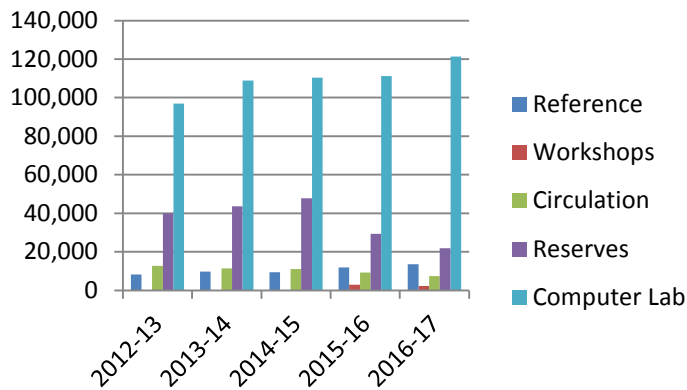
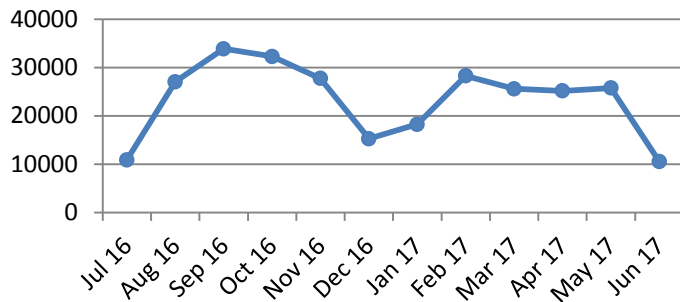


# LIBRARY & LIBRARY COMPUTER LAB— 2016-2017

**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 2016-17, when classes were in session the library was open: Mon-Thu 7:30-8:00, Friday 7:30-5:00, and Saturday 10:00-2:00. Hours were extended until 10:00 p.m. during final exams.

## 2016-17 Gate Counts



**Assessment:** (Provide an analysis based on the data provided. As you do so, address each of the tables/charts.) (225 Words Max)

The Library served 280,684 visitors in 2016-17. As usual, Fall semester was busier than Spring.

Computer lab usage continues to be by far the most frequent reason for students to visit the library, accounting for 43% of all visits. Reference transactions were up from recent years, but circulation totals (both regular stacks and textbooks) continue to decline. Information Literacy workshops have been added as a metric.

Library services and resources demonstrate a measurable positive impact on student success rates. Students who use library resources and services succeed at substantially higher rates than those who do not.

### 2016-17 Success Rates of All Students vs. Library Users

Service/Resource	Pass Rate		Retention		GPA	
	Campus	Users	Campus	Users	Campus	Users
Used Computer Lab	68%	70%	89%	90%	2.15	2.67
Used Library Book(s)		73%		92%		2.77
Used Textbook(s)		71%		91%		2.7
Attended Workshop(s)		73%		94%		2.68
Used <i>Learning Express</i>		68%		91%		2.56

**Progress from Last Year's Action Plan:** [Provide an update on the progress made from last year's Action Plan.] (225 Words Max)

Last year's request for an additional Library Media Clerk was not filled. The library continues to rely on regularly scheduled overtime in order to cover the computer lab desk on Saturdays.

The textbooks budget was increased and additional 24-hour textbooks were purchased. Although users of that collection showed improved success rates, overall circulation of that collection has declined, due perhaps to expanding adoption of open educational resources (OER).

## LIBRARY & LIBRARY COMPUTER LAB— 2016-2017

**SAOs/SLOs/PLOs:** (Summarize how the assessment of SAOs, PLOs and/or any SLOs that shows significant effect has influenced your goals.) (200 Words Max)

The percentage of Survey respondents (168) reported below agreed or strongly agreed with the corresponding statements.

- I feel welcome in the library, and comfortable asking staff for help. – 96%
- Library services and resources are sufficient to meet my needs as a student and a member of the community. – 96%
- Library hours of operation are sufficient and match my schedule well. – 90%
- The library environment (noise level, temperature, lighting, furnishings, etc.) is conducive to study. – 89%
- As a result of my visit I have a better understanding of how to conduct my own research. – 96%
- The resources and/or assistance I received during my visit will help me earn a better grade. – 94%

Hours of operation and noise levels are most frequently mentioned in user comments.

- Admin Services contributed additional funds for increased student help to cover expended hours during final exams.
- Plans are underway to create two study areas on the second floor, to ease congestion (and noise levels) in existing study areas, as well as to designate “quiet study only” areas.

**Departmental/Program Goals:** (Goals should be specific, measurable, linked to your data analysis, and reflected in the Action Plan section). Tie goals to the college’s [strategic goals](#).) (200 Words Max)

1. Library services and resources will continue to demonstrate a measurable positive impact on student success rates (pass rate, retention and GPA).
2. A minimum of 80% of library users will continue to be satisfied with library services and resources, and satisfaction levels surrounding hours of operation and library environment will increase by at least 3%
3. Eliminate reliance on overtime hours to staff the Computer Lab desk.

**Challenges & Opportunities:** [Challenges & Opportunities should be reflected in the Action Plan.] (200 Words Max)

- Further expansion of hours of operation is impossible with current staffing levels, however increased budget for student help could enable extended hours during additional peak periods.
- Existing study rooms and furniture make it impossible to create additional study areas, however two spaces are being created on the second floor, where existing furniture will be relocated to better “scatter” areas of congestion.

**Action Plan:** [Describe your top priorities reflected in the Departmental/Program goals and provide specific steps to reach these goals.]

Action Step	Departmental Goal	Necessary Resources to Complete	Target Completion Date
Needs Assessment personnel request	add Computer Tech (3)	priority ranking	2017-18
Request additional funding for student workers	expand hours (2)	regular funding	2017-18
Request funding for new/replacement library furniture	improved study environment (2)	one-time funding over 3 years	2019-20