:00 PM (1-2 Library Technicians, 1 Librarian, x 1 student employee)

Fri 10:00 AM - 2:00 PM (1-2 Library Technicians, 1 Librarian, x 1 student employee)

#### *Mahoney Summer – 6-week session:*

M-Th: 10:00 AM -2:00 PM (1-2 Library Technicians, 1 Librarian, x 1 student employee)

## 1.2 Program/Unit Context and Environmental Scan

The following changes in the social, business, cultural, educational, technological or regulatory environment that could impact our program/unit over the next three years:

- The rapid acceleration of AI (i.e. ChatGPT, etc.) and its impact on education

- Supporting students' mental health continues to be a needed area of growth for all area of campus, including libraries
- The establishment of a campus residency in Santa Rosa will bring students to campus year around. This could increase the need for library services or change the hours/services needed from the Doyle Library (Santa Rosa Campus).
- Fallout from the pandemic will continue to affect the educational sphere in a variety of ways

## **2.1a Budget Needs**

**Funding for Library Collections from General Fund:** The libraries circulate items to students from a robust collection of books, e-books, textbooks, streaming videos and technology equipment. The libraries provide academic offerings across print and digital formats and serve all disciplines and academic clusters, with increasing demand for streaming videos and technology equipment. The library is seeing an increase in requests as faculty incorporate electronic library resources and streaming media into their online lecture content. This library materials request is to meet instructional needs and provide curriculum support across the district, through both libraries and online. The request includes the allocation in the general fund rather than solely within IELM so that the libraries have collections budget dollars that can be spent throughout the year rather than only when IELM funding is available. Request: **\$100,000.**

## 2.1b Budget Requests

Rank	Location	SP	M	Amount	Brief Rationale
0001	ALL	02	06	\$100,000.00	The request includes the allocation in the general fund rather than solely within IELM so that the libraries have collections budget dollars that can be spent throughout the year rather than only when IELM funding is available

## 2.2a Current Classified Positions

Position	Hr/Wk	Mo/Yr	Job Duties
Lib Tech III	40.00	12.00	Oversees access services at Mahoney Library. Leads course reserves team for both libraries and serves on District Textbook and Instructional Materials Committee by position. Is accountable for the oversight and allocation of student budgets at Mahoney Library; provides supervision to student assistants. Oversees Print Scan Copy Room operations including vendor support, collection and reporting of monies. Responsible for Mahoney Library credit card transactions, supplies budget and purchase orders.
Lib Tech III	40.00	12.00	Oversees acquisitions for print and eBook purchases, handles invoicing for regular and demand driven ebook acquisitions. Oversees procurement of print periodicals and supplies. Coordinates donations, facilitates Book Cart/Alibris sales, manages library credit card transactions, and mailroom pickups. Serves as a backup for Archives. Cross-trained to assist at public services desks.
Lib Tech III	40.00	12.00	Oversees access services at Mahoney Library. Leads course reserves team for both libraries. Is accountable for the oversight and allocation of student budgets; provides direction to student assistance and other classified access services staff.
LRET AAIII	40.00	12.00	Assists entire LRET Cluster in addition to supporting IELM and Sabbatical processes. This position is also responsible for limited Distance Education administrative support.
Lib Tech II	40.00	12.00	Oversees the distribution of student technology, Roseland, and other departments, ensuring all technology assets, including laptops and hotspots, are accurately logged and updated in Springshare forms. This role involves creating and implementing library policies and procedures for Tech Gear, conducting weekly technology inventories, and serving as the primary contact for Tech Gear issues. Handles the management of patron accounts, including fines and loans, troubleshoots printing issues, and supervises the Tech Gear Desk in the evenings. Requests orders for office and technology supplies, manages safety protocols, and provides support for community member services and IT tickets.

Position	Hr/Wk	Mo/Yr	Job Duties
Lib Tech III	40.00	12.00	Serves as closing/evening building supervisor at Mahoney Library.? Assists library patrons with inquiries regarding fines and fees; maintains records. Inputs fines/fees/lost items and processes patron refunds. Guides students, patrons, and faculty in accessing library resources and using equipment, computers, printers, copiers, scanners, and electronic resources. Troubleshoots printing/copying problems. Updates classified librariessrjc email and research desk calendars every semester. Evaluate and decide on books to be purchased for Reserves. Create a shelf-reading list for Reserves. Post signs regarding closure, upcoming time changes, and other library events. Contact IT through an on-line form for maintenance/repair of computer terminals. Check/clear bulletin boards. Work with cataloging to ensure quality records for donations and course reserve titles. Process new books/donations. Make sure we receive magazines, withdraw and recycle inform staff about missing magazines. Monitor librariessrjc email and Txt-em-all. Update LibCals calendar with semesters term, and closure dates. Place custodial service tickets. Translate English to Spanish for all library services including voice mail. Scan and quality check books for Alma-D digitization project. Assist with interviewing applicants for student assistant positions. Manage inventory of Reserves/Tech Gear/Circulation desk. Help with book displays at Mahoney.
Lib Tech III	40.00	12.00	50% Technical Systems (TS), 50% Access Services (AS) – TS portion is primarily responsible for copy and original cataloging, withdrawals, troubleshooting some electronic resource and metadata issues, book processing and repair.? AS portion is lead circulation staff position in the evening, assists with technical issues, supervises student workers, and helps close the library.
Lib Tech II	40.00	12.00	Oversees the Circulation and Reserves desk operations at Doyle Library, including overseeing morning operations. Aids library visitors regarding fines, fees, and inquiries. Handles SIS reports and inputs fines, fees, and lost items, and processes refunds. Offers guidance to students, patrons, and faculty on accessing library resources and utilizing equipment such as computers, printers, copiers, scanners, and electronic resources. Addresses printing and copying issues. Makes decisions on book purchases for Reserve and creates shelf-reading lists. Posts notices about closures, schedule changes, and upcoming library events. Monitors the librariessrjc email and Txt-em-all communication channels. Provides English to Spanish translation and interpretation services for patrons regarding library services. Conducts scanning and quality checks for the Alma-D digitization project. Assists with interviewing student assistant applicants and manages inventory at the Reserves/Circulation desk.
Lib Tech III	40.00	12.00	Oversees resource sharing and electronic resource purchasing for technical services and course reserves. Maintains contracts for library services and serial acquisitions for other non-library departments. Serves as back up for periodicals maintenance and electronic resource linking. Cross-trained to assist at public services desks.

Position	Hr/Wk	Mo/Yr	Job Duties
Lib Tech III	40.00	12.00	Oversees archives, receiving, invoicing, and systems processes for technical services. Serves as backup for cataloging, acquisitions, and ILL. Assists in creating reports and data analyses for library staff and faculty. Orders print materials for Reserves. Assists in tracking and reconciling collections budget for the libraries. Cross-trained to assist at public service desks.
Lib Tech III	40.00	12.00	Assists library visitors regarding fines, fees, and inquiries. Handles SIS reports and inputs fines, fees, and lost items, and processes refunds. Offers guidance to students, patrons, and faculty on accessing library resources and utilizing equipment such as computers, printers, copiers, scanners, and electronic resources. Manages Job posting, hiring, onboarding, termination training and budget of library student assistants. Oversees library public service desks for Doyle Access Services, main supervisor in the morning for Tech gear and circulation. Oversees Doyle library printer purchases, inventories, malfunctions and manages library printing collections revenue. Manages and oversees purchasing and distribution of library technology. Serve as a liaison to university partners, collaborating with various departments to coordinate the onboarding process for their students.

## 2.2b Current Management/Confidential Positions

Position	Hr/Wk	Mo/Yr	Job Duties
Dean, Learning Resources & Ed Technology	40.00	12.00	Provides administrative leadership for all aspects of learning resources program including Library Services, Media Services, and District Technology Planning.

## 2.2c Current STNC/Student Worker Positions

Position	Hr/Wk	Mo/Yr	Job Duties
Mahoney - Petaluma Student Assistants	56.00	12.00	Assist at all service desks. Overall hours vary.
Doyle - SR Student Assistants	216.00	12.00	Assist at all service desks. Overall hours vary.

## 2.2d Adequacy and Effectiveness of Staffing





## 2.2e Classified, STNC, Management Staffing Requests

Rank	Location	SP	M	Current Title	Proposed Title	Type
0001	ALL	02	01	Library Technician II 100%	Library Technician II 60%	Classified

## 2.3a Current Contract Faculty Positions

Position	Description
Mahoney Public Services Librarians (3)	Provides 15 hours per week of student contact through reference research desk service, research appointments, and Information Literacy credit courses; offers course-integrated instruction sessions and workshops. Provides instruction through a variety of modalities, including face-to-face, reference and research, digitally through online reference service orientations, research appointments, workshops and/or Library and Information Resources courses, videocall, chat, and phone. Develops instructional materials in support of discipline-based faculty classroom research assignments. Prepares and arranges student contact activities including consultation Collaborates with instructional faculty, to development of workshops and course-integrated instruction sessions, updating of subject and vocational discipline knowledge, creation of instructional materials and guides, and targeted collection development. Identifies, selects, and de-selects resources in a wide array of formats that contribute to the development of the libraries' collections. Participates in targeted efforts to reach all student populations, including underserved and at-risk students. Participates in learning activities in collaboration with other discipline faculty; conducts outreach and public relations activities, including program-related community outreach events and development and implementation of program related gallery exhibits.
Doyle Public Services Librarians (4)	Provides 15 hours per week of student contact through reference research desk service, research appointments, and Information Literacy credit courses; offers course-integrated instruction sessions and workshops. Provides instruction through a variety of modalities, including face-to-face, reference and research, digitally through online reference service orientations, research appointments, workshops and/or Library and Information Resources courses, videocall, chat, and phone. Develops instructional materials in support of discipline-based faculty classroom research assignments. Prepares and arranges student contact activities including consultation Collaborates with instructional faculty, to development of workshops and course-integrated instruction sessions, updating of subject and vocational discipline knowledge, creation of instructional materials and guides, and targeted collection development. Identifies, selects, and de-selects resources in a wide array of formats that contribute to the development of the libraries' collections. Participates in targeted efforts to reach all student populations, including underserved and at-risk students. Participates in learning activities in collaboration with other discipline faculty; conducts outreach and public relations activities, including program-related community outreach events and development and implementation of program related gallery exhibits.
Tech Services Librarian (1)	Responsible for all activities related to print and digital library material acquisition, bibliographic control, integration in and access through academic research systems. Responsible for maintenance and quality control of the library online catalog; administers the library materials budgets and directs the work of classified staff in Cataloging, Acquisitions, Periodicals, and Interlibrary loan; serves as liaison with the library system vendors; directs the work of Technical Services support staff; manages District archives. Performs the functions of the Systems Librarian by managing the enterprise library software that runs all operations for both campus libraries. Responsible for the integration of multiple formats of digital and print resources for student access in research interfaces. Supervises 6 Technical Services staff.
Electronic Svcs Librarian (2)	Develops and maintains the library web services, including the library website. Responsible for integration of database, e-book, and web systems with SIS to ensure student authentication and access to all library resources. Troubleshoots student and instructor problems in accessing database, e-book and other electronic instructional resources. Develops digital and interactive library instruction materials. Lead digital integrations to enhance delivery of digital resources and services. Support integration of library resources with other library and campus-wide systems. Analyze, troubleshoot, document, and resolve digital access problems. Provide leadership on security and privacy of library-based electronic resources, and services. Act as liaison to the library's media collection.

2.3b Full-Time and Part-Time Ratios

Discipline	FTEF Reg	% Reg Load	FTEF Adj	% Adj Load	Description
Mahoney (Public Services & LIR10)	3.0000	100.0000	3.0000	45.8800	Associate numbers includes assignments from permanent budget for Research Desk, LIR10 in-person (numbers do not include backfill)
Santa Rosa (Public Services & LIR10)	4.0000	100.0000	12.0000	160.8100	Associate numbers includes assignments from permanent budget for Research Desk, LIR10 in-person and LIR10 Online (numbers do not include backfill)
Technical & Electronic Services	3.0000	100.0000	0.0000	0.0000	No associate assignments from permanent budgets for this area (numbers do not include backfill)

### **2.3c Faculty Within Retirement Range**

We have two faculty within retirement range.

### **2.3d Analysis of Faculty Staffing Needs and Rationale to Support Requests**

No faculty staffing request for 2023.

## 2.3e Faculty Staffing Requests

Rank	Location	SP	M	Discipline	SLO Assessment Rationale
0001	ALL	02	03	Library Science	Public Services Librarian: Provides 15 hours per week of student contact through reference research desk service, research appointments, and Information Literacy credit courses; offers course-integrated instruction sessions and workshops. Provides instruction through a variety of modalities, including face-to-face, reference and research, digitally through online reference service orientations, research appointments, workshops and/or Library and Information Resources courses, videocall, chat, and phone. Develops instructional materials in support of discipline-based faculty classroom research assignments. Prepares and arranges student contact activities including consultation Collaborates with instructional faculty, to development of workshops and course-integrated instruction sessions, updating of subject and vocational discipline knowledge, creation of instructional materials and guides, and targeted collection development. Identifies, selects, and de-selects resources in a wide array of formats that contribute to the development of the libraries' collections. Participates in targeted efforts to reach all student populations, including underserved and at-risk students. Participates in learning activities in collaboration with other discipline faculty; conducts outreach and public relations activities, including program-related community outreach events and development and implementation of program related gallery exhibits.

## **2.4b Rationale for Instructional and Non-Instructional Equipment, Technology, and Software**

### **Furniture Refresh in Mahoney 718**

Mahoney Library would like to update the student workstations/furniture in the Mahoney Teaching Lab (718). We are interested in a system/configuration that removes physical barriers to accessing and supporting students during in-person instruction, supports a collaborative student learning environment, and improves this space's adaptability for dual and traditional instruction delivery.

Breakdown of item costs:

13 CCI Hide-Away LCD Table Dual User (HA-723029-U) to accommodate 26 workstations  
\$10,179

13 Dual lid options for two-student HideAway table \$585

2 Hide-Away LCD Tables Single User (HA-363032-U) \$1,203

28 Ergonomic LCD Arm for Hide-Away table \$12,078

Assembly, Shipping: \$4795

Tax: \$2285

Facilities: Removal of existing/unused cabinetry to create space for new desks. Fixing of walls and floors from removal of cabinetry \$15,000

**Total Request: \$46,125**

### **Patio Furniture for Doyle Library**

Current furniture is non-existent or completely rusted out. The new furniture being requested will provide shaded, outdoor solar-powered study space. Doyle 3rd Floor Balcony Furniture, including:

3 tables,

1 ADA compliant table, 4 umbrellas, including Shipping + Tax

**Total Request: \$9697**

### **Book Shelving for Mahoney Library**

We are interested in the purchase of four 42" tall units in Fusion Oak to expand our existing shelving in the Mahoney Library learning commons area on the 1st floor. Here is the product page: <https://www.demco.com/demco-reg-libracraft-reg-radius-wood-library-shelving?simpleProduct=56215>. This resource addition would increase access and visibility of our new books, thematic, and leisure reading collections in the most heavily trafficked areas of Mahoney Library. Increased visibility of the print collections expands student access to relevant library materials, including resource discovery available online and in other areas of the library. Additionally, adding on to our shelving units allows for the configuration of two distinct shelving areas within the Learning Commons (aka "Talk Zone"), thus providing increased privacy in a large, open space. As noted in literature on improving library furniture arrangements, a lack of privacy can make students "nervous" about talking too loud when in groups and can make individual students feel like they are "on display." Utilizing shelving to create distinct partitions

in the Mahoney 1st Floor Learning Commons will provide students with more options for private study areas in an open space. **Request: \$7916**

### **Digital Signage Kiosk**

An additional digital signage kiosk is needed to continue with digital marketing and digital display work on the 3rd floor of Doyle. The one being used is currently on loan from another department. **Request: \$5,000**

## 2.4c Instructional Equipment Requests

Rank	Location	SP	M	Item Description	Qty	Cost Each	Total Cost	Requestor	Room/Space	Contact
0001	ALL	01	02	Mahoney Library update to the student workstations/furniture in the Mahoney Teaching Lab	2	\$46,125.00	\$46,125.00	Sheila Cunningham	Mahoney Library, Pet Rm 718	Mary-Catherine
0002	ALL	00	03	Patio furniture for Doyle Balcony (3rd floor)	4	\$9,697.00	\$9,697.00	Eve Miller	Doyle Library, 3rd Floor Patio	Mary-Catherine
0003	ALL	00	05	Book Shelving for Mahoney Library	0	\$7,916.00	\$1,916.00	Sheila Cunningham	Mahoney Library	Mary-Catherine

## 2.4d Non-Instructional Equipment and Technology Requests

Rank	Location	SP	M	Item Description	Qty	Cost Each	Total Cost	Requestor	Room/Space	Contact
0001	Petaluma	02	03	Digital Signage Kiosk (Same model as kiosks currently available throughout SR campus)	1	\$5,000.00	\$15,000.00	Mary-Catherine Oxford	Doyle Library	Mary-Catherine Oxford



2.4f Instructional/Non-Instructional Software Requests

Rank	Location	SP	M	Item Description	Qty	Cost Each	Total Cost	Requestor	Room/Space	Contact
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2.5a Minor Facilities Requests

Rank	Location	SP	M	Time Frame	Building	Room Number	Est. Cost	Description
0001	ALL	00	00	Urgent	Doyle	Exterior	\$0.00	Window Cleaning
0002	ALL	00	00	1 Year	Doyle	Exterior	\$20,000.00	Address failed windows in Doyle (the ones that are starting to look foggy)
0003	ALL	00	00	Urgent	Doyle	Interior	\$0.00	Gender neutral bathrooms need appropriate and permanent signs
0004	ALL	00	00	Urgent	Doyle	Interior	\$0.00	Room Signage update to match new numbering system
0005	ALL	00	00	Urgent	Doyle	Interior	\$0.00	Mortar on steps and courtyard needs fixing
0006	ALL	00	00	Urgent	Doyle	Interior	\$0.00	Improve Wi-Fi in Staff
0007	ALL	00	00	Urgent	Doyle	Interior	\$0.00	Study Room Painting

## 2.5b Analysis of Existing Facilities

None.

## 3.1 Academic Quality

### Goal 1.1.1

Academic Quality > Ensure quality of courses and andragogy across disciplines and modalities > *Promote robust professional development and maintain professional development resources on culturally responsive andragogy and practices that are annually reviewed and updated.*

- Established Professional Development workgroup for libraries to address professional development needs of libraries, as well as how the libraries can contribute to campus professional development
- Librarians led a variety of PDA sessions to support instruction and IDEAA principles in multiple modalities

### Goal 1.2.1

Academic Quality > Inspire and prepare students for transfer, degree or certificate completion, and lifelong learning through critical thinking and civic engagement > *Implement institutional learning outcomes that track how SRJC inspires and prepares students in support of equitable outcomes.*

- Improved libraries' collections across all disciplines, in a variety of formats
- Implemented RapidILL resource borrowing service, which expanded student access to robust information sources, as well as providing opportunities for students to engage in research processes they will encounter after transferring to four-year schools.

## 3.2 Student Success and Support

### Goal 2.1.1

Student Success and Support > Build a culture and ecosystem that creates a sense of belonging and purpose for all students > *Prioritize student services events and activities which sustain a community committed to student learning and development*

- Established Welcome Workgroup for libraries to lead the prioritization of and participation in campus events where the libraries' presence would be impactful
- Offered drop-in learning sessions on a variety of topics including fake news and research techniques.
- Participated in campus-wide welcome and tabling events throughout the year

### Goal 2.1.2

Student Success and Support > Leverage basic needs services in support of student success while at the college and in the community > *Provide all students with comprehensive learning opportunities on accessing basic needs in support of wellness*

- Collaborated with campus basic needs services to provide free snacks for all students at the libraries' circulation desks

- Provided weekly student wellness events with therapy dogs at both libraries

### 3.3 Responsiveness to Our Community

#### Goal 3.1.1

Responsiveness to our Community > Offer SRJC programming that impacts all members of our community > *SRJC programs regularly assess their purpose in relation to diverse needs in education, community, and economics*

- Developed and offered a robust set of student workshops focusing on current trends in information usage, reflect changes in society
- In collaboration with several departments, prepared implementation of Alma D, library-driven ZTC initiative that seeks to provide digital access to textbooks

#### Goal 3.1.2

Responsiveness to our Community > Provide equitable access to District opportunities in recognition of diversification in county population > *All new and updated policies, procedures, and practices will be reviewed to ensure equitable access to District opportunities (i.e., programs, enrollment, and employment).*

- Robust adoption of analytics from library services platforms to ensure libraries' procedures and practices align with libraries' goals

### 3.4 Campus Climate and Culture

#### Goal 4.1.1

Campus Climate and Culture > Formalize a campus climate that is culturally aware and prioritizes efforts in support of inclusion, diversity, equity, antiracism, and accessibility (IDEAA) > *Establish and regularly assess an identifiable campus climate and culture for everyone who interacts with SRJC*

- Procured and implemented several IDEAA-focused digital collections
- Improved libraries' collections to ensure that underrepresented areas are equally covered
- Continually assessed gaps in collections in IDEAA areas
- Staff participation in leadership opportunities supporting IDEAA initiatives

#### Goal 4.1.2

Campus Climate and Culture > Promote a community culture of sustainability > *Identify annual goals for sustainability, including the creation and regular assessment of a District Sustainability Plan that achieves the Presidential Climate Commitment.*

- Staff participation on sustainability committee
- Collaboration with campus sustainability issues in libraries' spaces

### 3.5 Establish a Culture of Sustainability

#### 4.1a Course Student Learning Outcomes Assessment

The Learning Resources Department actively fosters a positive culture of assessment. Time is formally scheduled in department meetings for faculty to share their assessment projects, outcomes, and instructional changes made as a result of their efforts.

Learning Resources offers a single one-unit course which is taught by regular and adjunct faculty (LIR 10). Because only one course is taught, LIR 10 is under a constant cycle of evaluation each semester. The department's assessment schedule is presented below:

Course	SLO #s	Participating Faculty	Academic Year	Semester Completed	Comments
LIR 10	2	Volunteer(s) TBD at faculty meeting	2019-2020	Fall 2019	Not completed
LIR 10	3	Volunteer(s) TBD at faculty meeting	2019-2020	Spring 2020	Not completed
LIR 10	4	Volunteer(s) TBD at faculty meeting	2020-2021	Fall 2020	Not completed
LIR 10	5	Volunteer(s) TBD at faculty meeting	2020-2021	Spring 2021	Not completed
LIR 10	1	Katrina Smith, Boutsaba Janetvillay, Kathy Thornley, and Jessica Harris	2021-2022	Fall 2021	All SLO Assessments were submitted through the online ACCJC portal.
LIR 10	2	Volunteer(s) TBD at faculty meeting	2021-2022	Spring 2022	All SLO Assessments were submitted through the online ACCJC portal.
LIR 10	1,2	Sheila Cunningham, Canon Crawford, Loretta Esparza	2022-2023	Fall 2020	Assessments were submitted online

## **4.1b Program Student Learning Outcomes Assessment**

N/A

## **4.1c Student Learning Outcomes Reporting**

Type	Name	Student Assessment Implemented	Assessment Results Analyzed	Change Implemented
Course	LIR 10	Fall 2007	Spring 2011	Fall 2011
Course	LIR 10	Fall 2007	Spring 2011	Fall 2011
Course	LIR 10	Fall 2007	Spring 2011	Fall 2011
Course	LIR 10	Fall 2007	Spring 2011	Fall 2011
Course	LIR 10	Fall 2007	Spring 2011	Fall 2011
Course	LIR 10	Fall 2008	Spring 2009	Spring 2009
Course	LIR 30	Fall 2007	Spring 2008	Spring 2009
Course	LIR 30	Fall 2008	Spring 2009	Spring 2009
Course	LIR 10	Spring 2010	Spring 2010	N/A
Course	LIR 30	Spring 2010	Spring 2010	N/A
Course	LIR 310	N/A	N/A	N/A
Course	LIR 10	Spring 2013	Spring 2013	Spring 2013
Course	LIR 10	Spring 2013	Spring 2013	Spring 2013
Course	LIR 10	Fall 2012	Fall 2012	Fall 2012
Course	LIR 10	Fall 2012	Fall 2012	Fall 2012
Course	LIR 10	Spring 2014	Spring 2014	Spring 2014
Course	LIR 10	Spring 2013	Spring 2013	Spring 2013
Course	LIR 10	Spring 2014	Spring 2014	Spring 2014
Course	LIR 10	Spring 2014	Spring 2014	Spring 2014
Course	LIR 10	Spring 2014	Spring 2014	Spring 2014
Course	LIR 10	Spring 2014	Spring 2014	Spring 2014
Course	LIR 10	Fall 2014	Fall 2014	Fall 2014
Course	LIR10	Fall 2015	Spring 2016	Fall 2016
Course	LIR 10	Spring 2016	Spring 2016	Fall 2016
Service/Program	Course Integrated Instruction	Fall 2014	Fall 2014	Spring 2015
Service/Program	Course Integrated Instruction	Spring 2015	Spring 2015	Fall 2015
Service/Program	Library Instructional Svcs	Spring 2011	N/A	N/A

Type	Name	Student Assessment Implemented	Assessment Results Analyzed	Change Implemented
Service/Program	Acq and Deliv of Resources	Spring 2011	N/A	N/A
Service/Program	Technology Infrastructure	Fall 2011	N/A	N/A
Service/Program	Learning Environment	Fall 2010	N/A	N/A
Service/Program	Interlibrary Loans	Spring 2013	Spring 2013	N/A
Service/Program	Public Service Desk Assessment	Spring 2014	Spring 2014	N/A
Service/Program	Research Assistance Assessment	Spring 2014	Spring 2014	N/A
Service/Program	Print/Copy Services	Fall 2014	Fall 2014	Fall 2014
Service/Program	Group Study Facility Assessment	Spring 2015	Spring 2015	Summer 2015

## 4.2a Key Courses or Services that address Institutional Outcomes

Course/Service	1a	1b	1c	2a	2b	2c	2d	3a	3b	4a	4b	5	6a	6b	6c	7
Course Integrated Instruction		X					X	X	X	X	X	X	X	X	X	X
LIR 10: Intro to Information Literacy		X					X	X	X	X	X	X	X	X	X	X
Reference & Research Support		X					X	X	X	X	X	X	X	X	X	X

## 4.2b Narrative (Optional)

None.

## 5.0 Performance Measures

On an annual basis, we gather data that reflects our work activities including research and instructional interactions and sessions provided by Public Services librarians, circulation transactions conducted by Access Services staff, and the discovery and usage of both physical and web resources, which is supported by the work of Technical Services and Electronic Services. Data is reported as required to the California Community College State Chancellor's Office Academic Library Data Survey and IPEDS. In



addition, the library voluntarily reports to the Association of College and Research Libraries annual survey.

In addition, Electronic and Technical Services teams use system reporting functionality to identify challenges and trends as needed. There are currently several trend reports sent out on a subscription basis to public services librarians including:

- Ebook Usage
- Popular Searches
- Zero Results Searches

## **5.1 Effective Class Schedule: Course Offerings, Times, Locations, and Delivery Modes (annual)**

The department offers LIR10: Introduction to Information Literacy, in various formats and at a variety of times in order to allow students maximum accessibility. LIR 10 is offered at both Santa Rosa and Petaluma every semester and summer session. In response to student demand, additional sections are added.

## **5.2a Enrollment Efficiency**

In 8 out of the 9 past semesters we've reached the district goals for enrollment efficiency.

### **Enrollment Efficiency Summary by Session (All locations and modalities are combined)**

Fall 2022:	96.5%
Summer 2022:	92.3%
Spring 2022:	91.4%
Fall 2021:	95.7%
Summer 2021:	92.3%
Spring 2021:	95.8%
Fall 2020:	100.2%
Summer 2020:	102.1%
Spring 2020:	96.3%

## **5.2b Average Class Size**

Average class sizes have remained steady. Average class sizes for all locations and courses during recent semesters are as follows:

Fall 2022:	28.9
Summer 2022:	27.7
Spring 2022:	27.3
Fall 2021:	28.6
Summer 2021:	27.7

Spring 2021:	28.7
Fall 2020:	30
Summer 2020:	30.6
Spring 2020:	28.8

### **5.3 Instructional Productivity**

Our instructional productivity is lower than the district goal of 17.5.

Fall 2022:	12.75
Summer 2022:	13.47
Spring 2022:	12.13
Fall 2021:	13.91
Summer 2021:	13.47
Spring 2021:	13.97
Fall 2020:	14.56
Summer 2020:	14.90
Spring 2020:	14.05

### **5.4 Curriculum Currency**

LIR 10 is actively taught year round. The course outline of record (COR) was updated by the Department approved by the Curriculum Committee in Fall 2017 to keep in alignment with information literacy instruction and reflects the changing nature of information research. It will need to be updated and reviewed by the Curriculum Committee in 2024.

### **5.5 Successful Program Completion**

N/A

### **5.6 Student Success**

5.6.a The percentage of students demonstrating success in terms of course retention is as follows:

Fall 2022: 80.5%  
Summer 2022: 89.6%  
Spring 2022: 87.9%  
Fall 2021: 83.6%  
Summer 2021: Data Unavailable  
Spring 2021: 86.4%  
Fall 2020: 79.7%  
Summer 2020: 83.1%  
Spring 2020: 76.5%

5.6.b The percentage of students that successfully completed courses for the same periods of time are as follows:

Fall 2022: 78.1%  
Summer 2022: 88.9%  
Spring 2022: 85.7%  
Fall 2021: 81.1%  
Summer 2021: Data Unavailable  
Spring 2021: 85.2%  
Fall 2020: 78.4%  
Summer 2020: 82.4%  
Spring 2020: 74.9%

5.6.c Grade point averages for the same periods of time are as follows:

Fall 2022: 3.18  
Summer 2022: 3.52  
Spring 2022: 3.45  
Fall 2021: 3.26  
Summer 2021: Data Unavailable  
Spring 2021: 3.45  
Fall 2020: 3.17  
Summer 2020: 3.45  
Spring 2020: 3.19

## 5.7 Student Access

### LIR 10 class enrollment

Students served by ethnicity during the 2021-2022 academic year, as provided by the District are as follows:

White	36.6%
Asian	3.6%
Black	2.6%
Hispanic	44.6%
Native American	0.7%
Pacific Islander	0.4%
Filipino	1.5%
Other Non-White	5.7%
Decline to state	4.2%

Gender breakdown of students during the 2021-22 academic year, as provided by the District are as follows:

Male	39.3%
Female	58.6%
Unknown	2.1%

## **5.8 Curriculum Offered Within Reasonable Time Frame**

The department offers LIR10: Introduction to Information Literacy, in various formats and at a variety of times in order to allow students maximum accessibility. LIR 10 is offered at both Santa Rosa and Petaluma every semester and summer session. In response to student demand, additional sections are added.

## **5.9a Curriculum Responsiveness**

LIR 10 curriculum proactively integrates new instructional elements that reflect the rapidly changing technological interfaces students encounter in an academic library.

## **5.9b Alignment with High Schools (Tech-Prep ONLY)**

N/A

## **5.10 Alignment with Transfer Institutions (Transfer Majors ONLY)**

LIR 10 is transferable to the CSU and UC systems.

## **5.11a Labor Market Demand (Occupational Programs ONLY)**

N/A

## **5.11b Academic Standards**

The department actively monitors and adheres to the educational information literacy standards that have been agreed upon and codified by the Association of College and Research Libraries and the American Library Association. This is an active component of the instructional aim of the Learning Resources department as well as for general Library operations. Our instructional SLOs measure student success and we use results from these assessments to generate conversation about new ways to teach concepts.

The department regularly engages in dialogue with regard to the information literacy standards because of their central nature to successful academic instruction. Instructors and library faculty regularly share information regarding new challenges to information literacy and design curriculum and learning strategies to meet the challenges of a dynamic information-rich environment.

## 6.1 Progress and Accomplishments Since Last Program/Unit Review

Rank	Location	SP	M	Goal	Objective	Time Frame	Progress to Date
0001	ALL	02	03	Stabilize and improve libraries' processes with current staffing levels	Continue to implement and improve libraries' Workgroups Model across strategic areas and libraries' teams, and towards common goals  Continue to assess and improve workflows across the libraries' teams.	23-34	Workgroups moved several initiatives forward; opportunities for workgroup improvement gathered throughout year; regular process of updating workgroup charges and communication channels will be implemented.
0002	ALL	01	01	Prepare LIR10 for required curriculum review in 24-25.	Update SLOs and COR for LIR10	23-24	770 exploration had many details that still needed exploring and those were mostly completed.
0003	ALL	03	05	Regularly assess libraries' programs in relation to diverse needs in education, community, and economics	Create an assessment plan for libraries' service area outcomes with DEIAA as a primary consideration in those outcomes.  Complete process for regular review and improvement of libraries' hours in relation to campus needs.	23-24	Launched and completed process for review of library hours in relation to campus needs.
0004	ALL	02	05	Contribute to Strategic Enrollment Plan	Finalize exploration, and implementation, if feasible, of 770 for libraries' programs.	23-24	Will start in 2024; We were a year ahead.

## **6.2b PRPP Editor Feedback - Optional**

**6.3a Annual Unit Plan**



Rank	Location	SP	M	Goal	Objective	Time Frame	Resources Required
0000	ALL	02	04	Identify unmet student technology and space needs.	<p>Gather and analyze usage data of existing library spaces (computers, study rooms, seating, etc.) to identify areas of high demand and potential improvements for future planning</p> <p>Identify unmet technology lending needs and potential solutions</p>	24-25	None.
0001	ALL	01	01	Regularly assess libraries' collections in relation to the needs of SRJC curriculum and initiatives	<p>Determine the current/future role of the print collections in supporting the curriculum and campus initiatives (DEIAA, Guided Pathways, Student Equity, etc.)</p> <p>Review departmental procedures in light of that determination</p> <p>Prioritize DEIAA initiatives in routine collection development processes (purchasing, weeding, etc.)</p>	24-25	None.
0002	ALL	03	06	Share with college community how the libraries support OER/ZTC	<p>Determine the specific level and type of support the libraries will collectively offer discipline faculty regarding OER/ZTC</p> <p>Update departmental procedures (acquisition, reserves, circulation, discovery, etc.) to reflect the level and type of support offered for OER/ZTC</p>	24-25	None.

Rank	Location	SP	M	Goal	Objective	Time Frame	Resources Required
0003	ALL	04	07	Improve department workflow across and within functional areas to support progress towards goals and priorities	<p>Develop structured reporting out and feedback process for libraries' workgroups</p> <p>Develop an annual process to update/review workgroups, their charges, and the membership based on department goals</p> <p>Identify some conflict resolution strategies and/or models that the department would like to explore for potential use</p> <p>Track and share out upcoming uses of AI to support our functional areas</p>	24-25	None.
0004	ALL	01	01	Re-establish Service Area Learning Outcome (SALO) assessment process for libraries.	<p>Review and confirm the Service Areas that should be assessed (technology, spaces, collections, and services were the ones used previously)</p> <p>Develop SALO assessment schedule and plan in alignment with college structure and IDEAA principles</p>	24-25	None.