

Program Review: Library

Review time period: July 1, 2017 to June 30, 2021

Submittal Date: 12/15/2021

1. Purpose of the Program

a. State the purpose of program, area or unit.

The library serves students with the services and resources outlined in this review. The library serves all students in their academic endeavors.

b. How does the program, area or unit support the College Mission?

The college mission: "Palo Verde College provides opportunities for personal and professional growth to a unique community of learners in an academic environment committed to student success, diversity, equity, and inclusion by supporting student achievement of basic skills, certificate, degree, university transfer, and career goals."

The Palo Verde College Library acts as a provider of information resources and services. The library offers students print and online subscription resources and research help to all community and Rising Scholars incarcerated students. Digital guides are created by the librarian that cover a variety of topics and subjects. Fourteen computer stations are available to students along with Wi-Fi availability. The library also loans laptops for students to use at home for the entire semester. The library has provided the services of peer tutoring and proctoring of correspondence exams (during non-pandemic times). For the Rising Scholar students, the librarian provides periodical articles in response to their research requests.

2. Population(s) Served

a. Describe the populations served by the program, area or unit, identifying special populations, if any.

The Library serves face-to-face (FTF), online, incarcerated and correspondence students as well as the general public. The Library serves all students and community residents and provides an inclusive environment for all. The library has computers with relevant software programs for students and guests to utilize along with Internet and Wi-Fi access. Correspondence students came to the library to take their quizzes and exams while being proctored by library personnel. The librarian provides research assistance to Rising Scholar students by providing articles for their research requests. All non-incarcerated students, no matter where they are located, can utilize the subscription research databases by logging in with their same Canvas credentials, as well as access the research guides the librarian provides.

b. Describe other populations that should be served by the program, area or unit and identify plans to implement. The library serves all students with its resources mentioned above. This includes students taking face-to-face courses, as well as Correspondence students including Rising Scholar students, and Distance/Remote Learning students.

3. Accomplishments in Achieving Goals

a. List area related Strategic Planning Goals and program, area or unit specific goals, and describe progress in achieving each goal, strategy, objective, and appropriate task during the review period.

Prior Goal #1, Fall 2017: Assess the peer tutoring program. Assessing the peer tutoring program needs to involve other employees who have access to student information and are able to follow the student's academic grades for the courses in the semester the student received tutoring. And, even then, that wouldn't tell the whole story. The peer tutoring program continued until the campus was closed due to the pandemic in March, 2020, and therefore, we didn't have any peer tutors for roughly 1.5 years. (And, none this semester). We did subscribe to a virtual tutoring service during that time, Brainfuse, with NetTutor replacing Brainfuse June of 2020. (An adjunct Math tutor returned this semester, Fall, 2021, for approximately 10 hours per week).

Prior Goal #2, Fall, 2017: Increase the number of tutors and have consistent tutors. The hiring of tutors has drastically changed. When the library did the assessment testing, students who scored high in Math or English were often asked to think about being a tutor someday and could often tutor the basic skills courses, but not the higher courses until they had completed those courses. The library also used challenge exams from the Math department to test tutors for what course level the tutors were qualified to tutor. If a student had completed a course with a Math instructor at PVC, the student would need to get an endorsement from the instructor to be a tutor. The process all changed. Accuplacer is no longer used for testing students due to AB 705, and all hiring of tutors takes place in HR. If the divisions don't recommend students to be tutors, then it's difficult to pull tutors out of a hat. (It will be roughly 3.5 semesters without peer tutors due to campus closure and limited classes on campus).

Prior Goal #3, Fall, 2017: Tutors available in online/CE courses probably isn't needed as much because NetTutor integrates with Canvas easily and can give students an easier way to access professional tutoring directly through Canvas. However, utilizing peer tutoring in an online environment can become a reality through the use of an add-on component available through NetTutor and/or CraniumCafe if the campus decides to utilize peer tutors in this way.

Prior Goal #4, Fall, 2017: Space re-organization of the library, slowly happening by library personnel. We are moving things around a bit, purchasing new items with our own funds, trying to create a more welcoming and inviting atmosphere for students.

Prior Goal #5, Fall, 2017: Increase library workshops. The librarian continued to give roughly the same number during non-pandemic times, plus the librarian conducted several zoom workshops during the pandemic.

Prior Goal #6, Fall, 2017: SLOs for services will be replaced by developing SAO's for library services. This was completed.

Prior Goal #7, Fall, 2017: Accudemia student login to make appointments. This goal is no longer, we dropped the Accudemia software during the pandemic because we had no peer tutors. In the meantime, we are using Calendly appointment software with the adjunct Math tutor and that seems to be working well so far. Next semester, we will supply students with the Calendly URL in order that both students and staff can make appointments.

Prior Goal #8, Fall, 2017: Survey faculty. Informal discussions with faculty. Provided resources in the form of e-books and a database resulting from discussions with faculty.

Continuing Goal #1 from Fall, 2017: New library and tutoring websites were accomplished using Springshare's LibGuides product. These were built by the librarian and the librarian can continually update the sites. LibGuides is a product well-known to librarians for making subject guides, but can also be used to host websites.

Continuing Goal #2, Fall, 2017: Displays continued except during the pandemic when the campus was closed.

b. Explain modifications, if any, of program, area or unit specific goals for the upcoming year.

Some modifications were explained above. Goal #1 isn't feasible unless there is support from outside entities to determine how to assess and then do the needed assessment. Goal #2 needs higher-level support to enable adjunct tutors to be hired each semester and thereby keep some consistency, as peer tutors come and go and it's sometimes difficult to obtain them. Goal #3 is explained above. Goal #4 and #5 can be ongoing. Goal #6 is completed. Goal #7 should be completed next semester. Goal #8 can be a combination of a survey and informal discussions. So, upon reflection of prior goals from 2017, Goals #4 and 5 can be ongoing, Goal #7 will be kept until fulfilled, Goal #8 is ongoing. New goals include ongoing modifications to the website, and making modifications to the local content in ExLibris, the state-wide library platform. Also, increasing the number of subject guides. The librarian plans on creating a subject guide for each degree, and for certain subjects, such as an Art guide and an ASL guide.

4. Service Area Outcomes (SAO)

a. Revise if needed and provide metric data for Service Area Outcomes in the area or unit.

Service Area Outcome #1, Resources: *All students will have ample access to library information and technological resources, both in the physical library and online, that support and supplement the college curriculum, course assignments, student success, and lifelong learning. In addition, the library provides physical spaces that support both collaborative and independent research and learning.*

Library information is provided in a variety of ways to students, including online subscription resources, print resources, and through the use of subject guides developed by the librarian. Electronic subscription resources include the EBSCOhost databases (supplied to all California Community Colleges through the Chancellor's Office), a variety of electronic magazines, pro-con databases, as well as history databases. **The library maintains 14 computers with**

Microsoft software that are available for students to use while in the library, as well as provides access to the Internet to students, along with Wi-Fi availability. Students can access the library resources on campus and when off-campus by the use of a proxy that enables students to enter their same Canvas credentials and be able to access the subscription resources 24/7 from anywhere, anytime. The guides developed by the librarian include the subscription resources, e-books, e-magazines and websites, along with some print resources. In addition, the library provides large tables for group study projects as well as individual spaces and carrels for those students who wish to study independently.

Electronic Guide Resources created by Librarian: 7/2020 to 6/2021

Guide Name	Creation Date	Views 2020-2021
American History	Spring, 2021	107
Distance Education	Summer 2020	363
DEI	Spring, 2021	53
Faculty CE Resources	Spring, 2021	334
Mental Health Resources	Spring, 2021	78
Net Tutor	Fall, 2020	219
Open Educational Resources	Fall, 2020	684
PVC Curriculum Site	Summer, 2020	3,179
PVC Library	Summer, 2020	3,297
PVC Pirates Pathways	Spring, 2021	472
Sociology	Spring, 2021	45
Speech Communication	Spring, 2021	92
Student Learning Outcomes	Spring, 2021	379

Pro-Con Subscription Database Full-Text Article Retrievals

Years	Gale's Opposing Viewpoints	InfoBase Issues & Controversies
2017-2018	691	677
2018-2019	434	499
2019-2020	544	94
2020-2021 (pandemic)	221	165

EBSCO database article stats (EBSCO is the largest resource the library has, supplied by the state to all CC's)

EBSCO subscription article Database	# Searches	#Downloaded Articles
2017-2018	12,907	1,831
2018-2019	11,611	1,861
2019-2020 (pandemic)	6,685	559
2020-2021 (pandemic)	3,667	439

Gale e-Books, owned (157 titles)

Year	Full-Text Retrievals
2017-2018	148
2018-2019	102
2019-2020	36
2020-2021	58

Kanopy Streaming Service

Year	Visits	Pages Browsed	Plays	Minutes
2019-2020	309	519	85	1,148
2020-2021	272	448	143	2,023

Service Area Outcome #2, Services: *The library will support student success by providing all students with appropriate library services, both in-person and online, to meet students' academic needs.*

The library provides the following services to students: laptop loans for the entire semester, (as well as this semester laptops available to use while in the library, enabling students to sit anywhere they choose), fulfillment of research requests by the librarian for Rising Scholar students, proctoring of exams for Correspondence students, and peer and online tutoring services. In addition, the library tech helps students with technical needs while they are using the library lab computers. The librarian is available to help students with their research needs; this includes Rising Scholar students.

Exams/quizzes proctored in Library:

Proctored Correspondence Test/Quizzes in the Library	Fall	Spring	Summer	Total
2017-2018	506	386	150	1,042
2018-2019	604	426	146	1,176
2019-2020 (pandemic)	246	72	0	318
2020-2021 (pandemic)	0	0	0	0

FTF & Virtual Library Workshops

Academic Year	# Workshops	# Students
2017-2018	8	48
2018-2019	9	56
2019-2020	8	45
2020-2021 (pandemic)	4	15

Semester Laptop Loans, New Resource for students, started Spring, 2021

Laptop Loans, Spring 2021	35
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Research completed for Rising Scholar (incarcerated) students:

Rising Scholars Research Requests	#Requests	# Questions
2017-2018	263	371
2018-2019	174	361
2019-2020 (pandemic)	144	296
2020-2021 (pandemic)	113	275

Peer tutoring, Face-to-Face in Library

(These numbers are lower than they should be, due to the sign-in computer failing often)

Library location, FTF Peer Tutoring	Total Unduplicated Students Using FTF Peer Tutoring	Total Students Sign-ins for Tutoring Help
2017-2018	55	309
2018-2019	39	231
2019-2020 (pandemic)	32	129
2020-2021 (pandemic)	0	0

Peer Tutoring Hours FTF in Library by Course: 2017-2018

Subject	# Sign-Ins	Total Sessions	Total (hrs:min)
BIO-100 Biology	1	1	01:23
CHD-101 Child Growth & Development	1	1	10:50
CHE-101 Chemistry 101	1	1	00:00
ENG-081 Basic Writing I	8	11	12:02
ENG-082 Basic Writing II	5	8	19:56
ENG-095 Writing Improvement I	1	1	00:57
ENG-096 Writing Improvement II	2	2	00:32
ENG-099 Basic Composition	5	24	39:44
ENG-101 Reading & Composition	15	44	104:05
ENG-103 Critical Thinking	8	17	31:00
ESL-082 Intermediate Language I	1	1	12:56
ESL-083 Intermediate Language II	1	1	01:54
MAT-080 Basic Math	9	39	93:12

MAT-081 Pre-Algebra	3	22	15:56
MAT-082Pre-Algebra	7	10	18:26
MAT-084 Elementary Algebra	20	107	185:58
MAT-088 Intermediate Algebra	3	10	17:20
MAT-106 Statistics	1	1	01:30
MAT-110 College Algebra	2	5	06:38
SPA-101 Spanish I	1	2	01:36
SPE-101 Intro to Speech	1	1	00:39
		309	576:34

Top 3 Courses, Peer Tutoring, FTF in Library 2017-2018

Total Unique Visitors for all Subjects :

Top 3 Courses	Number of Students	Number of Visits
MAT-084 Intermediate Algebra	20	107
ENG-101 Reading Composition	15	44
MAT-080 Basic Math	9	39

Total Hours Used: 576:34

Peer Tutoring Hours FTF in Library by Course: 2018-2019

Subject	Sign-Ins	Total Sessions	Total Minutes (hrs:min)
BIO-100 Biology	1	1	00:34
ENG-081 Basic Writing I	4	10	8:28
ENG-082 Basic Writing II	1	1	00:00
ENG-095 Writing Improvement I	1	1	00:00
ENG-096 Writing Improvement II	2	4	4:01
ENG-099 Basic Composition	2	2	01:50
ENG-101 Reading & Composition	2	5	03:53
ENG-103 Critical Thinking	1	3	02:03
ESL-080 Beginning Language I	2	5	03:16
MAT-080 Basic Math	7	30	35:48
MAT-081 Pre-Algebra	2	2	1:47
MAT-083 Elementary Algebra	1	1	0:45
MAT-084 Elementary Algebra	13	93	103:52
MAT-086 Intermediate Algebra	2	2	1:48
MAT-088 Intermediate Algebra	2	19	19:53
MAT-106 Statistics	11	35	37:06
SPA-101 Spanish I	1	1	00:35
Unspecified	7	13	11:28
		231	241:11

Top 3 Courses, Peer Tutoring FTF in Library: 2018-2019

Total Unique Visitors for all Courses: 39

Total Visits: 231

Top 3 Subjects	Number of Students	Number of Visits
MAT-084 Intermediate Algebra	13	93
MAT-106 Statistics	11	35
MAT-080 Basic Math	7	30

Total Hours Used: 241:11

Peer Tutoring in Library FTF by Course 2019-2020, discontinued 3/20 due to Pandemic

Subject	Sign-Ins	Total Sessions	Total Minutes (hrs:min)
ENG-099 Basic Composition	2	7	06:35
ENG-100 Reading and Comp With Support	3	3	02:28
ENG-101 Reading & Composition	11	14	14:00
Mat-095 Pre-college Algebra	4	21	20:35
MAT-106 Statistics	3	8	10:51
MAT-110 College Algebra	4	6	05:31
RDG-086 Intermediate Reading	1	1	00:39
ESL/SPA-101	2	2	01:54
Unspecified	19	64	68:31
	49	129	131:04

Top 3 Subjects, 2019-2020, Peer Tutoring, FTF in Library (Peer tutoring discontinued March, 2020 through Present)

Total Unique Visitors for all Subjects :32

Total Visits for all Students :129

Top 3 Subjects	Number of Students	Number of Visits
MAT-095 Pre- College Algebra	4	21
ENG-101 Reading Composition	11	17
MAT-106 Statistics	3	8

Total Hours Used: 131:04

ONLINE TUTORING STATS:

Brainfuse Online Tutoring Service, Unique User Report 2017-2018

Unique User	Subject	Sessions	Minutes
1	Writing	11	266
2	Writing	1	10
2	College Algebra	1	158
3	Writing	11	161
4	Writing	1	11
Demo	Basic Math	1	1
5	Pre-Algebra	2	17
6	Writing	6	240
6	College Reading	9	324
7	Chemistry	1	3
8	Writing	1	2
9	Biology	1	4
Demo	Pre-Algebra	2	11
10	Statistics	1	53
11	Pre-Algebra	1	1
12	College Algebra	15	493
12	Writing	6	148
13	Writing	1	1
14	Emergency Care	1	3
15	Pre-Algebra	25	794
16	Pre-Algebra	1	34
17	Statistics	39	703
18	Basic Math	1	22
19	Pre-Algebra	1	47
20	Basic Math	1	13
21	Pre-Algebra	7	551
21	College Algebra	13	755

Unique # Users	Total # of subjects	Total Number of Sessions	Total # of Minutes
21	9	161	4,826

Writing Lab Count, 2017-18		
	Writing Lab Count	Writing Lab Minutes
Brainfuse Writing Lab	11	330

Total Unique Visitors :21, Total Unique Visits :27, Total # of Minutes Used: 4826

Top 3 Subjects, 2017-18	Number of Visitors	Number of Visits
Statistics	2	40
Writing	8	38
College Algebra	3	29

BrainFuse Online Tutoring Service, Unique User Report 2018-2019

Unique User	Subject	Sessions	Minutes
1	Biology	1	10
1	Pre-Algebra	1	4
2	Statistics	1	121
2	Accounting	2	95
3	Pre-Algebra	1	12
4	College Reading	1	3
4	Writing	1	2
5	Writing	1	5
6	College Algebra	1	2
7	College Algebra	8	106
8	Pre-Algebra	2	93
8	College Algebra	2	34
9	Pre-Algebra	11	336
10	Writing	3	98
11	Pre-Algebra	3	39
12	Pre-Algebra	1	1
13	Pre-Algebra	1	2
14	Writing	1	15
15	Writing	2	27
16	Writing	7	189
16	College Reading	2	50
17	College Algebra	9	321
17	Basic Math	1	77
17	Pre-Algebra	12	750
18	College Reading	1	3
18	Basic Math	9	70
19	Writing	1	43

20	Precalculus	1	20
21	Basic Math	10	86
22	College Reading	1	14
22	Writing	9	455
22	Statistics	7	588
23	Pre-Algebra	1	2
24	College Reading	1	17
25	Pre-Algebra	15	681
25	Writing	2	67
26	College Algebra	3	17
27	Statistics	2	117
28	Writing	1	30
29	Writing	5	151
29	Statistics	1	42
30	Accounting	8	106
31	Basic Math	37	878
31	Calculus	1	3
32	Writing	1	6
33	Basic Math	1	10
33	Pre-Algebra	4	35
34	Writing	1	8
35	Accounting	1	1
36	Writing	1	1
36	College Reading	1	5
37	College Algebra	1	1
38	Basic Math	1	27
39	College Algebra	2	37
Demos from Library Staff	Basic Math	1	3
Demo	Writing	9	71
Demo	Statistics	1	8
Demo	Calculus	1	10
Demo	Pre-Algebra	1	2

Unique # Users	Total # of subjects	Total Number of Sessions	Total # of Minutes
39	11	218	6,007

Brainfuse Writing Lab Count, 2018-19		
Source	Writing Lab Count	Writing Lab Minutes
Brainfuse Writing Lab	11	330

Total Unique Visitors :39, Total Unique Visits :60, Total # of Minutes Used: 6,007

Top 3 Subjects	Number of Visitors	Number of Visits
Pre-Algebra	12	54
Basic Math	7	46
Writing	15	46

BrainFuse Online Tutoring Service, Unique User Report, 2019-2020

Unique User	Subject	Sessions	Minutes
1	Finance	1	11
1	Economics	1	39
1	Basic Math	3	93
2	Pre-Algebra	15	752
2	College Algebra	5	331
3	Statistics	5	382
4	College Writing	1	3
4	Writing	41	1351
4	Chemistry	3	130
4	Statistics	1	102
5	Statistics	1	9
6	College Reading	1	9
6	Writing	8	261
7	Writing	1	19
8	Basic Math	1	20
9	Writing	1	11
10	Statistics	1	1
11	Pre-Algebra	1	31
12	Basic Math	1	26
13	Writing	55	1812
13	College Writing	2	236
13	Chemistry	9	223
14	Writing	6	133
14	College Reading	4	98
14	College Algebra	1	17
14	Pre-Algebra	19	1201
15	Calculus	1	14
15	Writing	3	22
16	Writing	1	45
17	Writing	1	10
18	College Reading	1	53

18	Writing	18	576
18	College Algebra	36	1859
19	College Algebra	6	71
20	Chemistry	24	556
21	Chemistry	1	1
22	College Reading	1	23
23	Writing	2	17
24	Writing	1	69
25	Statistics	1	3
26	Statistics	1	4
Demo (June)	Writing	3	30
	College Reading	1	9

Unique # Users	Total # of subjects	Total Number of Sessions	Total # of Minutes
26	11	290	10663

Brainfuse Writing Lab Count 2019-2020		
Source	Writing Lab Count	Writing Lab Minutes
Brainfuse Writing Lab	11	330

Total Unique Visitors :23, Total Unique Visits :43, Total # of Minutes Used: 10663

Top 3 Subjects, 2019-2020	Number of Visitors	Number of Visits
Writing	13	137
College Algebra	4	48
Chemistry	4	37

NetTutor Online Tutoring Service, Unique User Usage Report 2020-2021

Unique Users	Subject	Sessions	Minutes
1	English and Literature	6	191
1	Biology	1	6
1	Math (Statistics and Probability)	1	30
2	English and Literature	10	215
3	Math (Algebra, Basic Math, and Pre-Calculus)	1	7
4	Math (Algebra, Basic Math, and Pre-Calculus)	6	116
5	History	1	18
6	Psychology	1	19
7	Math (Statistics and Probability)	1	9

8	Math (Algebra, Basic Math, and Pre-Calculus)	1	6
9	English and Literature	3	49
10	Math (Statistics and Probability)	3	71
11	English and Literature	2	85
11	Math (Statistics and Probability)	1	5
Demo	Math (Algebra, Basic Math, and Pre-Calculus)	2	6
12	Math (Algebra, Basic Math, and Pre-Calculus)	4	101
13	Math (Algebra, Basic Math, and Pre-Calculus)	2	70
14	Biology	2	5
	Math (Algebra, Basic Math, and Pre-Calculus)	22	817
	History	4	142
	Child Development	1	12
Demo	English and Literature	1	15
15	Math (Statistics and Probability)	1	7
	Math (Algebra, Basic Math, and Pre-Calculus)	1	35
16	English and Literature	3	123
17	English and Literature	4	42
18	English and Literature	1	42
19	English and Literature	1	19
20	Biology	7	212
	English and Literature	13	349
	Math (Algebra, Basic Math, and Pre-Calculus)	20	621
	Math (Calculus and Above)	1	12
	Math (Statistics and Probability)	472	14782
	Psychology	3	26
	Sociology	12	306
	Writing	36	965
21	Math (Algebra, Basic Math, and Pre-Calculus)	2	27
22	Math (Algebra, Basic Math, and Pre-Calculus)	1	3
23	Math (Algebra, Basic Math, and Pre-Calculus)	17	391
	Math (Calculus and Above)	14	651
	Math (Statistics and Probability)	28	588

Unique # Students using NetTutor	Total # of subjects	Total Number of Sessions	Total # of Minutes
23	10	713	21,196

NetTutor Top 3 Subjects 2020-2021

Total Unique Visitors :23 Total Visits 713		
Top 3 Subjects	Number of Unique Students	Number of Visits
Math (Statistics and Probability)	7	507
Math (Algebra, Basic Math, and Pre-Calculus)	12	79
English and Literature	10	44
Total # of Minutes Used: 21196		

NetTutor Type of Transaction	Time (minutes)
NetTutor Dropped-Off Question	68
NetTutor Live Tutorial	20704
NetTutor Paper	424
Totals	21,196

b. What changes and initiatives were undertaken during the review period to improve SAO outcomes? This is the first program review where the library is implementing SAO's instead of SLO's. The SLO's only dealt with workshops SLO's, whereas the SAO's will give an overview of the library services.

5. Strengths, Weaknesses & Accomplishments/Activities

a. List and comment on the major strengths of the program, area or unit.

- A large percentage of textbooks are available on reserve in the library for student use each semester.
- During the pandemic, the library was able to copy a portion of the textbook that students needed and email it to them.
- The library started checking out laptops to students during the pandemic.

- The new library platform has the ability to search most subscription resources available on the library website in one search, without students having to individually navigate each subscription resource.
- Numerous correspondence exams were proctored by library personnel.
- During the pandemic, the librarian was able to create a new library website that can also easily be updated by the librarian.
- The librarian created several digital subject and other guides.
- Peer tutors (in non-pandemic times) were available for students in the subjects of English and Math.
- Online tutoring was available through Brainfuse, and most recently, through NetTutor.
- Research is fulfilled by the librarian for research requests received from Rising Scholars.

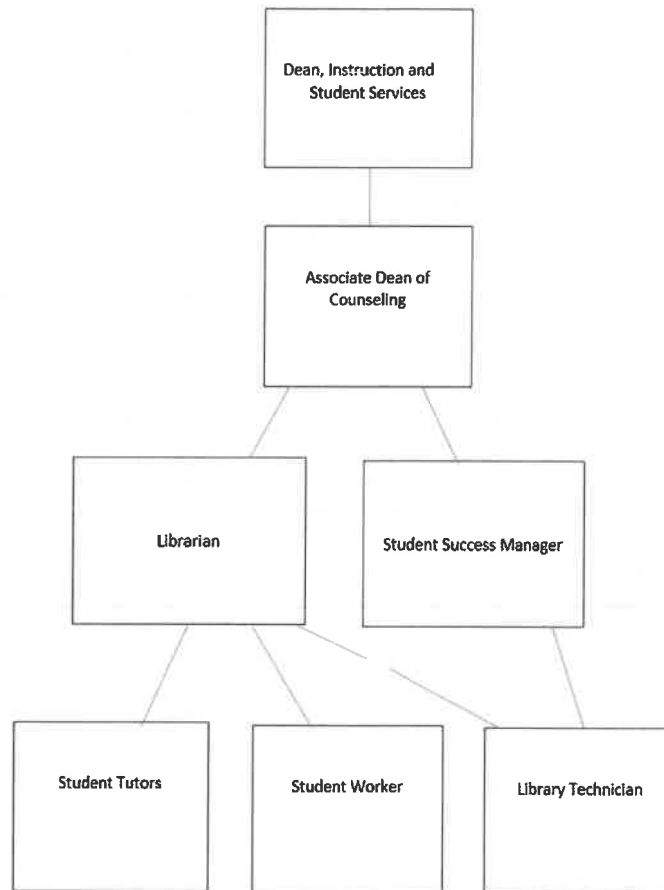
b. List and comment on the major weaknesses of the program, area or unit. Discuss gaps or issues identified in section 4 and propose solutions. More tutors are needed as the college opens up, peer and/or adjunct. Especially for Writing. A part-time librarian would be helpful so that we could do more outreach to faculty and do more workshops, plus the research requests from Rising Scholars could have been completed much sooner if there had been additional help during some years. Also, a PT librarian, along with the librarian, could develop online information literacy modules and do more outreach. We have many more faculty now, and it would be helpful to have some part-time librarian support.

c. List activities and discuss accomplishments during review period.

A lot of prep work was completed so that all the library holdings could be transferred from one platform to another with the adoption of state-wide library platform. It was a lot of extra work, and being a solo librarian, there wasn't the luxury of having librarians who are hired just to do technical duties. The librarian is still making adjustments to the platform. While sheltering in place, the librarian had time to re-do the library website and create subject and informational guides. The subject guides showcase a lot of the resources in hopes that more students will use the online library resources. The library started loaning out laptops to students during the pandemic. The library provided peer tutoring and proctoring for correspondence exams.

6. Human Resources and Staff Development

a. Provide current organization chart of the program, area or unit, showing key functions and responsibilities.



b. Are current management and staff adequate to perform functions and responsibilities satisfactorily and to achieve program, area or unit goals? Explain.

A part-time librarian would be helpful in order to do more outreach and collaborate with the librarian to develop digital information literacy online modules faculty could incorporate into their Canvas courses. Also, to embed librarians into online courses. We have many more faculty now besides. Also, a PT librarian would have been helpful to expedite the research requests from Rising Scholar students (we did have one part-time person for a semester or two to help with this).

c. Describe specific professional development activities in which program, area or unit members participate and explain how such activities benefit or enhance the program and support and facilitate student learning. The librarian attended tutoring, library, OER and curriculum workshops and conferences. This helps librarian to keep on top of any updates in the field and also helps with new ideas.

d. Describe areas of unmet professional development needs among personnel in this program, area or unit, if applicable, and outline plans to address these needs. During COVID especially, many conferences were low-cost or free to CA faculty. The library tech might wish to broaden her skills, but it's unclear where she would obtain that training.

e. Describe organizational changes that would improve program, area or unit performance. Provide timelines for the achievement of such changes and describe measures that assess the effectiveness of such changes.

See b.

7. Facilities

a. Are current facilities adequate to support the program, area or unit? Explain. Students can utilize quiet study spaces, group study spaces, one study room, or use the computers in the computer lab. The students now only have the one study room since the other meeting/study room is now an office as of Fall, 2021. The library needs new library chairs.

b. Describe plans for future changes to support facilities. The lounge chairs are 20 years old, and are stained, show wear and aren't inviting. More modern furniture would create an inviting place for students to come and would attract more students to the library. The librarian recently purchased a couple of inexpensive, colorful chairs in an effort to make the library more inviting for students.

8. Technology and Equipment

a. Is the current technology and equipment adequate to support the program, area or unit? It's ok, but there are a lot of ongoing issues with the lab computers. New, faster computers for the students are needed that are maintained regularly by IT.

b. Describe plans for future changes to support technology or equipment. Ask for funding for faster computers for students along with larger monitors. It would be great to have interactive monitors for the students. Computers maintained by IT on a regular basis.

9. Financial Resources

a. Provide an appropriate financial report for program, area or unit during reporting period. Explain any significant deviations from previous reporting period. (Information provided at end of report).

b. Describe whether the current budget is adequate to carry out the responsibilities of the program, area or unit or operation. It's somewhat adequate, we could always support more curriculum areas with more money. Our print book collection is woefully outdated because we need to put most funds toward electronic resources since electronic resources can reach

more students. Faster, interactive computers and updated furniture.

c. Describe plans for future budget changes, if any. We can ask for lottery money to support the programs, but we'd like some funds for our 20 year old furniture, especially the lounge chairs.

10. Four-year plan

a. Place future request for resources (human, facilities, technology & equipment, and financial) in a four-year matrix to facilitate future planning.

		2021-22	2022-23	2023-24	2024-25
Future Area Needs	Human Resources		10-hour week PT librarian for collaborative outreach efforts, help develop online modules	Same if not completed	Same if not completed
	Fiscal Resources		More money for print books, specific online subscription resources to support ADTs	Same as last AY	Same
	Physical Resources		Funds for updated library furniture	Same as 2022-23 if not completed	Same if not completed already
	Technology Resources			Replace ½ library lab computers	Replace ½ library lab computers

Program Review: Library

Review time period: July 1, 2017 to June 30, 2021

Submittal Date: 12/15/2021

1. Purpose of the Program

a. State the purpose of program, area or unit.

The library serves students with the services and resources outlined in this review. The library serves all students in their academic endeavors.

b. How does the program, area or unit support the College Mission?

The college mission: "Palo Verde College provides opportunities for personal and professional growth to a unique community of learners in an academic environment committed to student success, diversity, equity, and inclusion by supporting student achievement of basic skills, certificate, degree, university transfer, and career goals."

The Palo Verde College Library acts as a provider of information resources and services. The library offers students print and online subscription resources and research help to all community and Rising Scholars incarcerated students. Digital guides are created by the librarian that cover a variety of topics and subjects. Fourteen computer stations are available to students along with Wi-Fi availability. The library also loans laptops for students to use at home for the entire semester. The library has provided the services of peer tutoring and proctoring of correspondence exams (during non-pandemic times). For the Rising Scholar students, the librarian provides periodical articles in response to their research requests.

2. Population(s) Served

a. Describe the populations served by the program, area or unit, identifying special populations, if any.

The Library serves face-to-face (FTF), online, incarcerated and correspondence students as well as the general public. The Library serves all students and community residents and provides an inclusive environment for all. The library has computers with relevant software programs for students and guests to utilize along with Internet and Wi-Fi access.

Correspondence students came to the library to take their quizzes and exams while being proctored by library personnel. The librarian provides research assistance to Rising Scholar students by providing articles for their research requests. All non-incarcerated students, no matter where they are located, can utilize the subscription research databases by logging in with their same Canvas credentials, as well as access the research guides the librarian provides.

b. Describe other populations that should be served by the program, area or unit and identify plans to implement. The library serves all students with its resources mentioned above. This includes students taking face-to-face courses, as well as Correspondence students including Rising Scholar students, and Distance/Remote Learning students.

3. Accomplishments in Achieving Goals

a. List area related Strategic Planning Goals and program, area or unit specific goals, and describe progress in achieving each goal, strategy, objective, and appropriate task during the review period.

Prior Goal #1, Fall 2017: Assess the peer tutoring program. Assessing the peer tutoring program needs to involve other employees who have access to student information and are able to follow the student's academic grades for the courses in the semester the student received tutoring. And, even then, that wouldn't tell the whole story. The peer tutoring program continued until the campus was closed due to the pandemic in March, 2020, and therefore, we didn't have any peer tutors for roughly 1.5 years. (And, none this semester). We did subscribe to a virtual tutoring service during that time, Brainfuse, with NetTutor replacing Brainfuse June of 2020. (An adjunct Math tutor returned this semester, Fall, 2021, for approximately 10 hours per week).

Prior Goal #2, Fall, 2017: Increase the number of tutors and have consistent tutors. The hiring of tutors has drastically changed. When the library did the assessment testing, students who scored high in Math or English were often asked to think about being a tutor someday and could often tutor the basic skills courses, but not the higher courses until they had completed those courses. The library also used challenge exams from the Math department to test tutors for what course level the tutors were qualified to tutor. If a student had completed a course with a Math instructor at PVC, the student would need to get an endorsement from the instructor to be a tutor. The process all changed. Accuplacer is no longer used for testing students due to AB 705, and all hiring of tutors takes place in HR. If the divisions don't recommend students to be tutors, then it's difficult to pull tutors out of a hat. (It will be roughly 3.5 semesters without peer tutors due to campus closure and limited classes on campus).

Prior Goal #3, Fall, 2017: Tutors available in online/CE courses probably isn't needed as much because NetTutor integrates with Canvas easily and can give students an easier way to access professional tutoring directly through Canvas. However, utilizing peer tutoring in an online environment can become a reality through the use of an add-on component available through NetTutor and/or CraniumCafe if the campus decides to utilize peer tutors in this way.

Prior Goal #4, Fall, 2017: Space re-organization of the library, slowly happening by library personnel. We are moving things around a bit, purchasing new items with our own funds, trying to create a more welcoming and inviting atmosphere for students.

Prior Goal #5, Fall, 2017: Increase library workshops. The librarian continued to give roughly the same number during non-pandemic times, plus the librarian conducted several zoom workshops during the pandemic.

Prior Goal #6, Fall, 2017: SLOs for services will be replaced by developing SAO's for library services. This was completed.

Prior Goal #7, Fall, 2017: Accudemia student login to make appointments. This goal is no longer, we dropped the Accudemia software during the pandemic because we had no peer tutors. In the meantime, we are using Calendly appointment software with the adjunct Math tutor and that seems to be working well so far. Next semester, we will supply students with the Calendly URL in order that both students and staff can make appointments.

Prior Goal #8, Fall, 2017: Survey faculty. Informal discussions with faculty. Provided resources in the form of e-books and a database resulting from discussions with faculty.

Continuing Goal #1 from Fall, 2017: New library and tutoring websites were accomplished using Springshare's LibGuides product. These were built by the librarian and the librarian can continually update the sites. LibGuides is a product well-known to librarians for making subject guides, but can also be used to host websites.

Continuing Goal #2, Fall, 2017: Displays continued except during the pandemic when the campus was closed.

b. Explain modifications, if any, of program, area or unit specific goals for the upcoming year.

Some modifications were explained above. Goal #1 isn't feasible unless there is support from outside entities to determine how to assess and then do the needed assessment. Goal #2 needs higher-level support to enable adjunct tutors to be hired each semester and thereby keep some consistency, as peer tutors come and go and it's sometimes difficult to obtain them. Goal #3 is explained above. Goal #4 and #5 can be ongoing. Goal #6 is completed. Goal #7 should be completed next semester. Goal #8 can be a combination of a survey and informal discussions. So, upon reflection of prior goals from 2017, Goals #4 and 5 can be ongoing, Goal #7 will be kept until fulfilled, Goal #8 is ongoing. New goals include ongoing modifications to the website, and making modifications to the local content in ExLibris, the state-wide library platform. Also, increasing the number of subject guides. The librarian plans on creating a subject guide for each degree, and for certain subjects, such as an Art guide and an ASL guide.

4. Service Area Outcomes (SAO)

a. Revise if needed and provide metric data for Service Area Outcomes in the area or unit.

Service Area Outcome #1, Resources: *All students will have ample access to library information and technological resources, both in the physical library and online, that support and supplement the college curriculum, course assignments, student success, and lifelong learning. In addition, the library provides physical spaces that support both collaborative and independent research and learning.*

Library information is provided in a variety of ways to students, including online subscription resources, print resources, and through the use of subject guides developed by the librarian. Electronic subscription resources include the EBSCOhost databases (supplied to all California Community Colleges through the Chancellor's Office), a variety of electronic magazines, pro-con databases, as well as history databases. **The library maintains 14 computers with**

Microsoft software that are available for students to use while in the library, as well as provides access to the Internet to students, along with Wi-Fi availability. Students can access the library resources on campus and when off-campus by the use of a proxy that enables students to enter their same Canvas credentials and be able to access the subscription resources 24/7 from anywhere, anytime. The guides developed by the librarian include the subscription resources, e-books, e-magazines and websites, along with some print resources. In addition, the library provides large tables for group study projects as well as individual spaces and carrels for those students who wish to study independently.

Electronic Guide Resources created by Librarian: 7/2020 to 6/2021

Guide Name	Creation Date	Views 2020-2021
American History	Spring, 2021	107
Distance Education	Summer 2020	363
DEI	Spring, 2021	53
Faculty CE Resources	Spring, 2021	334
Mental Health Resources	Spring, 2021	78
Net Tutor	Fall, 2020	219
Open Educational Resources	Fall, 2020	684
PVC Curriculum Site	Summer, 2020	3,179
PVC Library	Summer, 2020	3,297
PVC Pirates Pathways	Spring, 2021	472
Sociology	Spring, 2021	45
Speech Communication	Spring, 2021	92
Student Learning Outcomes	Spring, 2021	379

Pro-Con Subscription Database Full-Text Article Retrievals

Years	Gale’s Opposing Viewpoints	InfoBase Issues & Controversies
2017-2018	691	677
2018-2019	434	499
2019-2020	544	94
2020-2021 (pandemic)	221	165

EBSCO database article stats (EBSCO is the largest resource the library has, supplied by the state to all CC’s)

EBSCO subscription article Database	# Searches	#Downloaded Articles
2017-2018	12,907	1,831
2018-2019	11,611	1,861
2019-2020 (pandemic)	6,685	559
2020-2021 (pandemic)	3,667	439

Gale e-Books, owned (157 titles)

Year	Full-Text Retrievals
2017-2018	148
2018-2019	102
2019-2020	36
2020-2021	58

Kanopy Streaming Service

Year	Visits	Pages Browsed	Plays	Minutes
2019-2020	309	519	85	1,148
2020-2021	272	448	143	2,023

Service Area Outcome #2, Services: *The library will support student success by providing all students with appropriate library services, both in-person and online, to meet students' academic needs.*

The library provides the following services to students: laptop loans for the entire semester, (as well as this semester laptops available to use while in the library, enabling students to sit anywhere they choose), fulfillment of research requests by the librarian for Rising Scholar students, proctoring of exams for Correspondence students, and peer and online tutoring services. In addition, the library tech helps students with technical needs while they are using the library lab computers. The librarian is available to help students with their research needs; this includes Rising Scholar students.

Exams/quizzes proctored in Library:

Proctored Correspondence Test/Quizzes in the Library	Fall	Spring	Summer	Total
2017-2018	506	386	150	1,042
2018-2019	604	426	146	1,176
2019-2020 (pandemic)	246	72	0	318
2020-2021 (pandemic)	0	0	0	0

FTF & Virtual Library Workshops

Academic Year	# Workshops	# Students
2017-2018	8	48
2018-2019	9	56
2019-2020	8	45
2020-2021 (pandemic)	4	15

Semester Laptop Loans, New Resource for students, started Spring, 2021

Laptop Loans, Spring 2021	35
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Research completed for Rising Scholar (incarcerated) students:

Rising Scholars Research Requests	#Requests	# Questions
2017-2018	263	371
2018-2019	174	361
2019-2020 (pandemic)	144	296
2020-2021 (pandemic)	113	275

Peer tutoring, Face-to-Face in Library

(These numbers are lower than they should be, due to the sign-in computer failing often)

Library location, FTF Peer Tutoring	Total Unduplicated Students Using FTF Peer Tutoring	Total Students Sign-ins for Tutoring Help
2017-2018	55	309
2018-2019	39	231
2019-2020 (pandemic)	32	129
2020-2021 (pandemic)	0	0

Peer Tutoring Hours FTF in Library by Course: 2017-2018

Subject	# Sign-Ins	Total Sessions	Total (hrs:min)
BIO-100 Biology	1	1	01:23
CHD-101 Child Growth & Development	1	1	10:50
CHE-101 Chemistry 101	1	1	00:00
ENG-081 Basic Writing I	8	11	12:02
ENG-082 Basic Writing II	5	8	19:56
ENG-095 Writing Improvement I	1	1	00:57
ENG-096 Writing Improvement II	2	2	00:32
ENG-099 Basic Composition	5	24	39:44
ENG-101 Reading & Composition	15	44	104:05
ENG-103 Critical Thinking	8	17	31:00
ESL-082 Intermediate Language I	1	1	12:56
ESL-083 Intermediate Language II	1	1	01:54
MAT-080 Basic Math	9	39	93:12

MAT-081 Pre-Algebra	3	22	15:56
MAT-082Pre-Algebra	7	10	18:26
MAT-084 Elementary Algebra	20	107	185:58
MAT-088 Intermediate Algebra	3	10	17:20
MAT-106 Statistics	1	1	01:30
MAT-110 College Algebra	2	5	06:38
SPA-101 Spanish I	1	2	01:36
SPE-101 Intro to Speech	1	1	00:39
		309	576:34

Top 3 Courses, Peer Tutoring, FTF in Library 2017-2018

Total Unique Visitors for all Subjects :

Top 3 Courses	Number of Students	Number of Visits
MAT-084 Intermediate Algebra	20	107
ENG-101 Reading Composition	15	44
MAT-080 Basic Math	9	39

Total Hours Used: 576:34

Peer Tutoring Hours FTF in Library by Course: 2018-2019

Subject	Sign-Ins	Total Sessions	Total Minutes (hrs:min)
BIO-100 Biology	1	1	00:34
ENG-081 Basic Writing I	4	10	8:28
ENG-082 Basic Writing II	1	1	00:00
ENG-095 Writing Improvement I	1	1	00:00
ENG-096 Writing Improvement II	2	4	4:01
ENG-099 Basic Composition	2	2	01:50
ENG-101 Reading & Composition	2	5	03:53
ENG-103 Critical Thinking	1	3	02:03
ESL-080 Beginning Language I	2	5	03:16
MAT-080 Basic Math	7	30	35:48
MAT-081 Pre-Algebra	2	2	1:47
MAT-083 Elementary Algebra	1	1	0:45
MAT-084 Elementary Algebra	13	93	103:52
MAT-086 Intermediate Algebra	2	2	1:48
MAT-088 Intermediate Algebra	2	19	19:53
MAT-106 Statistics	11	35	37:06
SPA-101 Spanish I	1	1	00:35
Unspecified	7	13	11:28
		231	241:11

Top 3 Courses, Peer Tutoring FTF in Library: 2018-2019

Total Unique Visitors for all Courses: 39

Total Visits: 231

Top 3 Subjects	Number of Students	Number of Visits
MAT-084 Intermediate Algebra	13	93
MAT-106 Statistics	11	35
MAT-080 Basic Math	7	30

Total Hours Used: 241:11

Peer Tutoring in Library FTF by Course 2019-2020, discontinued 3/20 due to Pandemic

Subject	Sign-Ins	Total Sessions	Total Minutes (hrs:min)
ENG-099 Basic Composition	2	7	06:35
ENG-100 Reading and Comp With Support	3	3	02:28
ENG-101 Reading & Composition	11	14	14:00
Mat-095 Pre-college Algebra	4	21	20:35
MAT-106 Statistics	3	8	10:51
MAT-110 College Algebra	4	6	05:31
RDG-086 Intermediate Reading	1	1	00:39
ESL/SPA-101	2	2	01:54
Unspecified	19	64	68:31
	49	129	131:04

Top 3 Subjects, 2019-2020, Peer Tutoring, FTF in Library (Peer tutoring discontinued March, 2020 through Present)

Total Unique Visitors for all Subjects :32

Total Visits for all Students :129

Top 3 Subjects	Number of Students	Number of Visits
MAT-095 Pre- College Algebra	4	21
ENG-101 Reading Composition	11	17
MAT-106 Statistics	3	8

Total Hours Used: 131:04

ONLINE TUTORING STATS:

Brainfuse Online Tutoring Service, Unique User Report 2017-2018

Unique User	Subject	Sessions	Minutes
1	Writing	11	266
2	Writing	1	10
2	College Algebra	1	158
3	Writing	11	161
4	Writing	1	11
Demo	Basic Math	1	1
5	Pre-Algebra	2	17
6	Writing	6	240
6	College Reading	9	324
7	Chemistry	1	3
8	Writing	1	2
9	Biology	1	4
Demo	Pre-Algebra	2	11
10	Statistics	1	53
11	Pre-Algebra	1	1
12	College Algebra	15	493
12	Writing	6	148
13	Writing	1	1
14	Emergency Care	1	3
15	Pre-Algebra	25	794
16	Pre-Algebra	1	34
17	Statistics	39	703
18	Basic Math	1	22
19	Pre-Algebra	1	47
20	Basic Math	1	13
21	Pre-Algebra	7	551
21	College Algebra	13	755

Unique # Users	Total # of subjects	Total Number of Sessions	Total # of Minutes
21	9	161	4,826

Writing Lab Count, 2017-18		
	Writing Lab Count	Writing Lab Minutes
Brainfuse Writing Lab	11	330

Total Unique Visitors :21, Total Unique Visits :27, Total # of Minutes Used: 4826

Top 3 Subjects, 2017-18	Number of Visitors	Number of Visits
Statistics	2	40
Writing	8	38
College Algebra	3	29

BrainFuse Online Tutoring Service, Unique User Report 2018-2019

Unique User	Subject	Sessions	Minutes
1	Biology	1	10
1	Pre-Algebra	1	4
2	Statistics	1	121
2	Accounting	2	95
3	Pre-Algebra	1	12
4	College Reading	1	3
4	Writing	1	2
5	Writing	1	5
6	College Algebra	1	2
7	College Algebra	8	106
8	Pre-Algebra	2	93
8	College Algebra	2	34
9	Pre-Algebra	11	336
10	Writing	3	98
11	Pre-Algebra	3	39
12	Pre-Algebra	1	1
13	Pre-Algebra	1	2
14	Writing	1	15
15	Writing	2	27
16	Writing	7	189
16	College Reading	2	50
17	College Algebra	9	321
17	Basic Math	1	77
17	Pre-Algebra	12	750
18	College Reading	1	3
18	Basic Math	9	70
19	Writing	1	43

20	Precalculus	1	20
21	Basic Math	10	86
22	College Reading	1	14
22	Writing	9	455
22	Statistics	7	588
23	Pre-Algebra	1	2
24	College Reading	1	17
25	Pre-Algebra	15	681
25	Writing	2	67
26	College Algebra	3	17
27	Statistics	2	117
28	Writing	1	30
29	Writing	5	151
29	Statistics	1	42
30	Accounting	8	106
31	Basic Math	37	878
31	Calculus	1	3
32	Writing	1	6
33	Basic Math	1	10
33	Pre-Algebra	4	35
34	Writing	1	8
35	Accounting	1	1
36	Writing	1	1
36	College Reading	1	5
37	College Algebra	1	1
38	Basic Math	1	27
39	College Algebra	2	37
Demos from Library Staff	Basic Math	1	3
Demo	Writing	9	71
Demo	Statistics	1	8
Demo	Calculus	1	10
Demo	Pre-Algebra	1	2

Unique # Users	Total # of subjects	Total Number of Sessions	Total # of Minutes
39	11	218	6,007

Brainfuse Writing Lab Count, 2018-19		
Source	Writing Lab Count	Writing Lab Minutes
Brainfuse Writing Lab	11	330

Total Unique Visitors :39, Total Unique Visits :60, Total # of Minutes Used: 6,007

Top 3 Subjects	Number of Visitors	Number of Visits
Pre-Algebra	12	54
Basic Math	7	46
Writing	15	46

BrainFuse Online Tutoring Service, Unique User Report, 2019-2020

Unique User	Subject	Sessions	Minutes
1	Finance	1	11
1	Economics	1	39
1	Basic Math	3	93
2	Pre-Algebra	15	752
2	College Algebra	5	331
3	Statistics	5	382
4	College Writing	1	3
4	Writing	41	1351
4	Chemistry	3	130
4	Statistics	1	102
5	Statistics	1	9
6	College Reading	1	9
6	Writing	8	261
7	Writing	1	19
8	Basic Math	1	20
9	Writing	1	11
10	Statistics	1	1
11	Pre-Algebra	1	31
12	Basic Math	1	26
13	Writing	55	1812
13	College Writing	2	236
13	Chemistry	9	223
14	Writing	6	133
14	College Reading	4	98
14	College Algebra	1	17
14	Pre-Algebra	19	1201
15	Calculus	1	14
15	Writing	3	22
16	Writing	1	45
17	Writing	1	10
18	College Reading	1	53

18	Writing	18	576
18	College Algebra	36	1859
19	College Algebra	6	71
20	Chemistry	24	556
21	Chemistry	1	1
22	College Reading	1	23
23	Writing	2	17
24	Writing	1	69
25	Statistics	1	3
26	Statistics	1	4
Demo (June)	Writing	3	30
	College Reading	1	9

Unique # Users	Total # of subjects	Total Number of Sessions	Total # of Minutes
26	11	290	10663

Brainfuse Writing Lab Count 2019-2020		
Source	Writing Lab Count	Writing Lab Minutes
Brainfuse Writing Lab	11	330

Total Unique Visitors :23, Total Unique Visits :43, Total # of Minutes Used: 10663

Top 3 Subjects, 2019-2020	Number of Visitors	Number of Visits
Writing	13	137
College Algebra	4	48
Chemistry	4	37

NetTutor Online Tutoring Service, Unique User Usage Report 2020-2021

Unique Users	Subject	Sessions	Minutes
1	English and Literature	6	191
1	Biology	1	6
1	Math (Statistics and Probability)	1	30
2	English and Literature	10	215
3	Math (Algebra, Basic Math, and Pre-Calculus)	1	7
4	Math (Algebra, Basic Math, and Pre-Calculus)	6	116
5	History	1	18
6	Psychology	1	19
7	Math (Statistics and Probability)	1	9

8	Math (Algebra, Basic Math, and Pre-Calculus)	1	6
9	English and Literature	3	49
10	Math (Statistics and Probability)	3	71
11	English and Literature	2	85
11	Math (Statistics and Probability)	1	5
Demo	Math (Algebra, Basic Math, and Pre-Calculus)	2	6
12	Math (Algebra, Basic Math, and Pre-Calculus)	4	101
13	Math (Algebra, Basic Math, and Pre-Calculus)	2	70
14	Biology	2	5
	Math (Algebra, Basic Math, and Pre-Calculus)	22	817
	History	4	142
	Child Development	1	12
Demo	English and Literature	1	15
15	Math (Statistics and Probability)	1	7
	Math (Algebra, Basic Math, and Pre-Calculus)	1	35
16	English and Literature	3	123
17	English and Literature	4	42
18	English and Literature	1	42
19	English and Literature	1	19
20	Biology	7	212
	English and Literature	13	349
	Math (Algebra, Basic Math, and Pre-Calculus)	20	621
	Math (Calculus and Above)	1	12
	Math (Statistics and Probability)	472	14782
	Psychology	3	26
	Sociology	12	306
	Writing	36	965
21	Math (Algebra, Basic Math, and Pre-Calculus)	2	27
22	Math (Algebra, Basic Math, and Pre-Calculus)	1	3
23	Math (Algebra, Basic Math, and Pre-Calculus)	17	391
	Math (Calculus and Above)	14	651
	Math (Statistics and Probability)	28	588

Unique # Students using NetTutor	Total # of subjects	Total Number of Sessions	Total # of Minutes
23	10	713	21,196

NetTutor Top 3 Subjects 2020-2021

Total Unique Visitors :23 Total Visits 713		
Top 3 Subjects	Number of Unique Students	Number of Visits
Math (Statistics and Probability)	7	507
Math (Algebra, Basic Math, and Pre-Calculus)	12	79
English and Literature	10	44
Total # of Minutes Used: 21196		

NetTutor Type of Transaction	Time (minutes)
NetTutor Dropped-Off Question	68
NetTutor Live Tutorial	20704
NetTutor Paper	424
Totals	21,196

b. What changes and initiatives were undertaken during the review period to improve SAO outcomes? This is the first program review where the library is implementing SAO's instead of SLO's. The SLO's only dealt with workshops SLO's, whereas the SAO's will give an overview of the library services.

5. Strengths, Weaknesses & Accomplishments/Activities

a. List and comment on the major strengths of the program, area or unit.

- A large percentage of textbooks are available on reserve in the library for student use each semester.
- During the pandemic, the library was able to copy a portion of the textbook that students needed and email it to them.
- The library started checking out laptops to students during the pandemic.

- The new library platform has the ability to search most subscription resources available on the library website in one search, without students having to individually navigate each subscription resource.
- Numerous correspondence exams were proctored by library personnel.
- During the pandemic, the librarian was able to create a new library website that can also easily be updated by the librarian.
- The librarian created several digital subject and other guides.
- Peer tutors (in non-pandemic times) were available for students in the subjects of English and Math.
- Online tutoring was available through Brainfuse, and most recently, through NetTutor.
- Research is fulfilled by the librarian for research requests received from Rising Scholars.

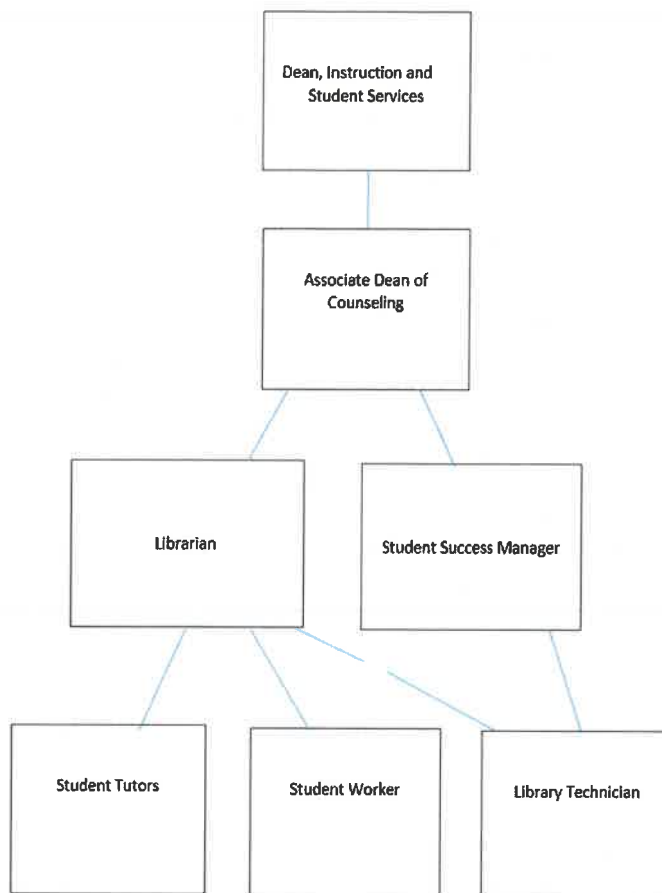
b. List and comment on the major weaknesses of the program, area or unit. Discuss gaps or issues identified in section 4 and propose solutions. More tutors are needed as the college opens up, peer and/or adjunct. Especially for Writing. A part-time librarian would be helpful so that we could do more outreach to faculty and do more workshops, plus the research requests from Rising Scholars could have been completed much sooner if there had been additional help during some years. Also, a PT librarian, along with the librarian, could develop online information literacy modules and do more outreach. We have many more faculty now, and it would be helpful to have some part-time librarian support.

c. List activities and discuss accomplishments during review period.

A lot of prep work was completed so that all the library holdings could be transferred from one platform to another with the adoption of state-wide library platform. It was a lot of extra work, and being a solo librarian, there wasn't the luxury of having librarians who are hired just to do technical duties. The librarian is still making adjustments to the platform. While sheltering in place, the librarian had time to re-do the library website and create subject and informational guides. The subject guides showcase a lot of the resources in hopes that more students will use the online library resources. The library started loaning out laptops to students during the pandemic. The library provided peer tutoring and proctoring for correspondence exams.

6. Human Resources and Staff Development

a. Provide current organization chart of the program, area or unit, showing key functions and responsibilities.



b. Are current management and staff adequate to perform functions and responsibilities satisfactorily and to achieve program, area or unit goals? Explain.

A part-time librarian would be helpful in order to do more outreach and collaborate with the librarian to develop digital information literacy online modules faculty could incorporate into their Canvas courses. Also, to embed librarians into online courses. We have many more faculty now besides. Also, a PT librarian would have been helpful to expedite the research requests from Rising Scholar students (we did have one part-time person for a semester or two to help with this).

c. Describe specific professional development activities in which program, area or unit members participate and explain how such activities benefit or enhance the program and support and facilitate student learning. The librarian attended tutoring, library, OER and curriculum workshops and conferences. This helps librarian to keep on top of any updates in the field and also helps with new ideas.

d. Describe areas of unmet professional development needs among personnel in this program, area or unit, if applicable, and outline plans to address these needs. During COVID especially, many conferences were low-cost or free to CA faculty. The library tech might wish to broaden her skills, but it's unclear where she would obtain that training.

e. Describe organizational changes that would improve program, area or unit performance. Provide timelines for the achievement of such changes and describe measures that assess the effectiveness of such changes.

See b.

7. Facilities

a. Are current facilities adequate to support the program, area or unit? Explain. Students can utilize quiet study spaces, group study spaces, one study room, or use the computers in the computer lab. The students now only have the one study room since the other meeting/study room is now an office as of Fall, 2021. The library needs new library chairs.

b. Describe plans for future changes to support facilities. The lounge chairs are 20 years old, and are stained, show wear and aren't inviting. More modern furniture would create an inviting place for students to come and would attract more students to the library. The librarian recently purchased a couple of inexpensive, colorful chairs in an effort to make the library more inviting for students.

8. Technology and Equipment

a. Is the current technology and equipment adequate to support the program, area or unit? It's ok, but there are a lot of ongoing issues with the lab computers. New, faster computers for the students are needed that are maintained regularly by IT.

b. Describe plans for future changes to support technology or equipment. Ask for funding for faster computers for students along with larger monitors. It would be great to have interactive monitors for the students. Computers maintained by IT on a regular basis.

9. Financial Resources

a. Provide an appropriate financial report for program, area or unit during reporting period. Explain any significant deviations from previous reporting period. (Information provided at end of report).

b. Describe whether the current budget is adequate to carry out the responsibilities of the program, area or unit or operation. It's somewhat adequate, we could always support more curriculum areas with more money. Our print book collection is woefully outdated because we need to put most funds toward electronic resources since electronic resources can reach

more students. Faster, interactive computers and updated furniture.

c. Describe plans for future budget changes, if any. We can ask for lottery money to support the programs, but we'd like some funds for our 20 year old furniture, especially the lounge chairs.

10. Four-year plan

a. Place future request for resources (human, facilities, technology & equipment, and financial) in a four-year matrix to facilitate future planning.

			2021-22	2022-23	2023-24	2024-25
Future Area Needs	Human Resources			10-hour week PT librarian for collaborative outreach efforts, help develop online modules	Same if not completed	Same if not completed
	Fiscal Resources			More money for print books, specific online subscription resources to support ADTs	Same as last AY	Same
	Physical Resources		Funds for updated library furniture	Funds for updated library furniture	Same as 2022-23 if not completed	Same if not completed already
	Technology Resources			Replace ½ library lab computers	Replace ½ library lab computers	

		FY 2018		FY 2019	
		BUDGETED	EXPENDED	BUDGETED	EXPENDED
LIB					
6120	Salaries	49,047.00	49,202.05	51,995.60	51,995.60
	Benefits	27,976.00	22,519.98	24,589.09	24,586.09
	Tests	25.00	25.00	0.00	0.00
	Supplies	403.83	403.83	579.00	579.00
	Copying	1,475.00	166.31	1,317.98	912.94
	Repair of Supplies	1,000.00	575.00	1,000.00	0.00
	Postage	15.00	2.17	0.00	0.00
	Conferences	746.17	735.82	700.99	700.99
	Memberships	150.00	150.00	150.00	150.00
	Water	0.00	0.00	0.00	0.00
	Rents and Leases	3,385.00	3,348.34	3,348.34	3,348.34
	Equipment, non-instructional	0.00	0.00	0.00	0.00
IEB					
	Site Improvement	172,450.00	34,995.23	26,191.00	26,191.00
	Instructional Equipment	7,527.00	0.00	0.00	0.00
	Repairs	0.00	0.00	0.00	0.00
TTP		0.00	0.00	0.00	0.00

FY 2020		FY 2021	
BUDGETED	EXPENDED	BUDGETED	EXPENDED
79,364.44	79,364.44	80,393.00	80,393.00
40,382.72	40,382.72	40,673.31	40,673.31
0.00	0.00	0.00	0.00
489.85	489.85	254.19	254.19
705.45	705.45	539.10	539.10
0.00	0.00	0.00	0.00
1.80	1.80	8.70	8.70
591.02	267.06	598.96	275.00
150.00	150.00	150.00	150.00
0.00	0.00	50.00	39.22
3,860.99	3,860.99	4,536.94	2,803.55
0.00	0.00	444.80	444.80
12,734.97	12,734.97	0.00	0.00
0.00	0.00	0.00	0.00
21.03	21.03	0.00	0.00
0.00	0.00	0.00	0.00

