

Peralta Community College District

Program Review Template 2012-13

Below please find the program review form, to be filled out by department chairs and program leaders. These will be reviewed at the college level and then forwarded to the district-wide planning and budgeting process. The information on this form is required for all resource requests – including faculty staffing requests – for the 2013-14 budget year.

I. Overview			
Date Submitted:	November 1, 2012	Administrator:	Linda Berry
BI Download:		Dept. Chair:	Joshua Boatright
Dept./Program(s): (List departments and programs, including all associate degrees and certificates and components of general education and basic skills)	Library		
Campus:	Berkeley City College		
Mission	The primary mission of the Berkeley City College Library is to support the curriculum and information needs of the diverse Berkeley City College community. This mission is met by providing physical and remote access to quality diverse print, electronic, and multimedia resources, services, and instruction. Consistent with the mission and institutional outcomes of Berkeley City College, the Library faculty and staff strive to promote information competency, critical thinking, lifelong learning, and academic success. They do so by making available to Berkeley City College students, faculty and staff the resources needed to conduct research related to their curriculum and endeavors by promoting the information competency skills needed to successfully retrieve information through instructional support.		
II. Goals and Outcomes (add lines as needed)			
II.a. Goals (for each one, cite Institutional Goal(s), Appendix II)			
Advance Student Access, Success & Equity: Increase <u>L</u> ibrary staffing in order to provide services equitable to those provided in the other three Peralta libraries.			
Advance Student Access, Success & Equity: Increase <u>L</u> ibrary book budget in order to provide access to the resources necessary to support student success.			
II.b. Program Outcomes [for each one, cite ILO(s), Appendix I]			
PROGRAM OUTCOMES(Mapped to Institutional Learning Outcomes, Appendix I):			
PROGRAM 1: Information Competency: The services the Library provides, reference and orientations are in place to promote and further information competency.			
PROGRAM 2:			

General Education component(s):			
Basic Skills component(s):			
III. Evidence			
III.a. Institutional Data			
Enrollment	2009-10	2010-11	2011-12
Census Enrollment (duplicated)			
Sections (master sections)			
Total FTES			
Total FTEF			
FTEF/FTEF			
Retention			
Enrolled			
Retained			
% Retained			
Success			
Total Graded			
Success			
% Success			
Withdraw			
% Withdraw			

Faculty Data (ZZ assignments excluded)	
	Fall 2012
Contract FTEF	1.6
Hourly FTEF	1
Extra Service FTEF	
Total FTEF	
% Contract/Total	2.6

Faculty Data Comparables F2012 (ZZ assignments excluded)				
	Alameda	Berkeley	Laney	Merritt
Contract FTEF	3	1.6	2	2
Hourly FTEF	.8	1	4	.6
Extra Service FTEF			.1	
Total FTEF	3.8	2.6	6.1	2.6
% Contract/Total				

Lib Tech Data Comparables F2012 (ZZ assignments excluded)				
	Alameda	Berkeley	Laney	Merritt
FTE	4	1	8	2
Hourly FTE				.9
Extra Service FTE				
Total FTE	4	1	8	2.9
% Contract/Total				

** CoA is currently in process of hiring an additional library tech

III.b. External Evidence	
<p>CTE and Vocational: Community and labor market relevance. Present evidence of community need based on Advisory Committee input, industry need data, McIntyre Environmental Scan, McKinsey Economic Report, licensure and job placement rates, etc.</p>	

III.c. Program Outcome Assessments (add rows as needed)	Findings	Action Plans
PROGRAM 1: Provide students with resources. The Library will provide services and resources to support students' educational and career goals.	(Assessment Plan and Assessment Findings; 2011-2012 Assessment Cycle) Summary of Findings: The faculty survey results indicate that faculty place books on reserve, recommend database use to their students, teach information competency, and assign research projects or papers (scores of 3-4 on a scale of 3-4). Scores also indicate that faculty consider library hours to be extremely insufficient (1.7 on a scale of 1-4), and they consider the resources to be insufficient (2.2). The student survey results indicate that students are satisfied with library handouts, the student environment in the library, and the helpfulness of the librarians (scores of 3-4). Responses concerning use of the library (1.5-2.5) indicate that some B.C.C. students use the library. Those who do not indicate the hours of the library as the primary deterrent (see survey hours result). Survey results show that students consider library hours insufficient (1.85 is the average response to #18).	Advertise current library hours to faculty and staff. Obtain staffing to support current and increase hours. Obtain additional resources in order to continue to support students' educational and career goals

<p>PROGRAM 2: Ensure that Library has sufficient standing budget.</p>	<p>(Assessment Plan and Assessment Findings; 2011-2012 Assessment Cycle) Summary of Findings: The faculty survey results indicate that faculty place books on reserve, recommend database use to their students, teach information competency, and assign research projects or papers (scores of 3-4 on a scale of 3-4). Scores also indicate that faculty consider Library hours to be extremely insufficient (1.7 on a scale of 1-4), and they consider the resources to be insufficient (2.2). The student survey results indicate that students are satisfied with Library handouts, the student environment in the library, and the helpfulness of the librarians (scores of 3-4). Responses concerning use of the library (1.5-2.5) indicate that some B.C.C. students use the library. Those who do not indicate the hours of the library as the primary deterrent (see survey hours result). Survey results show that students consider library hours insufficient (1.85 is the average response to #18).</p>	<p>Ensure that library has sufficient standing budget to address need for more resources, as indicated in both faculty and student surveys</p>
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<p>Program 3 hire additional full-time librarian</p>	<p>(Assessment Plan and Assessment Findings; 2011-2012 Assessment Cycle) Summary of Findings: The faculty survey results indicate that faculty place books on reserve, recommend database use to their students, teach information competency, and assign research projects or papers (scores of 3-4 on a scale of 3-4). Scores also indicate that faculty consider library hours to be extremely insufficient (1.7 on a scale of 1-4), and they consider the resources to be insufficient (2.2). The student survey results indicate that students are satisfied with library handouts, the student environment in the library, and the helpfulness of the librarians (scores of 3-4). Responses concerning use of the library (1.5-2.5) indicate that some B.C.C. students use the library. Those who do not indicate the hours of the library as the primary deterrent (see survey hours result). Survey results show that students consider library hours insufficient (1.85 is the average response to #18).</p>	<p>Hire an additional full-time librarian and maintain the current full-time time and part-time librarians, in order to increase the library hours.</p>
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<p>Program 4: improve communication with faculty and students about library hours and resources</p>	<p>(Assessment Plan and Assessment Findings; 2011-2012 Assessment Cycle) Summary of Findings: The faculty survey results indicate that faculty place books on reserve, recommend database use to their students, teach information competency, and assign research projects or papers (scores of 3-4 on a scale of 3-4). Scores also indicate that faculty consider library hours to be extremely insufficient (1.7 on a scale of 1-4), and they consider the resources to be insufficient (2.2). The student survey results indicate that students are satisfied with library handouts, the student environment in the library, and the helpfulness of the librarians (scores of 3-4). Responses concerning use of the library (1.5-2.5) indicate that some B.C.C. students use the library. Those who do not indicate the hours of the library as the primary deterrent (see survey hours result). Survey results show that students consider library hours insufficient (1.85 is the average response to #18).</p>	<p>Improve communication with faculty and students about library hours, particularly evening hours; improve communication with students about research assignments.</p>
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<p>Program 5 Increase classified staff in the library</p>	<p>(Assessment Plan and Assessment Findings; 2011-2012 Assessment Cycle)</p> <p>Summary of Findings: The faculty survey results indicate that faculty place books on reserve, recommend database use to their students, teach information competency, and assign research projects or papers (scores of 3-4 on a scale of 3-4). Scores also indicate that faculty consider library hours to be extremely insufficient (1.7 on a scale of 1-4), and they consider the resources to be insufficient (2.2). The student survey results indicate that students are satisfied with library handouts, the student environment in the library, and the helpfulness of the librarians (scores of 3-4). Responses concerning use of the library (1.5-2.5) indicate that some B.C.C. students use the library. Those who do not indicate the hours of the library as the primary deterrent (see survey hours result). Survey results show that students consider library hours insufficient (1.85 is the average response to #18).</p>	<p>Increase classified staff in the Library, in order to maintain and increase the Library hours.</p>
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Program Outcome Assessments Narrative:

Recent survey results have highlighted the need for increased Library hours and communication. It is the Library's top priority to obtain sufficient staffing to maintain and increase its current hours. In order to maintain excellent resources and services it is also a priority of the Library to obtain a greater book budget to continue to meet the needs of the Library. As evidenced by the survey conducted, there is some misunderstanding regarding the Library's current hours. Many weren't aware the Library was open as late as it is currently open. The Library is exploring ways in which it may better communicate and advertise its hours and services. One step that has been taken with the help of the faculty senate is the creation of a Library Advisory Committee [LAC] to elicit help, feedback and ideas, on how the Library may increase communication and better services. Attempts were made to form the LAC in Spring 2012, but, unfortunately, only one person outside of the library staff volunteered and meetings weren't regularly attended. In order for the Committee to function the Library needs greater participation from the BCC community.

III.d. PCCD Institutional Goals -- Narrative

<p>Check all that apply.</p> <p>Advance Student Access, Success & Equity Increase Transfer and Program Completion Rates Engage our Communities & Partners Build Programs of Distinction</p> <p>Create a Culture of Innovation & Collaboration Develop Resources to Advance & Sustain Mission</p>	<p>In order to support students and further their access to resources, the Library needs to increase its staff and book budget. Such an increase will provide more hours and resources for students and also make the Library's services and resources more equitable to those provided by the other three Peralta college libraries.</p> <p>The Library's goal to increase communication when met will support and further a culture of innovation and collaboration. Furthermore with additional staff, the Library will have a full time staff that will allow for collaboration. At this time there are only 1.6 FT librarians which doesn't allow for much collaboration.</p>
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IV. Action Plans

Please describe your plan for responding to the above data. Consider program learning outcomes, institutional goals, external evidence, and BI data. Also, please reference any cross district collaboration with the same discipline at other Peralta colleges.

Include overall plans/goals and specific action steps. Add rows as needed.

Action Item	Steps/Timeline	Person(s) Responsible	Supporting Data Source (check all that apply)
Obtain sufficient permanent staffing to maintain current and increase library hours	Has been brought to VPI	Dept Chair, VPI, Roundtable,	<input checked="" type="checkbox"/> Assessment Findings <input type="checkbox"/> BI Data <input type="checkbox"/> Institutional Goals <input type="checkbox"/> Other
Obtain Go Print and Computer management software to maintain equitable use of library resources	Has been brought to VPI	Dept Chair, VPI, Roundtable	<input type="checkbox"/> Assessment Findings <input type="checkbox"/> BI Data <input type="checkbox"/> Institutional Goals <input checked="" type="checkbox"/> Other
Increase size of the library	If BCC gets a new building, steps would be to increase size of current Library location to encompass all of 1/2 of 1 st floor or move to a larger space in the new building	Dept Chair, VPI, Roundtable	<input type="checkbox"/> Assessment Findings <input type="checkbox"/> BI Data <input type="checkbox"/> Institutional Goals <input checked="" type="checkbox"/> Other
Increase communication between Library and BCC community	Form a Library Advisory Committee, brainstorm on new ways to advertise Library hours and services	Dept Chair, Library Staff, Faculty Senate	<input checked="" type="checkbox"/> Assessment Findings <input type="checkbox"/> BI Data <input type="checkbox"/> Institutional Goals <input type="checkbox"/> Other

V. Resource Needs	Link to Action Plans (Section)
<p>Please describe and prioritize any faculty, classified, and student assistant needs. In addition to current staff:</p> <p>1 Full time Faculty librarian 1 Full time library tech</p> <p>To increase hours 15-20 hours PT librarian PT library tech needed if we open Saturdays for number of hours library is open Saturdays 20 hours student assistant to open up library lab for student use</p>	<p>Needed to increase library hours and number of computers available for student use</p>
<p>Please describe and prioritize any equipment, material, and supply needs.</p> <ol style="list-style-type: none"> 1. Go Print, needed to manage photocopying and printing in library 2. Continued District financial support to maintain Libraries' Catalog. 3. Continued District financial support to maintain access to databases. 4. Replace photocopiers with more durable copiers that can withstand continual student use. 5. Envisionware computer management software, needed to monitor computer use in Library and Library lab 6. Regularly scheduled replacement of computers. 7. Replacement of televisions in the next 3-5 years. 8. Replacement of Security Gate in next 3-5 years.. 	<p>To maintain equitable use of library resources</p>
<p>Please describe and prioritize any facilities needs.</p> <p>At peak hours, the library isn't big enough to support the number of students wishing to use Library resources, computers and study areas.</p> <p>Space is at a premium; additional study rooms, tables and desks are necessary to fully meet the needs of the BCC student population.</p> <p>The library currently has enough shelving space to increase it's circulating collection by approximately 10%. Reference and Reserve stacks are already at nearly 100% capacity. In order to grow the library will need to be expanded.</p>	<p>To provide adequate space and library resources</p>

Narrative Description of the Discipline, Department or Program:

Berkeley City College Library Program Information

Location: First floor of the Berkeley City College Library Building

Current Hours:

8:30 am – 7:30 pm Monday – Thursday

8:30 am – 4:00 pm Friday

In order to close the library on time, computer access and circulation closes fifteen minutes prior to closing.

Berkeley City College Library Mission

The primary mission of the Berkeley City College Library is to support the curriculum, research, and general information needs of the diverse Berkeley City College community. This mission is met by providing physical and remote access to quality diverse print, electronic, and multimedia resources, services, and instruction. Consistent with the mission and institutional outcomes of Berkeley City College, the Library faculty and staff strive to promote information competency, critical thinking, lifelong learning, and academic success. They do so by making available to Berkeley City College students faculty and staff the resources needed to conduct research related to their curriculum and endeavors and by promoting the information competency skills needed to successfully retrieve information through instructional support.

Berkeley City College Library Objectives

The library's mission is accomplished through the following objectives:

- To support the missions and visions of Berkeley City College and the Peralta Community College District.
- To provide quality services, collections, and facilities to support the curriculum, information competency, and research needs of its constituents.
- To provide professionally qualified and skilled librarians and staff to support the use of library resources and to support the academic and collegial needs of the college
- To acquire materials in appropriate formats and in sufficient quantity, depth, and diversity to support teaching and basic research in the subject areas of the curriculum.
- To assure equitable, unbiased access for the Berkeley City College community to the library's collections and services.
- To offer formal and informal instruction to promote information competency.
- To provide and maintain an easily accessible, user-friendly and safe environment that fosters teaching and learning for both library users and library employees.
- To prepare students for life-long learning by teaching information competency skills necessary for self-education and independent scholarly pursuit.
- To provide the expertise necessary to support the development, preservation, and security of the library's collection.
- To respond to the changing state of knowledge and the curriculum by continually evaluating collections and services and implementing change as appropriate.
- To establish and maintain cooperative agreements for resource sharing with other district and California Community College libraries.

- To recruit, hire, and retain quality faculty and staff committed to delivering excellent services in response to the changing needs of the diverse user community.
- To motivate library staff to high levels of achievement, encouraging continuing development and skill enhancement.
- To apply appropriate technological innovations in order to achieve productivity and efficiency, as well as provide library services to distant learners and information seekers.

Berkeley City College Library Services and Materials

INSTRUCTIONAL:

Librarians offer orientations and reference assistance on research techniques to all faculty and students. Librarians are also available to assist teaching faculty in developing assignments that integrate library resources and research into their curriculum.

Library Orientations: Librarians provide orientations on conducting research and the use of library resources and materials when requested by faculty.

Reference Services: Librarians are available to answer students' informational needs with one-on-one reference interviews. When a student asks a reference question, the librarian does not simply give an answer but has the opportunity to assist the student in gaining important information competency skills that he or she can carry into all of his or her course work and into his lifelong learning.

Research Guides and Bibliographies: Librarians prepare subject-specific research guides and bibliographies for courses and departments. These guides are made available in print format as well as on the Library's webpage.

MATERIAL:

Physical Collections: The library's materials collection is small but reasonably well balanced and is developed and maintained to support the college curriculum. The collection includes 13,625 catalogued items: including over 11,626 items in the open stacks [circulating and reference collections], over 1,000 DVD, VHS and CD titles, over 900 items placed on reserve. In addition to catalogued items, the library subscribes to 30 periodical titles in print format.

Digital Collections: The library currently offers digital access to 15,277 books via EBSCO, 601 reference books via Credo Reference, artwork via ARTstor, and full text access to thousands of journal, magazine, and newspaper articles via EBSCO, LexisNexis, and ProQuest databases.

The library materials budget has never been adequate to provide extensive in-depth development throughout the collection. However, despite cuts throughout the district, the library has been given a budget adequate enough to maintain current periodical subscriptions and \$5,000 or more each year to purchase books. By collaborating with teaching faculty, the librarians work to maximize the usefulness of the limited budget by obtaining materials that directly meet the needs of the current curriculum. A librarian is currently serving as a member of the College Curriculum Committee. Librarian participation in committees, outreach and

partnerships with teaching faculty provides opportunities to improve the library collection, and to ensure sufficient resources for new courses, throughout the academic year.

Acquisitions of Books and Periodicals: Librarians carefully monitor the library's collection in order to meet the curricular and lifelong learning needs of our students. This goal is accomplished through the professional and subject expertise of library faculty who work in conjunction with classroom faculty to continuously identify new titles for addition to our collection.

Online Resources: The book catalog provides access to all titles available in the four libraries of the Peralta District. The library also subscribes to a number of web accessible databases such as ARTstor, CREDO, and EBSCO. These resources provide citations and full-text electronic access to paintings, photographs, journals, general interest periodicals, newspapers, books, and reference works. The library has sixteen computers (two of which are reserved for PSSD use) available for BCC community use. Each is equipped with internet access. In order to limit use of those computers to research, only the four print only and catalog computers are equipped with word processing programs. The library recently obtained four more computers. The additional computers have helped to ease the students' need for computers to access the electronic resources. Funding for the databases and the district libraries' OPAC are currently provided by the district. .

Library Website: The Library's website <http://www.berkeleycitycollege.edu/wp/library/> is designed to offer students and other users a central launching point for the variety of Internet and web-based resources available including research guides, catalogs, and databases, and to provide information specific to the Berkeley City College Library.

Circulation: Books in the circulating collection can be checked out for two weeks. The Circulation Desk serves as the focal point for check out of all materials. Circulation desk workers are generally the first point of contact for library patrons, assisting with computer problems, answering questions regarding library policies and offering directions to locations throughout campus. The circulation staff currently includes one permanent Senior Library Technician, two work study students, and part-time/temporary classified Library Assistant. Due to insufficient staffing, librarians cover the circulation desk when classified staff or student workers are unavailable.

Reserve Services: The reserve collection is the most heavily used collection in the Library. Faculty may place items on reserve from their personal collections for one to four semesters; those items may be returned to the faculty member, or donated to the library. To continue to support this growing need, the Library purchases a number of reserves textbooks each semester.

Technical Services include acquisitions, cataloging, processing and budget tracking functions for all library materials. These services are currently maintained by the librarians with the support of the Senior Library Technician.

With the increase in enrollment at BCC, the library's collection and staffing needs to subsequently increase in order to maintain a useful collection and provide services comparable to those offered in by the other college libraries in the district. In order to expand the library

collection an meet the needs of the student population, the library will need to expand it's physical size. Already study space is at a premium, an increase in study pace and computers will meet current student needs for access to computers and study space. In order to increase the size of the Library's collection the library shelving space also needs to be larger. Currently room to expand the physical collection in the library is only approximately 10%.

CURRICULUM:

Due to insufficient staffing levels and general cuts in the district, the Library currently does not currently offer any information or research courses. Once sufficient staffing can be obtained, the Library plans to offer at least one course, LIS 085, on information competency and resources. If funding is available, the Library would also like to offer a similar course geared towards basic skills, LIS 200. When staffing is increased and space in the computer lab (room 126) is made available, the Library plans to provide drop-in workshops on the research process, LIS 500. In accordance with the District's initiative to promote distance learning, the library also plans to offer LIS courses as on-line or hybrid courses

Once offered, both the courses and workshops will address institutional learning outcomes involving information competency. Courses will be developed to support the goals and objectives for the Library program, using models from similar information competency courses offered at other community colleges and universities (e.g. Laney, Merritt, College of Alameda, Diablo Valley College, Contra Costa College and San Francisco State University). LIS 500 will be designed as a drop-in research workshop in the computer lab. In the workshop, a librarian will give one-hour lectures on various aspects of research, information competency, etc. and will be present to monitor and assist students with their individual research goals

| Student learning outcomes for the planned courses and workshops are:

1. Defines and articulates the need for information.
2. Accesses needed information effectively and efficiently.
3. Evaluates information and its sources critically.
4. Uses information effectively to accomplish a specific purpose.
5. Understands the economic, legal, & social issues surrounding the use of information;
Accesses and uses information ethically & legally.
6. Applies the skills gained in information competency towards lifelong learning.

Recent surveys have highlighted a need for additional library hours and greater communication between BCC faculty and staff. The Library is working with the College to obtain the necessary staffing levels required to increase library hours and maintain services.. The Library is also working with the Academic Senate to revitalize a Library Advisory Committee to further communication between the Library and the BCC community.

PROGRAM OUTCOMES

At the program level, the primary outcome for the Library Department is information competency, which directly aligns and reflects institutional objectives.

To meet program outcome goals, the Department has determined that the first priority of the Library is to hire additional FT staff in order to offer the above course and workshops. The second priority is to have guaranteed access to the computer lab located next to the library with the purpose of offering drop-in workshops, open library lab, orientations and library courses without the interruption of non-library classes scheduled in the lab at any time. The third priority is for the library to be given a line item budget so that it may ensure the maintenance and development of a suitable print collection.

INSTRUCTION

While no courses or workshops are currently offered, the Library provides instruction through one-on-one reference and faculty requested orientations. Currently the Library has been able to set regular hours for reference services. Reference services provide direct one-on-one student-faculty instruction. Students are directly involved in the learning process and receive immediate feedback from Library faculty. Much of the contact between students and librarians is driven by class assignments. For example, History 7B students recently completed an information competency survey, followed by an extra credit assignment to begin their next research paper with reference instruction in the library.

Orientations are held by request of teaching faculty. The faculty member who makes the request collaborates with the librarian to set goals for a specific library orientation. Librarians place a high priority on teaching the basics of information competency in each library orientation session. Feedback on the success of librarian orientations is obtained verbally from the instructor who requests the library session. While at the reference desk, librarians also obtain feedback from students as to the level of success of a particular orientation. The ease or difficulty students are having with an assignment after receiving library instruction is an indicator used to gauge the success of the particular orientation. Pre and Post quizzes as well as surveys are also conducted in a select number of orientations each school year. The number of orientations requested by faculty for their classes continues to fluctuate. The cause of this can be partly assigned to a lack of promotion on the part of the Library. While orientations are promoted on the Library's webpage and in the newsletter sent out to BCC faculty and staff each semester, there is still an apparent need to promote it further. The Library Department will continue to explore ways in which to further promote library services, such as orientations. Currently, most instructors request orientations for the first time do so upon recommendation from other faculty who have included library orientations in their sections. The majority of instructors who request orientations do so for consecutive semesters.

Academic Year	2009-2010	2010-2011	2011-2012	Fall 2012
# of Orientations	23	29	23	11

Since moving to its present location, the Library has been able to take advantage of the computer lab next door by offering hands-on instruction involving internet and database searching. The lab is currently used for assessment and as a homework lab. As a result, some of the faculty requested orientations have conflicted with other activities schedule in the

lab, and the Library was unable to accommodate those requests. Beginning in 2012, the Library succeeded in prohibiting non-library courses from taking place in the lab. Due to space issues, the lab this semester is being used as a homework lab, once again decreasing the Library's access to the room. To further support the informational needs of students, the library produces guides on general research skills and on subjects that are tailored to specific classes that request orientations. These guides are available on the Library's webpage.

The Department staff maintains the integrity and consistency of academic standards within the discipline by keeping current through discipline specific mailing lists, journals, and memberships. Also, consistency is maintained through constant communication with fellow librarians within the district as well as librarians from other neighboring libraries, including Berkeley Public, U.C. Berkeley, Cal State East Bay, and Mills College.

While the Library Department offers no specific courses at this time, the majority of patrons are students attending classes at BCC. Headcount statistics over the years has shown a steady increase in library use. Circulation statistics have also increased significantly, another indication of considerable library growth. These increases can be directly linked to the greater demand for library resources and space. Additionally, the recent rises in both student enrollment and textbook prices have caused greater demand and need for the Library and its resources.

Library hours were eliminated on the weekend starting in the spring of 2010 due to lack of staffing to support those hours. Surveys conducted in 2007-2008, the spring of 2012, as well as a steady increase in library usage between 2007-2012 indicate that student needs and demands would be better met with longer hours and a larger library; with adequate staffing, access to room 126 would allow for student use of a library computer lab.

It is the recommendation and priority of the Department that additional staffing be obtained so that orientations can be further promoted, reference desk hours can continue to be maintained, and workshops and classes can be offered on a regular basis.

It is also the recommendation of the Department, that use of the lab next to the Library continue to be restricted to the Library along with Assessment Services. The scheduling of classes in the lab in the past inhibited the Library's ability to answer the requests and needs of the college faculty. When more staffing is obtained, the Library plans on using the lab to offer drop-in workshops and to expand access to computers; the demand for computer use by students is currently exceeding the number of computers available in the library.

STUDENT SUCCESS:

The Library Department currently offers no classes and therefore has no retention or completion rates data.

The Department recommends library courses to promote information competency and increased staffing to provide workshops as well as additional reference services to assist students in becoming information competent in order to support and improve their learning skills.

In the Fall of 2012, surveys were conducted for faculty and students regarding the library. Survey results reaffirmed what the library was already aware of:

- users would like the library to be open for more hours
- users would like more computers and more space in the library
- users would like the library to be quieter.

Unfortunately meeting these requests will require additional staffing, funding, and space to change factors that are out of the Library's control, such as stopping the noise coming from outside the library, gaining greater access to the lab next to the library, and obtaining the staffing necessary to open the lab for student use, offer workshops, and offer more hours in the library. These requests have been incorporated into the Library's unit plans. The Library has obtained different furniture to further optimize the space the library has, as well as four additional computers to maximize its limited space.

The Library recommends increased staffing, budget and space.

HUMAN AND PHYSICAL RESOURCES (INCLUDING EQUIPMENT AND FACILITIES)

The Library is currently staffed by 2.6 librarians (1 full time and 1 full time tenured faculty on reduced work load, 2 part-time librarians working equivalent hours to 1 full-time librarian) and one full-time classified staff. When available, student workers funded through work study are also employed to provide needed support covering the circulation desk.

The Library strives to foster both individual and group learning experiences by providing individual study carrels, tables for group and individual study, group study rooms, 12 computers for research use, 4 computers to access the catalog and print papers, and 3 VCR/DVD equipped televisions (two are placed in carrels for individual use and one is placed in a study room for group viewing). Given the amount of computer use in the library, the Library would like to obtain funding for a computer timing and monitoring system to assist in the equitable and appropriate use of computers by Library patrons. Such a system would also aid the Library in keeping track of computer use for statistical purposes. One printer is networked for students to print; the Library also has two photocopiers available for student use. The Library recommends purchasing Go Print, a photocopying and printing management system that is used by the other three Peralta colleges. Due to the fact that our current photocopiers are out of order nearly 50% of the time, the Library also recommends replacing them with studier machines better equipped to handle the present amount of student use.

For staff use, the Library has eight computers and three printers; one of the printers is used by students for print-outs. The Library's software needs to include Microsoft Office, Adobe Acrobat, and Adobe Captivate; the latter program was previously used by a part-time librarian to create online library guides. The Library catalog system is financially maintained by the District, with each library in the District contributing payment of annual membership dues to OCLC (Online Computer Library Center, Inc) for cataloging and to Millennium to keep the library catalog interface current. This school year, the District IT Department has not been given the funding to pay for OCLC and Millennium maintenance that it has received in the previous years. This oversight has resulted in a reduction of funds allocated by the district to

pay for databases. It is the recommendation of the four college libraries that funds allocated for databases be kept for databases and that the district finds the funds necessary to continue paying for the OCLC and Millenium maintenance without drawing from college funds.

Since the move to the new building, the Library has experienced a steady increase in the use of its facilities and equipment. To support this increase, additional furniture was obtained in the fall of 2009. The library obtained 4 additional computers in the fall of 2012 to make the most of the current space of the library.

The Library uses the computer lab in room 126 when it is available for orientations. With additional staff and increased access to the room, the Library would like to use the lab as a place to provide workshops, classes, and increased access to computers for library research.

LIBRARY CIRCULATION STATISTICS indicate an increase in circulation transactions. Based on statistics taken in September of each year for the Department's unit plans, the Library circulation statistics show a steady increase in library use with a majority of the transactions involving the reserve collection. The decrease in circulation in 2011 can be attributed in part to the reduction in FTES in the college that year and also in part due to the fact that the Library was forced to close a number of times due to reduced staffing and numerous absences during those semesters

Number of Items Checked out Jan 01-Sep 21st

	2009	2010	2011	2012
Reserves				
Circulation	8,774	10,743	9,790	13,263
% increase		22%	-9%	35%
Total Circulation	9,911	11,854	11,665	14,639
% increase		20%	-2%	25%

The increase in circulation is not surprising. Due to the high cost of textbooks, many BCC students rely on the reserve collection to access required reading. The increase can also be attributed in part to the positive location of the library, the increase in foot traffic near the library, improved stacks in the new building making it easier to browse the collection, new items added to the circulating collection, a stronger reserve collection, and the increase in enrollment.

In the past, **Reference statistics** were not kept due to a lack of regularly scheduled reference desk hours. Beginning this semester, the library has started tracking reference inquiries.

Since the spring of 2010 with the reduction of library hours, the library has begun maintaining semi regular reference hours that are still being disrupted by scheduling conflicts (meetings, orientations, etc.).

In the past, the library headcount at BCC continued to rise; 2,944 users per week for 09/10, 3,073 users per week for 10/11, and 3,726 users per week for the fall of 2011. Beginning in the spring of 2012, the security gate counting feature stopped functioning. Unfortunately due to this, the Library currently has no accurate way of capturing headcounts. Judging by the steady

increase in circulation, it can be inferred however that headcount continues to grow. This increase can be directly linked to the greater demand for library resources and space.

average weekly headcount	2009/10	2010/11	Fall 2011
	2944	3073	3726

Given the growth in library use, the current human and physical resources are not adequate for all the current services and planned courses offered by the library. The Library does not have enough faculty staff to offer regularly scheduled workshops and/or courses. This lack of staffing has also impinged upon the library faculty's ability to regularly attend college and district meetings, such as department chairs, institutional assessment, technology, and web meetings. Lack of staffing has also kept library faculty from professional development. There is not adequate staffing to allow for attending meetings, such as the Library and Learning Resources Deans, Directors, Head Librarians, Coordinators & Dept. Chairs Annual CCCCO meetings held in Sacramento, nor any leeway to allow for the attendance of conferences to support staff development. Furthermore, this lack of staffing means that when a librarian is sick, one of the following circumstances may occur

- a temporary librarian must be found to substitute
- the library has to be closed early
- faculty are required to work alone
- faculty must exceed their normal work week hours without compensation in order to keep the library open

The Library also does not have enough classified staff. With current staffing, the Library is open 29% of the time without a library technician. Therefore, when work study students aren't available to work during the hours the Senior Library Technician is off duty, faculty are spending up to 14 hours per week doing library technician related tasks, rather than focusing upon projects related to librarianship, such as reference services, collection development, curriculum development, orientations, cataloging, college related meetings, budgeting, etc. Lack of sufficient support staff has also resulted in the delay of processing new materials.

Beginning in the spring of 2010, the Library reduced its evening hours, decreasing open hours from 56.5 to 51.5 hours. This reduction has worked towards a schedule with fewer hours where one person is required to work alone. For the immediate future, the Library recommends maintaining this reduction until additional staffing can be obtained. When additional staffing is obtained, the Library recommends increasing evening hours, remaining open later on Fridays and resuming hours on Saturdays.

In order to increase the Library's operating hours, the Library needs a minimum of 2.6 full-time faculty librarians and a minimum of 2.5 full-time library technicians. Once a sufficient staff is obtained, the Library can guarantee an increase in hours of operation and provide key Library services, such as courses on information competency, and regularly scheduled workshops, drop-in computer lab hours, and reference desk services. The Library also needs to ensure funding to provide a faculty librarian during summer sessions. For the past eight years, the Library has been open 20 hours per week during the regular summer session. It is the

recommendation that the Library increase its hours by 50% to 100% during the summer session to meet a growing use of the library and user needs.

The physical resources of the Library are inadequate to meet the current needs of its patrons or to meet any additional growth of the BCC curriculum or student body. The Library currently has only enough shelving to increase its book collection by approximately 10 percent. If the college continues to grow, the Library will need to increase its size to accommodate the needs of its users. While there is room on the shelves to expand the circulating and reference collection, there is no additional room on the reserve/Audio Video shelves to allow for growth in those collections.

In order to expand the Audio and Video collection and also maintain a reserve collection that will grow as the number of courses offered at BCC grows, alternative means of storing the collections [i.e. in a different location and/or electronically] will have to be devised within the next three to five years.

In addition to the need for more shelving space, there are currently not enough tables and cubicles to accommodate the library users' needs during peak hours. The Library offers 5 study rooms. Given the limited space in the BCC building in general, the demand for these rooms is at a premium. Additional study rooms would also be beneficial for the students at BCC. Being placed right next door to a computer lab with the capacity for 36 computers, the library has the potential resources to offer drop-in workshops and additional access to computers if given greater access to room 126 and necessary support staff.

Aside from the carrels used for computers and Audio/Visual equipment, the library currently has 60 seats (6 tables with 36 chairs, 4 study carrels with 4 chairs, and 5 study rooms with 20 chairs). This currently is not enough furniture to accommodate the students wishing to use the Library during peak hours. The Library recommends additional space to support students' need for study areas, computers, televisions, etc.

The Library has two photocopiers. Maintenance and supply of these photocopiers has been handled by the College. If responsibility were to be transferred to the Library, the Library would need a sufficient budget to handle this additional expense. Given the size of the Library, there is no room for a third photocopier; during peak hours there is more than enough demand to accommodate at least one additional photocopier in the Library. In fact, demand has been so heavy that the photocopiers are often out of order approximately 50% of the time, at least one of the two photocopiers isn't working. It is the recommendation of the Library that these photocopiers be replaced with more sturdy photocopiers designed for the high use they receive in the library.

Currently, the computer lab adjacent to the library is being used for assessment purposes and as a homework lab. Demand for computer use continues to exceed the number of computers the Library has space to offer. The Library needs greater access to the computer lab adjacent to the Library and more staffing in order to fully accommodate faculty orientation requests, offer workshops, and provide students with additional access to computers.

RECOMMENDATIONS AND PRIORITIES:

1. Additional Staffing *in order to fully staff current hours, open library lab for student use, and/or increase hours to meet the BCC student body needs*

- At least 1 additional full-time library tech and 1 part-time library tech [for Saturdays and to fill when full-time techs are away.]
- At least 1 additional full-time faculty librarian to fill loss of 1 librarian in 2011 and a budget to hire part-time librarians when needed to cover for absences and summer session hours; totaling a minimum of 2.6 librarians plus funding to accommodate summer session hours and backfill when staff are away.

2. Stable Annual Line-Item Materials budget

- An annual minimum of \$40,000 for textbook/book/audio visual budget
- An annual minimum of \$5,000 for print periodicals budget
- An annual minimum of \$40,000 for electronic resources budget [currently covered by District]
- An annual minimum of \$2,500 for supplies and membership dues
- A general annual increase in above budgets to reflect traditional annual rise in book, periodical, and database costs and to reflect any increase in BCC FTES, (i.e. as FTES increases so should the minimums listed above).
- Funding for 3-5 new television VHS/DVD combos within the next 3 years [to replace the existing number of televisions and increase number of televisions available for use].
- Funding to replace the Library 's current computers and printers within the next 3 years. *Consult Tech Committee and IT department to find recommended date to replace current computers.*
- If it is not the responsibility of the IT department to maintain printer toner, additional funds for supplies to replace toner 2-3 times a year is also needed.
- Funding for management software and/or IT support to install open source software.

3. Equipment and Software

- Obtain Go-Print to streamline photocopy and printing use in the Library
- Obtain a new security gate in the next three-five years
- Obtain Reservation software for Library computers to assist the monitoring and equitable use of computers in the Library.
- Regularly replace computers and media equipment in the Library based upon recommendations made by IT Department and the Technology Committee

4. Additional Space

- The Library currently has only enough shelving to increase its collection by approximately fifteen percent.
- During peak hours, the Library has insufficient tables, chairs, study rooms, and computers to accommodate the users' needs.
- If BCC continues to grow, the size and space of the library needs to grow as well.
- First step, answering to the second item listed, would be to provide the Library with full access to the computer lab, room 126, along with sufficient staffing to monitor the lab when the Library is open.

- Next step, would be to find a different space for the Library or redesign the Library's half of the 1st floor taking over the whole side of the floor, knocking out walls, and adding additional shelving, a reserve room large enough to accommodate the reserves collection, and/or a multimedia room to accommodate viewing of videos, etc.; this would also require additional staffing.

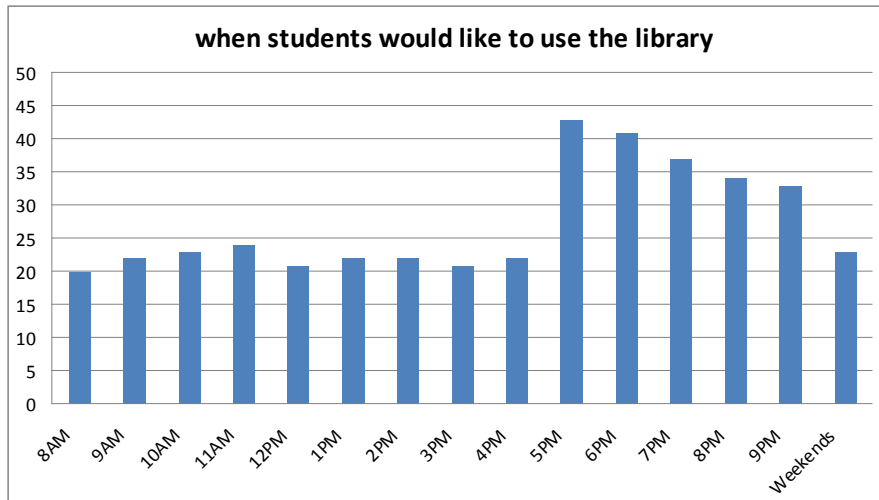
The first priority for the Library is to obtain additional personnel. Having qualified personnel available in the Library during times when students are using services is critical to improving student access to information. This can be accomplished with the addition of more personnel. The Library needs to move closer in compliance with the California Education Code in regards to full-time librarians. The Library is currently not "under supervision of academic personnel," that is, a librarian, during many times when the one librarian on duty is attending official college meetings, offering instruction in classrooms, taking a break, or consulting with instructors in their offices.

California Education Code Section 78103. The libraries shall be open for the use of the faculty and the students of the community college district during the day. In addition, the libraries may be open at other hours, including evenings and Saturdays, as the governing board may determine. Libraries open to serve students during evening and Saturday hours shall be under the supervision of academic personnel.

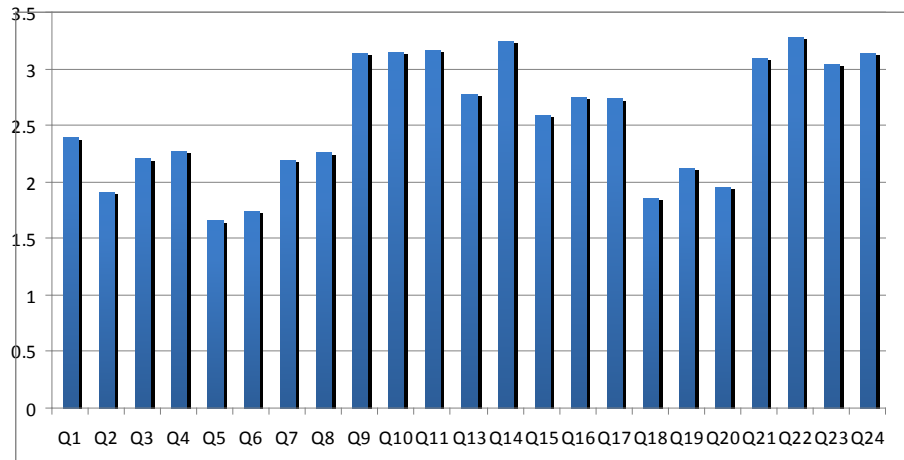
The second priority is to obtain stable budgets for print materials, electronic resources, and sufficient supplies to process materials. BCC's budget for purchasing books remains the smallest of the district, and has historically been \$5,000 per year. The book budget has not increased despite the fact that both FTES and the cost of books continue to increase. The size of the Library's collection is also the smallest in the district. An expansion of the Library's book collection is needed to effectively answer the informational needs of the college community. To keep up with these needs, the Library needs a significant increase in its current book budget.

Finally, with the growth of the BCC student population, the Library's space is insufficient to support its users' needs, and there is insufficient space on the shelves to increase the collection beyond 10%.

Survey Results



Questionnaire



Question 12

29.46% yes

40.18% no

30.36% unsure

1. I use the library to read or study alone.
2. I use the library to stud in groups.
3. I use the library to get ininformation/materials for... class assignments.
4. I go to the library to use... materials on reserve.
5. I go to the library to use or read print magazines and journals.
6. I go to the library to use... media resources...
7. I go to the library to use the photocopiers.
8. I use the library's online article databases for my class assignments.
9. I feel comfortable asking a librarian for help...
10. I find library orientations to be helpful for my classes and assignments.
11. I find the library handouts helpful for my research and student needs.
12. My instructors require a library research assignment (above).
13. I know how to find a book in the library using the online catalog.
14. I know how to find good internet information for my assignments.
15. The library has enough books for me to complete... assignments.
16. The library has enough magazines/journals for me to complete my assignments.
17. The library has enough audio-visual/multimedia...
18. The library is open enough hours for my research and study needs.
19. The library has enough seating and study rooms...
20. The library has enough computer workstations...
21. The level of quiet in the library is good for studying.
22. The library environment and facilities are clean, well lighted, and comfortable.
23. The librarians help me in finding materials.
24. The library staff who check out books are helpful.

Appendix I

Berkeley City College Institutional Learning Outcomes

Berkeley City College's Institutional Learning Outcomes, as described below, are the skills and knowledge that students are expected to attain as a result of completing an instructional program at BCC. Students completing an A.A. or A.S. at BCC will be able to demonstrate all of the BCC Institutional Learning Outcomes. All BCC courses and certificates are designed to teach some or all of the ILO's. In addition, students achieve these ILO's throughout their experiences at BCC, for example, with student services and student clubs.

Communication

Students show that they communicate well when they

- *Critically read, write, and communicate interpersonally, with audience awareness; and*
- *analyze communications for meaning, purpose, effectiveness, and logic.*

Critical Thinking

Students demonstrate critical thinking skills when they

- *identify problems or arguments and isolate facts related to arguments;*
- *use evidence and sound reasoning to justify well-informed positions; and*
- *generate multiple solutions to problems and predict consequences.*

Computational Skills

Students demonstrate computational skills when they

- *master computational concepts and apply them to concrete problems; and*
- *demonstrate algorithmic competence.*

Ethics and Personal Responsibility

Students show the ability to behave ethically and assume personal responsibility when they:

- *analyze the consequences of their actions and the impact of these actions on society and the self; and*
- *demonstrate collaborative involvement in community interests.*

Global Awareness & Valuing Diversity

Students demonstrate global awareness and show that they value diversity when they

- *identify and explain diverse customs, beliefs, and lifestyles; and*
- *analyze how cultural, historical, and geographical issues shape perceptions.*

Information Competency

Students demonstrate information competency when they

- *find, evaluate, use, and communicate information in all its various formats;*
- *use library and online resources and research methodology effectively; and*
- *use technology effectively.*

Self-Awareness & Interpersonal Skills

Students demonstrate self-awareness and interpersonal skills when they

- *analyze their own actions and the perspectives of other persons; and*
- *work effectively with others in groups.*

Appendix II

Institutional Goals

Berkeley City College's Institutional Goals are aligned with the PCCD Strategic Goals, and are listed below:

- Advance Student Access, Success & Equity
- Engage our Communities & Partners
- Build Programs of Distinction
- Create a Culture of Innovation & Collaboration
- Develop Resources to Advance & Sustain Mission