

## LIBRARY SERVICES

Summary of Program Review:

### A. Major Findings

#### 1. Strengths:

- Employs an experienced and dedicated library staff
- Offers a welcoming and supportive environment in a beautiful and useful space to all students, employees, and community members
- Provides well-managed technology and devices (desktops, printer, copier, laptops, hotspots, and calculators) to support student online learning
- Provides extensive digital collections (eBooks, databases, streaming) to support virtual learning
- Informs faculty and students about resources available at the library through remote resources such as Library Guides, Tips of the Month, etc. created by librarian
- Provides one-on-one reference and research assistance with a librarian through research appointments, 24/7 online chat, and in-person drop in.
- Librarians teach information literacy through in-person and remote single-session lessons to NVC classes.
- About 1/3 of the Special Collections and Archives have been cataloged and finding aids created
- Developed partnership with Diversity, Equity and Inclusion (DEI) to create oral history project

#### 2. Areas for Improvement:

- Staffing
  - Employ enough librarians and staff to carry out the necessary functions of the library and expand hours in order to support student success, especially with expected residential students' needs starting in fall 2024 semester.
  - Need for strong leadership with knowledge of and experience in academic libraries that is actively involved in the day-to-day business of the library.
- Services
  - Provide a single-search engine ("discovery system") for searching all of the library's physical and digital collections
  - Complete weeding of entire collection and expand collection development
  - Increase outreach to campus departments and programs to promote library services and resources
  - Strengthen the library reserve collection and eBook offerings to include multiple copies of print textbooks for titles that are high demand and support equitable access
  - Finish cataloging and creating finding aids for the special collections
  - Implement pay-per-print
- Building
  - Provide monitors in every group study room
  - Replace damaged chairs and other furniture
  - Repair broken light fixtures & window screens
  - Fix announcement system
- Miscellaneous
  - Develop library-specific safety protocol. Offer staff training on emergency situations.

- Rename reference desk to “Research Help Desk”

3. Projected Program Growth, Stability, or Viability:

Additional staffing will be required to maintain “Stability and Viability” as demand for services increases.

C. New Objectives/Goals:

- Hire librarians and staff to serve all library users and maintain a variety of quality resources
- Keep library technology and devices up to date
- Resume Library 100 "Becoming a Skilled Researcher" for-credit class
- Resume and promote independent information literacy workshops for faculty and students
- Improve communication with departments about support materials

D. Description of Process Used to Ensure "Inclusive Program Review"

All library staff had the opportunity to contribute to the completion of this Program Review.

**I. DESCRIPTION OF PROGRAM**

**A. Program Purpose**

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### Notes from Katie (based on conversation 10/18)

- One way of looking at program effectiveness is to see other services and programs students utilize on campus (may also help with determining most efficient way to provide services like laptop checkouts).
- While most people with checked out laptops and hotspots were still registered at the time the report was run, there were a few that had since dropped all their courses. The library may want to think about how materials are handled in that situation.
- Possibilities to improve data collection and analysis moving forward:
  - Print and copies – Konica Minolta (printer service) does not let you select parameters when printing a report. To track print/copies over time, staff need to read meter at set point in time and subtract prior counts. Work with IT to identify appropriate schedule (Monthly? FY?)
  - Material checkouts – nature of library database systems is to not keep a record of checkouts tied to an individual after the item is returned. To understand who checked out hotspots and laptops, staff would recommend picking a point in time in semester (e.g. first census) and running checked out list. Simultaneously, run enrollment query from Colleague. Staff might also consider looking at item history to get a sense of how many hotspots and laptops are checked out in a given time period, to supplement point in time demographic data.
  - Surveys – currently looking at draft versions of surveys to staff and faculty. Do these

Gate count	--	16,597	43,766	--
New library cards registration	468	833	470	0.4%

Unknown/Not reported	5.2%	6.1%	0.9%
Gender			
Female	55.3%	58.6%	3.3%
Male	41.1%	36.9%	-4.2%
Unknown/Not reported			

Data shows 43,766 students, staff, and community members visited the library from July 2022 to June 2023. The library is a major hub, providing services to a diverse population. As such, it needs to be fully staffed in order to continue with quality service.

Students use the group study rooms frequently. These rooms provide a quiet study space for students to collaborate. Rooms were used by 3,472 groups in 2023, up from 2,355 groups in 2022.

Technology devices were in high demand. At one point, all laptops and hotspots were borrowed and waiting lists had to be created. Funding for additional devices was required to meet the demand. The data show that 62.7% of students who borrowed a laptop and/or a hotspot were LatinX/Hispanic.

#### **B. Student Learning Outcomes/Student Services Outcomes Assessment Findings**





- Strengthen discovery of reliable, authoritative digital and print information resources, to support information literacy and overall academic achievement
- Strengthen the value of the “Library as place”

**A. Accomplishments/Achievements Associated with Most Recent Three-Year Program-Level Plan**

Dedicated staff have been flexible and supportive of students throughout the COVID-19 lockdown and since reopening.

The library served 60,363 students, staff, and community members in 2021 and 2022, with year 2020 mostly closed.

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COLUMN A	COLUMN B	COLUMN C	COLUMN D
Program/Service	Unit-Level Initiative	Anticipated Year of Implementation	Anticipated Outcome of Initiative
Library services	Hire Two Full-time Tenure Track Librarians	2024	Will enable the library to support student success through (B) (2) (i)

Note:

