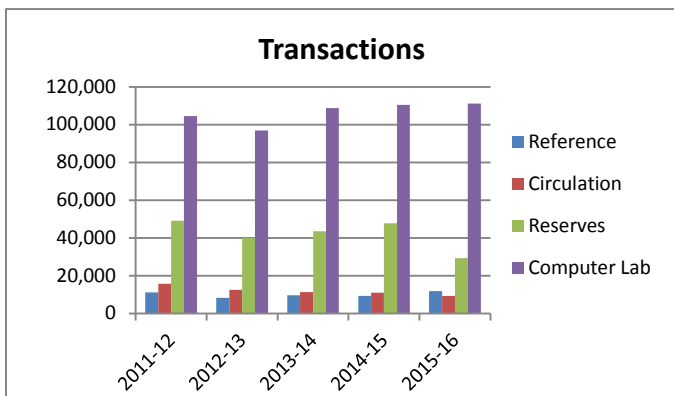
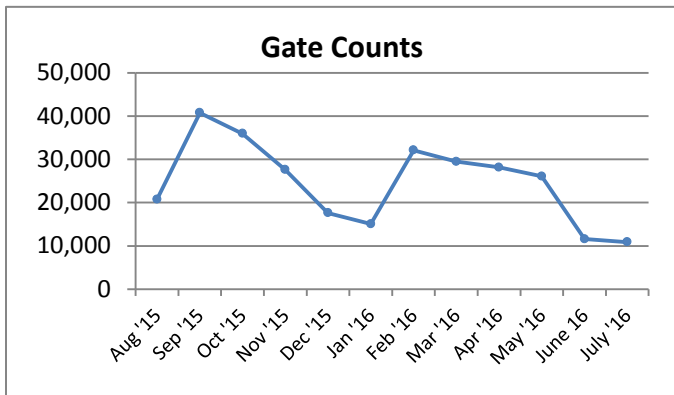
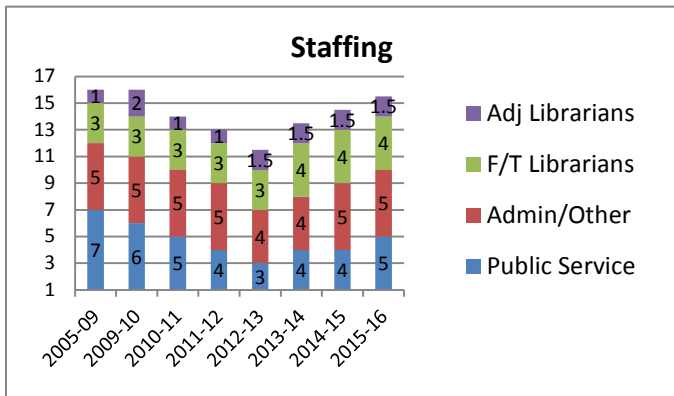
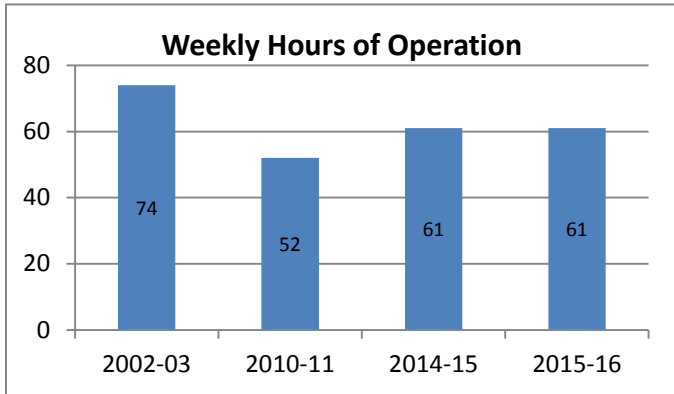


LIBRARY & LIBRARY COMPUTER LAB 2015-16



Description:

The Library supports the academic programs of SBVC by providing a wide range of learning resources at varying levels of difficulty, with diversity of appeal, and representing differing points of view, to meet the needs of students and instructors. The 40,000 square foot building houses a collection of more than 75,000 volumes and 200,000 eBooks and articles. Students and faculty also have access to numerous full-text research databases. The Library Computer Lab provides currently enrolled students with 120 computers as well as cash/coin-operated printers and photocopiers. Computer technicians are available to provide basic technical support. The Reference Desk is staffed, usually by two Faculty librarians, during all regular hours of operation, offering one-on-one research assistance, orientations, workshops and information literacy instruction, as well as courses in the Library Technology AA and certificate programs. Books and other items in the general collection normally circulate for 3 weeks. Textbooks and other reserve items (available at the Circulation Desk) normally circulate for 2 hours, and are limited to in-library use. In 2015-16, when classes were in session the library was open: Mon-Thu 8:00-8:00, Friday 8:00-5:00, and Saturday 10:00-2:00.

Assessment:

- As of Fall, 2016 the library opens 30 minutes earlier, at 7:30 Mon-Fri.
- During 2015-16 the library served 296,126 visitors. (Due to a software glitch, the gate count on the previous EMP was doubled.)
- The percentage of 2015-16 Survey respondents reported below agreed or strongly agreed with the corresponding statements.
 - I feel welcome in the library, and comfortable asking staff for help. – **97%**
 - Library services and resources are sufficient to meet my needs as a student and a member of the community. – **94%**
 - Library hours of operation are sufficient and match my schedule well. – **87%**
 - The library environment (noise level, temperature, lighting, furnishings, etc) are conducive to study. – **90%**
 - As a result of my visit I have a better understanding of how to conduct my own research. – **90%**
 - The resources and/or assistance I received during my visit will help me earn a better grade. – **92%**
- One Library Media Clerk position, previously lost to attrition, was restored and filled, and the new employee began work in May 2016.
- Two sections of *Information Literacy & Research* (LIB 110) were taught as part of the Fall 2015 *First Year Experience* curriculum

Department Goals:

- Continue to systematically gather and analyze hard data to support and inform planning and needs assessment.
- Enhance and expand the Library's primary role as purveyor of Information Literacy instruction, as a core competency.
- Increase hours of operation to better meet students' needs.

Challenges:

- Relying on one-time funds for ongoing costs can lead to future shortfalls.
- Public study space is at capacity, and we are woefully short of collaborative learning spaces.

Opportunities

- Information Literacy instruction has been established as a core component of the First Year Experience curriculum, and will gain prominence as the FYE program grows.
- The draft Educational Master Plan indicates a need for additional library and learning support space, likely in the form of an adjacent or adjoining Student Services/Instruction building.
- Library services and resources contribute particularly to the success of targeted at-risk students, as described in SBVC's *Student Equity Plan*, for which additional funds continue to flow from the state.

Action Plan:

- Request restoration of one Library Media Clerk position, in order to eliminate reliance on overtime and further increase hours of operation.
- Actively contribute to the development of SBVC's Educational and Facilities Master Plans, advocating for library programs and facilities.
- Move LIB 110 for First Year Experience to Spring instead of Fall.
- Use Student Equity funds to acquire additional 24-hour textbooks, focusing on more expensive titles, and more aggressively promote the program.
- Continue to "institutionalize" budgets for textbook reserves.

CLASSIFIED STAFF NEEDS ASSESSMENT APPLICATION
Fall 2016

Name of Person Submitting Request:	Ron Hastings, Celia Huston		
Program or Service Area:	Library Computer Lab		
Division:	Library & Learning Support Services		
Date of Last Program Efficacy:	Spring 2016		
What rating was given?	Conditional		
Current number of Classified Staff:	FT:	2	PT:
Position Requested	Library Media Clerk		
Strategic Initiatives Addressed: (See Appendix A: http://tinyurl.com/l5oqoxm)	Access; Student Success; Facilities		

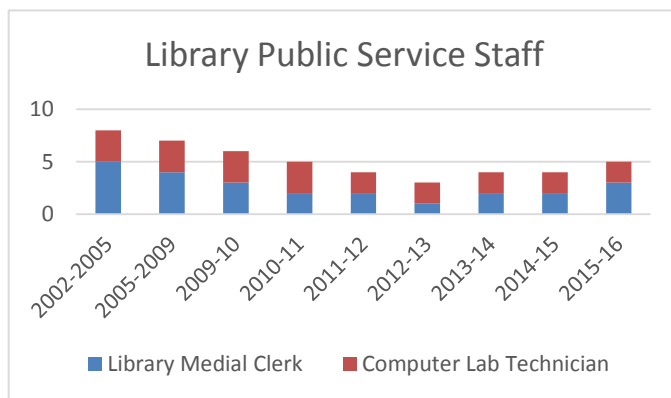
Replacement Growth

If you checked replacement, when was the position vacated? _____

1. Provide a rationale for your request.

The Library has been operating on overtime since 2012 when the number of public services staff dropped to 3. Reliance on overtime has decreased slightly over the years through filling a vacancy; shifting work hours; requiring some employees to work below class; and the recent hiring of a Library Media Clerk for the Circulation Desk.

This request is for a Library Media Clerk to: adequately staff the Computer Lab Circulation Desk during peak periods; provide coverage for lunches and breaks; and extend library hours of operation. With only two Computer Technicians to staff the desk and operate the lab across the 61 hours a week the Library is open, the highest demand times, mornings and early afternoons, are covered by only one Computer Technician.



Also, the Computer Techs are currently burdened with routine clerical duties like processing print jobs and assisting students with copiers, and are therefore unable to circulate throughout the 105-workstation lab, providing direct assistance to students with computer hardware and software problems. Restoring the Library Media Clerk position at the Computer Lab Circulation Desk would provide needed coverage during the daytime hours and free Computer Technicians to work directly with students who need computer assistance.

The Office of Research & Planning recently conducted a study that shows the number of student on campus during the hours the library is closed.

	7:00	8:00	9:00	10:00	11:00	12:00	1:00	2:00	3:00	4:00	5:00	6:00	7:00	8:00	9:00				
MON	2734													1822	525				
TUE	2343													1772	620				
WED	2775													1735	589				
THU	2249													1498	601				
FRI	329													31	9				
SAT		698	607													111	182	293	19

(cont.) Students who are on campus in the early mornings, late evenings and Saturdays currently have limited access to the Library and the Computer Lab. The addition of a Library Media Clerk will allow for expansion of library hours of operation, to meet those students' needs. The addition of a Library Media Clerk would allow the flexibility to extend library hours as needed, while maintaining appropriate staffing levels during high-use hours – 10 a.m. to 7 p.m. as indicated at left. Currently, after 5 p.m. the library is covered by only 2 full-time classified staff and 1 adjunct librarian.

2. Indicate how the content of the latest Program Efficacy Report and current EMP data support this request. How is the request tied to program planning? (*Reference the page number(s) where the information can be found on Program Efficacy*).

As noted on page 9 in the 2016 Program Efficacy, 9% of survey respondents felt that library hours of operation did not meet their needs. By Spring 2016 (as noted in the most recent EMP, above) that number had grown to 13%. As of Fall 2016 the library opens at 7:30 a.m. Mon-Fri, but any further expansion of hours (beyond 8:00 p.m. and on Saturdays) cannot be covered with existing staff.

3. Indicate if there is additional information you wish the committee to consider (*for example, regulatory information, compliance, updated efficiency, student success data, planning, etc.*).

Title 5 of the California Code of Regulations ([§ 58724](#)) contains minimum standards for numbers of library staff and faculty based on student FTES. At 10,000 FTES, the SBVC Library should have 12 Classified Staff and 5.5 Library Faculty.

Research clearly linking student success and persistence to library use was reported in the Standards of Practice for California Community College Library Faculty and Programs by The State Academic Senate <http://asccc.org/sites/default/files/Library-paper-fall2011.pdf>.

In August 2012, Library Faculty conducted a student survey outside the library on a morning we were closed. Survey results showed

- 49% of the students surveyed needed the Library and Library Faculty Services such as research services, textbook check-out, reading material and study use.
- 36% of them needed Computer Services

4. What are the consequences of not filling this position?

Although a library may appear deceptively simple to a user, library operations are very complex. The SBVC Library is a 40,000 sq. ft., two-story building. Two public service desks require staffing for 61 hours a week. Currently, 5 full time classified staff are dedicated to customer services, and 2 full time back office staff are working below class to cover lunches, breaks, absences, and overtime. There are no full-time staff in the public areas of the second floor. Current staff are tied to the circulation desk and seldom have time to 'make rounds' upstairs to ensure appropriate library behavior. An adequate number of Library Media Clerks are necessary to a smoothly operating library. Without them, computer lab services and the library infrastructure falters, and the Library and Computer Lab will continue to fall short of the campus mission to provide quality education and services to a diverse community of learners.

BUDGET NEEDS ASSESSMENT APPLICATION
Fall 2016

Name of Person Submitting Request:	Ron Hastings, Celia Huston
Program or Service Area:	Library Reference Desk
Division:	Library & Learning Support Services
Date of Last Program Efficacy:	Spring 2016
What rating was given?	Conditional
Amount Requested:	\$3,900
Strategic Initiatives Addressed: (See Appendix A: http://tinyurl.com/l5oqoxm)	Access; Student Success

Note: To facilitate ranking by the committee, please submit separate requests for each general area of budget augmentation needed. Do not request a lump sum to encompass many different areas.

One-Time Ongoing

Does program or service area have an existing budget? Yes No

If yes, what is the amount? \$27,191

1. Provide a rationale for your request (Please explain clearly the reasons for the need of the budget increase and also state whether this is a new, growth, or restoration request.)

The Library is asking for an ongoing budget augmentation to increase adjunct librarian coverage for the Reference Desk during anticipated increased hours of operation. This request is dependent upon the approval and hiring of a additional Library Media Clerk, as that position will also be needed to expand library hours. We anticipate expanding hours of operation by two hours each day. A recent study done by the Office of Research and Planning reveals the numbers students on campus in the early morning and late evening hours who currently do not have access to library or computer lab services.

	7:00	8:00	9:00	10:00	11:00	12:00	1:00	2:00	3:00	4:00	5:00	6:00	7:00	8:00	9:00
MON	2734												1822	525	
TUE	2343												1772	620	
WED	2775												1735	589	
THU	2249												1498	601	
FRI	329									31	9				
SAT		698	607					111	182	293	19				

2. Indicate how the content of the latest Program Efficacy Report and current EMP data support this request. How is the request tied to program planning? (Reference the page number(s) where the information can be found on Program Efficacy.)

As noted on page 5 in the Fall 2011 Program Efficacy, library hours of operation do not meet student need and on page 7, maintaining hours of operation with current staffing levels is listed as one of the challenges facing the library.

Program Efficacy (p. 13) also notes that SBVC Library participated in "Snapshot: One Day in the Life of California Libraries." <http://www.cla-net.org/snapshotday/>. Students, overall, were deeply appreciative of the division's many services and computer access. Written negative comments were predominately associated with the noise level in the library (cell phones, loud voices), library hours and not being open on Saturdays.

As reported in the current EMP, 13% of respondents to the Spring 2015 User Survey disagreed with the statement, "Library hours of operation are sufficient and match my schedule well." Our goal should be to reduce or eliminate that number.

3. Indicate if there is additional information you wish the committee to consider (*for example, regulatory information, compliance, updated efficiency, student success data, or planning, etc.*).

The library houses the textbook bank and the only open-access computer lab on campus. Students' their desire for extended hours has been a recurrent themes in library assessments, including the Spring 2016 user survey and the Spring 2013 Front Door Survey.

Additionally the library now captures demographic data when students check out book or use a computer, allowing the library to measure the success and retention of library users. A first look at this data shows that students using the library had slightly higher success rates and almost 5% higher retention rates.

Performance Measures - Library Services vs. No Library Services			
Student Group	Success Rate	Retention Rate	Term GPA
Used Any Library Service*	65.93%	89.30%	2.41
Did Not Use Library Services*	64.96%	84.85%	2.58

4. Evaluate amount requested, as well as related costs (including any ongoing maintenance or updates) and identification of any alternative or ongoing funding sources (*for example, Department, Budget, Perkins, Grants, etc.*).

6 hours per week for additional Adjunct Faculty

5. What are the consequences of not funding this budget request?

Students who need access to the library and library computer lab during the early morning, late evening, and Saturday hours will continue to be underserved.

TECHNOLOGY NEEDS ASSESSMENT APPLICATION
Fall 2016

Technology: Programs should list the technology needed to provide ongoing service or instruction, and an approximate cost of the request. *Technology that is listed in this category will be forwarded to Campus Technology Services to evaluate through their own processes.*

Name of Person Submitting Request:	Ron Hastings, Patti Wall
Program or Service Area:	Library Computer Classroom
Division:	Library & Learning Support Services
Date of Last Program Efficacy:	Spring 2016
What rating was given?	Conditional
Amount Requested:	\$10,000
Strategic Initiatives Addressed: (See Appendix A: http://tinyurl.com/l5oqoxm)	Student Success, Facilities

Replacement Growth

- 1. You are required to meet with Rick Hrdlicka – Director of Campus Technology Services prior to submitting a Technology Needs Request. 909-384-8656 or rhrdlicka@sbccd.cc.ca.us. Please provide the date and time of your meeting.**

Patti Wall and Rick Hrdlicka met on October 13 at 1:30 to discuss this need.

2. Projects that require modification to Buildings or Rooms will require a Facilities Need Request. Will this project require facilities changes?

No

3. What technology-based equipment or software are you requesting?

We are requesting an additional eight (8) student workstations in the Computer Classroom.

4. Indicate how the content of the latest Program Efficacy Report and current EMP data support this request. How is the request tied to program planning? (*Reference the page number(s) where the information can be found on Program Efficacy.*)

The central importance of Information Literacy instruction is discussed on page 8 of the 2011-12 Program Efficacy Report: “Librarians work with students individually at the Reference Desk and provide informal instruction on Library research to student so they may become independent, lifelong learners...Faculty librarians offer Library orientations to classes that include hands-on learning in the use of Library resources. Orientations can be introductory or specialized depending on the needs of the class and instructors.”

5. Indicate if there is additional information you wish the committee to consider (*for example, regulatory information, compliance, updated efficiency, student success data, planning, etc.*).

Since July 2015, 66 course sections (1,658 students) have received Information Literacy instruction in the Computer Classroom. 10 sections exceeded the room's current capacity, in terms of available workstations. Additionally, the Computer Classroom is frequently used for Library 110 instruction for the two First Year Experience Cohorts, both of which exceed the room's capacity, and additional FYE cohorts are anticipated next year.

6. Provide a complete itemized list of the initial cost, as well as related costs (including any ongoing maintenance or updates) and identification of any alternative or ongoing funding sources. (*for example, Department, Budget, Perkins, Grants, etc.*)

8 workstations @ \$1,250 ea = \$10,000

7. What are the consequences of not funding this request?

Without additional workstations, an increasing number of students will be denied the benefit of hands-on Information Literacy instruction.

EQUIPMENT NEEDS ASSESSMENT APPLICATION
Fall 2016

Name of Person Submitting Request:	Ron Hastings, Angie Gideon
Program or Service Area:	Library
Division:	Library & Learning Support Services
Date of Last Program Efficacy:	2016
What rating was given?	Conditional
Equipment Requested	new seating
Amount Requested:	\$130,000 over 3 fiscal years
Strategic Initiatives Addressed: (See Appendix A: http://tinyurl.com/15oqoxm)	Facilities, Student Success

NOTE: To facilitate ranking by the committee, submit separate requests for each item; however, multiple items can be submitted as one request if it is required that the equipment is packaged together.

Replacement Additional

1. Provide a rationale for your request.

The current public seating was installed when the “new” library opened over 12 years ago. Virtually every chair shows the sort of wear illustrated in the photos on the reverse, and several have been retired due to broken legs.

2. Indicate how the content of the latest Program Efficacy Report and current EMP data support this request. How is the request tied to program planning? (*Reference the page number(s) where the information can be found on Program Efficacy.*)

As reported in the current EMP, the library served 296,126 visitors over the past year.

3. Indicate if there is additional information you wish the committee to consider (*for example, regulatory information, compliance, updated efficiency, student success data, planning, etc.*).

4. Evaluation of initial cost, as well as related costs (including any ongoing maintenance or updates) and identification of any alternative or ongoing funding sources (*for example Department, Budget, Perkins, Grants, etc.*).

Assuming the total cost to replace all seating at once would be prohibitive, an estimated average of \$45,000 over the next three fiscal years should cover the purchase of new “wired” library seating.

5. What are the consequences of not funding this equipment?

Deterioration of existing furniture will worsen.



EQUIPMENT NEEDS ASSESSMENT APPLICATION
Fall 2016

Name of Person Submitting Request:	Ron Hastings
Program or Service Area:	Library
Division:	Library & Learning Support Services
Date of Last Program Efficacy:	2016
What rating was given?	Conditional
Equipment Requested	6 additional study carrels
Amount Requested:	\$7,000
Strategic Initiatives Addressed: (See Appendix A: http://tinyurl.com/15oqoxm)	Facilities, Student Success

NOTE: To facilitate ranking by the committee, submit separate requests for each item; however, multiple items can be submitted as one request if it is required that the equipment is packaged together.

Replacement Additional

1. Provide a rationale for your request.

We seek to replace several less-useful pieces of upholstered furniture with study carrels, as pictured on the reverse. Offering electrical outlets and a larger working surface, the carrels are in high demand.

2. Indicate how the content of the latest Program Efficacy Report and current EMP data support this request. How is the request tied to program planning? (*Reference the page number(s) where the information can be found on Program Efficacy.*)

As reported in the current EMP, the library served 296,126 visitors over the past year.

3. Indicate if there is additional information you wish the committee to consider (*for example, regulatory information, compliance, updated efficiency, student success data, planning, etc.*).

4. Evaluation of initial cost, as well as related costs (including any ongoing maintenance or updates) and identification of any alternative or ongoing funding sources (*for example Department, Budget, Perkins, Grants, etc.*).

Some shopping around will be necessary to match existing furniture as closely as possible, but given current prices, units should not exceed \$1,000 each.

5. What are the consequences of not funding this equipment?

Demand for study carrels and the working space they provide will remain increasingly unmet.



**FACILITIES NEEDS ASSESSMENT
APPLICATION Fall 2016**

Facilities: Programs should list no more than three facility or renovation items. Identify the area in need of physical renovation, maintenance and/or repair. Requests for additional space should also be listed here. *Requests listed in this category will be forwarded to the Facilities Committee to evaluate through their own processes.* Provide a thorough rationale, **using data to support your request**, in order to help the Facilities Committee with their evaluation. List the approximate cost of your request.

Name of Person Submitting Request:	Ron Hastings, Angie Gideon
Program or Service Area:	Library
Division:	Library & Learning Support Services
Date of Last Program Efficacy:	2016
What rating was given?	Conditional
Strategic Initiatives Addressed: (See Appendix A: http://tinyurl.com/l5oqoxm)	Facilities

Replacement

Growth

Provide a rationale for your request.

As reported in the current EMP, the library served 296,126 visitors over the past year.
 1) The library carpeting is over 12 years old.
 2) The original building design did not foresee today's increased demand for electrical outlets.

1. Renovation Request

Several sections of carpeting on the 2nd floor are badly damaged and in need of repair or replacement. (photos on reverse)

Approximate Cost: Less than \$1,000

2. Renovation Request

Additional electrical outlets along the south wall of the 2nd floor, to accommodate students' laptops, phones, etc.

Approximate Cost: Unknown, depending upon whether current breakers can handle added load.



NEEDS ASSESSMENT DIVISION/AREA SUMMARY
Fall 2016

The purpose of this summary is: to ensure that discussion addressing the needs of departments and individuals is taking place in the Division; to gather any additional information at the division level that supports a needs request; and to provide the committee with some feedback on how requests are integrated into Division planning and goals. It is the responsibility of the Division to check for duplicate applications and advise requestors to consolidate their requests.

Division Name:	Library & Learning Support Services
Division Meeting Date:	October 13, 2016
Number of Participants:	15

Division Feedback:

In addition to the needs listed below, the Library is submitting:

- 1 technology request for additional workstations in the computer classroom
- 2 facilities request for:
 - repair or replacement of 2nd floor carpeting
 - additional electrical outlets along 2nd floor south wall

Rankings (Required)

Budget	Classified Staff	Equipment	Faculty
Adjunct Libn +6 hrs/wk	Library Media Clerk	1) Seating (3 yrs) 2) Study Carrels	n/a

To facilitate ranking by the committee, submit separate requests for each item; however, multiple items can be submitted as one request if it is required that items be packaged together.