**Program Efficacy Evaluation and Recommendation**

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| **Program:**  Library and Library Computer Lab |
| **Reviewers:** Sheri Lillard, Jose Recinos, Rocio Delgado |
| **Overall Recommendation with Rationale: Continuation**  **The document provides analysis of the data provided, addresses their pattern of service with appropriate explanations for the library’s reduced services** (**29% reduction in library services related to 36% reduction in personnel**).  **The document also shows progress on program’s goals and provides an analysis of their plans. All their SAOS are current in the Office of Student Services.**  **The Library’s mission statement links clearly with the institutional mission. The document shows that the program is productive at an acceptable level. Relevance, Currency, Articulation: Not applicable.**  **Major trends in the field are identified and analyzed and the program describes how trends will affect enrollment and planning (the emergence of e-books as an alternative to print resources, steady increase of biological and physical sciences on a national level, greater use of technology in libraries, moving library computer labs to campus computing services).**  **The program provides data/ research from the field for support. The program incorporates substantial accomplishments and strengths into planning (the creation of mini-workshops, participation in the California Library’s Association’s Library Snapshot Day, the opportunity to do a complete inventory/overhaul). The program also incorporates weaknesses and challenges into planning (especially the reduction in service due to staff retirement and/or attrition. Another challenge: trying to create awareness of the challenges of staffing a two-story, 44,000 sq. ft. library and computer lab with reduced staff, and the implementation of Chat Reference).**  **Program demonstrates that it incorporates the strategic initiatives of Technology, Partnerships and/or Campus Climate: upgrading building copiers, including installing a color copy machine with the assistance of the Campus Technology Services, partnering with DSPS to provide an accessible workstation for students, contributing to campus climate thru its aesthetic appeal and security.**  **Program has plans to further implement the strategic initiatives of Technology, Partnerships and/or Campus Climate: The program is planning to implement a Phone Zone to improve the Library’s climate and plans to add e-books to increase their resources.** |

**Part I: Access**

| **Strategic Initiative** | **Institutional Expectations** | |
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| **Does Not Meet** | **Meets** |
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| Demographics | The program does not provide an appropriate analysis regarding identified differences in the program’s population compared to that of the general population | The program provides an analysis of the demographic data and provides an interpretation in response to any identified variance.  If warranted, discuss the plans or activities that are in place to recruit and retain underserved populations. |
| Pattern of Service | The program’s pattern of service is not related to the needs of students. | The program provides evidence that the pattern of service or instruction meets student needs.  If warranted, plans or activities are in place to meet a broader range of needs. |
| **Reviewer Feedback: Meets**  **The Library & Lab service the entire student body. The library’s circulation system does not track the ethnicity and gender. All students are able to get a library card and check-out library materials and use computers.**  **Monday – Thursday 8am – 8 pm**  **Friday 8am – Noon**  **Current Library hours do not fully serve the needs of the community. The hours the library building is open represent a 29% reduction in hours/days of service over the past three academic years. In the same span, the program has suffered a 36% reduction in staff.** | | |

**Part II: Student Success**

| **Strategic Initiative** | **Institutional Expectations** | |
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| **Does Not Meet** | **Meets** |
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| Data demonstrating achievement of instructional or service success | Program does not provide an adequate *analysis* of the data provided with respect to relevant program data. | Program provides an analysis of the data which indicates progress on departmental goals.  If applicable, supplemental data is analyzed. |
| Student Learning Outcomes and/or Student Achievement Outcomes | Program has not demonstrated that they have made progress on Student Learning Outcomes (SLOs) and/or Service Area Outcomes (SAOs) based on the plans of the college since their last program efficacy. | Program has demonstrated that they have made progress on Student Learning Outcomes (SLOs) and/or Service Area Outcomes (SAOs) based on the plans of the college since their last program efficacy. |
| **Reviewer Feedback: Meets**  **The SBVC Library provides critical scholarly support services to the campus through its solid and comprehensive collections of learning materials that supports campus curriculum. The Library’s research collections include books, periodicals, microforms, reference materials, and online databases. The Library maintains an extensive authoritative collection of print materials, a variety of current and retrospective online databases with complete indexing and a high percentage of full-text resources and an outstanding assortment of computer resources for student learning.**  **All SAOs are current and on file with the Office of Student Services. Requests regarding SAOs are completed and submitted on time.** | | |

**Part III: Institutional Effectiveness**

| **Strategic Initiative** | **Institutional Expectations** | |
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| **Does Not Meet** | **Meets** |
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| Mission and Purpose | The program does not have a mission, or it does not clearly link with the institutional mission. | The program has a mission, and it links clearly with the institutional mission. |
| Productivity | The data does not show an acceptable level of productivity for the program, or the issue of productivity is not adequately addressed. | The data shows the program is productive at an acceptable level. |
| Relevance, Currency, Articulation | The program does not provide evidence that it is relevant, current, and that courses articulate with CSU/UC, if appropriate. | The program provides evidence that the curriculum review process is up to date. Courses are relevant and current to the mission of the program.  Appropriate courses have been articulated or transfer with UC/CSU or plans are in place to articulate appropriate courses. |
| **Reviewer Feedback: Meets**  **“In conjunction with the statement of mission of our parent institution, San Bernardino Valley College, which accepts as its educational responsibility the fostering of learning and personal growth for the people of the community we serve, the Library sees as its primary goal the support of the academic programs of San Bernardino Valley College. Through its professional and paraprofessional staff, the Library shall provide a wide range of learning resources at varying levels of difficulty, with diversity of appeal and the presentation of different points of view, to meet the needs of students and instructors.**  **The library mission statement assures that students will have access to a diverse collection of quality materials that supports the curriculum, fosters learning, and represents different points of view.**  **There was a 9% increase in total circulation between 2008/2009 and 2009/2010 followed by a 16.7% decrease in 2010/2011. The decrease over the three year period is 9%. The surge in 2009/2010 can be attributed to the increased unemployment rate which resulted in more students seeking retraining or updating job skills and the increase in 4 year university fees which resulted in more students seeking to do their undergraduate work at a community college. The subsequent decline in 10/11 can be attributed to the budget crisis at the community college level and the reductions in course offerings, limited summer sessions and reduction in library hours at SBVC.**  **It should be noted:**   * **That while service hours decreased 29%, staff reduced 36% that service transactions with students have only decreased 9%.**   **Relevance, Currency, Articulation: Not Applicable** | | |

**Part IV. Planning**

| **Strategic Initiative** | **Institutional Expectations** | |
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| **Does Not Meet** | **Meets** |
| **Part IV: Planning - Rubric** | | |
| Trends | The program does not identify major trends, or the plans are not supported by the data and information provided. | The program ~~identifies~~ and describes major trends in the field. Program addresses how trends will affect enrollment and planning. Provide data or research from the field for support. |
| Accomplishments | The program does not incorporate accomplishments and strengths into planning. | The program incorporates substantial accomplishments and strengths into planning. |
| Challenges | The program does not incorporate weaknesses and challenges into planning. | The program incorporates weaknesses and challenges into planning. |
| **Reviewer Feedback: Meets**  **Trends: An existing trend in libraries and education is the emergence of e-books as a viable alternative to print resources (Library Journal, November, 2010). The purchase of an e-book collection has been approved and ranked the last three Needs Assessment cycles but has not been funded.**  **Another trend in education that impacts the library in the steady increase of enrollments in the biological and physical sciences on a national level (Statistical Abstract of the United States, 2011) and FTE’s for the Sciences are increasing every year at SBVC.**  **There is an ongoing trend of increased use of technology in libraries, and community colleges are echoing the university trend of moving library computer labs to campus computing services.**  **Accomplishments: In 2010/2011 library faculty built on their strength in research proficiency by creating mini-workshops open to all students and which teach basic research techniques such as finding books, finding articles, and evaluating Internet sources.**  **Participation in the California Library Association’s Library Snapshot Day was an accomplishment.**  **The reduced Summer sessions provided some very positive opportunities for the Library and the Lab. As the Library circulation requests decreased, the staff was able to do an inventory/overhaul of its resources.**  **Challenges: The biggest challenge the library has had in the last three year is staying open as classified staff that have left their positions due to attrition, transfer and retirement, and have not been replaced. Another challenge is to convey to others the intricacies and details involved with in responsibly staffing a two-story, 44,000 square foot library and computer lab. The implementation of Chat Reference has also proven to be a challenge because this program has been under-utilized by students. Additionally students do not often use chat reference for its intended purpose.** | | |

| **Part V: Technology, Partnerships & Campus Climate** | | |
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|  | **Does Not Meet** | **Meets** |
| Technology, Partnerships & Campus Climate | Program does not demonstrate that it incorporates the strategic initiatives of Technology, Partnerships or Campus Climate.  Program does not have plans to implement the strategic initiatives of Technology, Partnerships or Campus Climate | Program demonstrates that it incorporates the strategic initiatives of Technology, Partnerships and/or Campus Climate.  Program has plans to further implement the strategic initiatives of Technology, Partnerships and/or Campus Climate. |
| **Reviewer Feedback: Meets**  **The Library and Library Computer Lab is upgrading their copiers with the help of the Campus Technology Services, including installing a color copier. The program has also partnered with DSPS to provide a workstation with accessible software. The architectural design of the library provides aesthetic appeal to the campus and creates an optimal environment for studying and research.**  **The program is also planning the Phone Zone to improve the climate in the building and will add e-books that are freely available online to the online catalog in the near future.** | | |