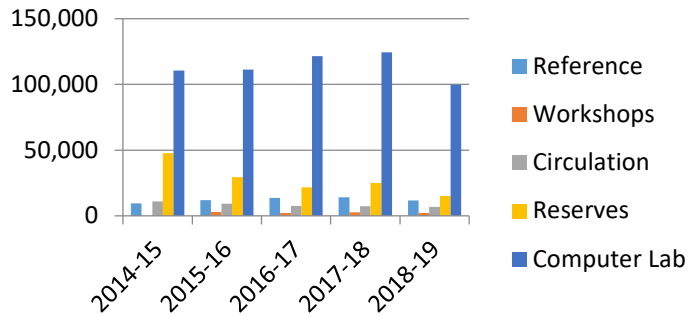
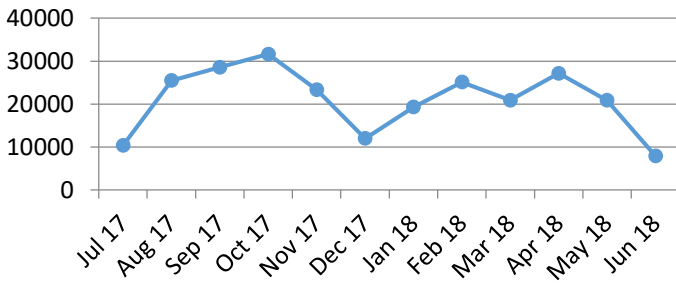


Description: (Provide an updated overview of your program/area. 225 Words Max)

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 2018-19, 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.

2018-19 Gate Counts



2018-19 Success Rates of All Students vs. Library Users						
Service/Resource	Pass Rate		Retention		GPA	
	Campus	Users	Campus	Users	Campus	Users
Used Computer Lab	67%	74%	85%	91%	2.43	2.57
Used Library Book(s)		78%		93%		
Used Textbook(s)		76%		92%		
Attended Workshop(s)		77%		95%		
Used <i>Learning Express</i>		76%		92%		

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 252,631 visitors in 2018-19. As usual, Fall semester was busier than Spring.

Computer lab usage continues to be the most frequent reason for students to visit the library, accounting for almost 3/4 of all visits. However, usage is markedly down from recent years. This is likely due to the proliferation of Chromebooks on campus. Many students who previously relied on the open computer lab now have access to their own devices. Reference transactions and workshop attendance remain steady from recent years, but circulation totals (both regular stacks and textbooks) continue to decline. This is likely the happy result of the increasing adoption by faculty of Open Educational Resources – free digital textbooks.

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

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

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 reported below agreed or strongly agreed with the corresponding statements.

- I feel welcome in the library, and comfortable asking staff for help. – 98%
- Library services and resources are sufficient to meet my needs as a student and a member of the community. – 89%
- Library hours of operation are sufficient and match my schedule well. – 86%
- The library environment (noise level, temperature, lighting, furnishings, etc.) is conducive to study. – 84%
- As a result of my visit I have a better understanding of how to conduct my own research. – 86%
- The resources and/or assistance I received during my visit will help me earn a better grade. – 93%

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

- The Library now regularly expands hours of operation during final exams.
- Air circulation solutions will be investigated, to better balance temperatures on the first and second floors.
- The second floor study areas have been established as “Quiet Study” areas, and are regularly in full use.

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.

- 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) The library will complete the transition to Alma/Primo before the start of Spring semester.

• **Challenges & Opportunities:** (Challenges and opportunities should be reflected in the Action Plan. 200 words maximum).

- The biggest challenge and opportunity facing the library this year continues to be the process of migrating to the new CCC system-wide library management system (Alma/Primo by Ex Libris) to be completed by December 2019.
- Physical plant issues (HVAC, roof leaks) remain, and will be addressed.

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

Action Steps	Department Goal	Necessary Resources to Complete	Target Completion Date
Continue the transition from OCLC WMS to Alma/Primo	Transition will be completed by the start of Spring, 2020	Step-by-step guidance and timelines are contractually set with Ex Libris. SBVC Library management, faculty and staff will be called upon to varying degrees. All will be involved in training as the “cutover” date approaches.	December 2019