Program Efficacy Report
Spring 2013

Name of Department: Library Technology

Efficacy Team: Rose King and Sheri Lillard

Overall Recommendation (include rationale): Continuation

The Library Technology Program serves an important need as the only program of its kind in the Inland Empire (Palomar College is the next closest geographically). Despite having any full-time faculty dedicated to this program, the courses are set up so that students can finish the certificate in 2 years or less. The acquisition of a department chair since their last efficacy has ensured proper advising of students and scheduling of the classes. Currently, they are awaiting a decision on the acceptance of two courses as part of a training certification with the American Library Association's Library Support Staff Certification (LSSC). This national exposure, supported by their Advisory Committee, should help to increase enrollment and student success in the future.

Strategic Initiative	Institutional Expectations	
	Does Not Meet	**Meets**
Part I: Access		
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.*

Efficacy Team Analysis and Feedback: Meets

A careful analysis of the data was performed, which revealed a higher percentage of females (77.2% vs. 54.6% campus) and Caucasians (36.6% vs. 21.0% campus), typical of this program. However, compared to the last efficacy report (2008 – 2009), the percentage of males has doubled (10.7% to 22.8%) and the percentage of Hispanics has increased significantly (26.1 to 40.3%). A further evaluation showed that the Program's diversity (predominantly female Caucasian) is consistent with the American Library Association's Diversity Counts Report. As this trend is representative of the profession, nationwide, the discrepancy as compared to the campus is not a great concern. However, the Library does participate in the career fair at Fontana H.S. career fair to attempt to recruit underrepresented students into the program.

Pattern of Service	*The program's pattern of service is not related to the needs of students.*	*The program provides <u>evidence</u> 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.*

Efficacy Team Analysis and Feedback: Meets

The classes are scheduled in such a pattern that permits completion of the program in 2 years or less. A consistent sequence of four classes are offered each Fall; and a different sequence of four classes are offered each Spring. Class times are set to include evening and Saturday sections to accommodate working students. Courses are offered in all formats: on-campus, hybrid, and online. Two online classes (LIB 067 and LIB 062) were determined to be difficult for students in this format. In order to improve student learning and meet the needs of the students, both classes have been switched to on-campus format only. The response from the students is that these traditional deliveries are working well and should be continued.

Part II: Student Success		
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 <u>analysis</u> of the data which indicates progress on departmental goals.* *If applicable, supplemental data is analyzed.*

Efficacy Team Analysis and Feedback: Meets

The program notes that it is the only Library Technician program in the Inland Empire (the next closest is at Palomar College in San Marcos), thus meets an important need in this vocational area. Currently there are fewer degrees/certificates awarded now than in 2008 – 2009. Unfortunately, in August 2012 they discovered that due to an (unknown) email glitch, students could not successfully email the Program to request information, thus, no response was sent to students. Now that inquiry/response capabilities have been restored, the Program expects an increase in number of students (and by extension, and increase in the number of degrees and certificates).

Also two courses are pending acceptance as part of a training certification with the American Library Association's Library Support Staff Certification (LSSC). This national exposure, supported by their Advisory Committee, should help to increase enrollment and student success in the future.

The program has shown a decrease in success; from 78% (08/09) to 69% (11/12). However, the program realistically expects to begin to see an upward trend in student success due to the factors mentioned above. In addition, the program now has a Department Chair who schedules classes and counsels current and future students. Also, NCLB requires increased education for library technicians in high schools, which is expected to add to our enrollment in this program.

Finally, although the Program has no full-time faculty, the retention rate has been steady, above 80%.

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.*

Efficacy Team Analysis and Feedback: Meets

All courses have SLOs and all are currently assessed according to their timeline; the next assessment is planned in 2014-2015. The Library staff meetings include discussions about SLO evaluation, and they currently determine that the SLOs meet the needs of the courses. They mention that they are planning to expand the number of SLOs per class should assessment warrant revision, and to discuss these points with part-time faculty.

Program-level discussions about SLOs have occurred for the certificate and degree. They are preparing to align two of their courses with the American Library Association, and are considering revisions to the program to better align with these standards. They will update curriculum before 2015.

Part III: Institutional Effectiveness		
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.*

Efficacy Team Analysis and Feedback: Meets

The mission of the Program clearly aligns with the college's mission, in that it provides quality education that advances the career goals of the students, by training them to enter the library workplace.

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.*

Efficacy Team Analysis and Feedback: Meets

FTES have increased from 12.77 (2009-2010) to 18.30 (2011-2012). In addition, an agreement with Colton Public Library for internships, and a requirement of Rialto school library paraprofessionals for 48 semester credits are expected to increase student success and productivity of the program. As mentioned previously, there was a glitch with email responses, and this is believed to have negatively impacted productivity. However, with this email problem corrected, the program expects its productivity to increase in the future.

Relevance, Currency, Articulation	*The program does not provide evidence that it is relevant, current, and that courses articulate with CSU/UC, if appropriate.* *Out of date course(s) that are not launched into Curricunet by Oct. 1 may result in an overall recommendation no higher than Conditional.*	*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.*

Efficacy Team Analysis and Feedback: Meets

All curriculum is current, and not due for review until 2015. All pertinent courses articulate and transfer. The catalog description is accurate.

Part IV: Planning		
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.*

Efficacy Team Analysis and Feedback:

The downturn in the economy in 2008 affected the library paraprofessional field. For example, 25% of high-school library technicians (Rialto USD) losing their jobs. In addition, many middle-school Librarians also suffered loss of employment. This trend has affected the field, because there is greater dependence on the Library paraprofessional, and could be one reason why the FTES and WSCHs of the program are increasing. This trend is expected to continue to lead to increased enrollment in the future. As mentioned previously, the current Department chair carefully schedules classes to accommodate student need and completion of the program in 2 years or less.

Related to the expected increase in student enrollment are the two online courses that are pending acceptance by LSSC. These courses will be able to be taken by any student, nationally or internationally.

Accomplishments	*The program does not incorporate accomplishments and strengths into planning.*	*The program incorporates substantial accomplishments and strengths into planning.*

Efficacy Team Analysis and Feedback: Does not Meet

The accomplishments of the program are noted: Internship opportunity with Colton Public library, recent acquisition of department chair position (for past 3 ½ years) giving equal representation across campus, increase in student requests about the program, and notably, the only Library Technology program in the Inland Empire. However, these strengths were not shown to be addressed in planning.

Weaknesses/challenges	*The program does not incorporate weaknesses and challenges into planning.*	*The program incorporates weaknesses and challenges into planning.*

Efficacy Team Analysis and Feedback: Meets

The application process for the two courses pending acceptance by the American Library Association, revealed that the program was in need of being updated and streamlined. As a result, the curriculum will undergo content review prior to 2015.

Another challenge is that there are no full-time faculty in this program. All courses are taught by full-time librarians teaching as an overload and adjunct faculty. Furthermore, the campus reduction in sections made it challenging to maintain the course rotation enabling completion of the program within 2 years. The updating and streamlining of the program mentioned above should help with this planning. As mentioned earlier, the loss of the link for information requests had a negative effect on potential student enrollment, but it is now restored and enrollment is expected to increase. Finally, the loss of the Program Dean leads to uncertainty as to who will take over administrative responsibilities.

Part V: Technology, Partnerships & Campus Climate		
	Program does not demonstrate that it incorporates 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 does not have plans to implement the strategic initiatives of Technology, Partnerships, or Campus Climate.	*Program has plans to further implement the strategic initiatives of Technology, Partnerships and/or Campus Climate.*

Efficacy Team Analysis and Feedback: Meets

Technology: Electronic databases are important for students in this program, as well as the general population. The District recently purchased OCLC's World Share Catalog, which updates an antiquated database from 1991.

Partnerships: The internship opportunity with the Colton Public Library was agreed on August 28, 2012.

Campus Climate: The environment of the library, where all of these classes are held, is appealing due to the original artwork displayed, including pottery, sculpture, paintings, student artwork, and an antique stand donated to the college in 1930 from the Japanese Association of SB County.

Part VI: Previous Does Not Meets Categories	
Program does not show that previous deficiencies have been adequately remedied.	*Program describes how previous deficiencies have been adequately remedied.*

Efficacy Team Analysis and Feedback (N/A if there were no "Does not Meets" in the previous efficacy review):

N/A