2012-13
Annual
Program Plan

Name of Program: Library
Name of Unit: Library & Instructional Support
Name of Area: Academic Affairs
Date Completed: 11/21/2011

Program’s Mission Statement

The Rio Hondo College Library supports the goals and objectives of the College by providing instruction and services that introduce students to the depth and breadth of information sources available to them in an academic library, encourage the development of critical thinking about information and its use, and highlight the “lifelong learning” aspect of the College mission statement.

Program’s Overarching Outcomes - SLOs / SAOs

Academic Programs:
The Library has offered the 3-credit course LIB 101 (Fundamentals of Library Research) every semester for at least the last ten years, as an on-campus and/or online section. The LIB 101 SLOs are based on the information literacy competency goals defined by the Association of College and Research Libraries, the nation-wide professional organization for academic librarians. The Library does not offer any degrees or certificates.

Course SLOs are assessed at the end of each semester. SLOs assessment results indicate that certain concepts need additional instruction, perhaps in the form of online help, online tutorials, or more student-instructor consultations.

Student Services Programs:
SLOs for library services have been written. However, these SLOs need to be revised and SAOs need to be written. This SLO/SAO work has not been completed because of several factors, including the recent move to the new building, the increased number of students using the library, the change in department leadership, and the Library’s continuing understaffed state.

Program’s Characteristics, Performance and Trends

**Updated Data for: 2011-2012 Program Review**

![Library Enrollment by Course Chart]

- [Total Enrollment Trend](#)
The Rio Hondo College Library is a vital college program that endeavors to meet each student's point of need for information, library materials, and library instruction. The library is open 246 days during the year and approximately 1,800 students each day come to the library to study, read and check out books, locate periodical articles, and get assistance from library faculty with research in print and electronic resources. Librarians and library classified staff interact with hundreds of students every day. The circulation desk is the first point of contact in the library (and frequently the campus) and library staff go out of their way to be sure that students receive friendly and courteous service and information necessary for them to successfully navigate the library and the campus. Library faculty offer workshops on selected topics and conduct instruction sessions for more than 200 classes every year. Library faculty also teach a three-unit credit course, LIB 101 (see preceding section under Academic Programs).

There are currently four full-time librarians, one of which is on sabbatical, 11 part-time librarians (an increase from last year due to the sabbatical replacement). In the Fall of 2011, we decided to increase the workload of one part-time library clerk and one part-time library technician to 100% in lieu of replacing the online systems technician (retired in December 2010). Since the online systems technician's retirement, her work was divided amongst various staff members. Increasing the workload of two part-timers significantly helped the circulation desk coverage. The classified staff now includes five full-time library technicians, one full-time computer operator, and two part-time (45%, and 11.25%) library clerks.

Services to Students

The library as "place" annually provides thousands of students with a place to research and study using books, reserve textbooks, databases, periodical articles (in print and from online databases), DVDs, videos and CDs. Students may study and collaborate in seven group study rooms. There are 42 PCS and 4 iMacs available for students to do research using the online library catalog, online databases, and the Internet. They may also type research papers, create...
PowerPoint presentations, develop Excel spreadsheets, and, through a partnership with the Art Department, design projects using Adobe Photoshop (on the iMacs) and check out cameras for PHOTO 292 (Digital Photography).

Through the library's virtual presence on the College website students can search the library catalog for books and can access articles and eBooks from the library's 17 subscription databases whether they are on or off campus. Various tutorials, handouts, and other guides are available through the library's website. Students may get reference assistance in person, by phone or through email. A "chat" service on the library's website will soon be available. Students may also make an appointment for a private reference consultation with a librarian.

Services to Faculty
Faculty may place textbooks or other materials on reserve and check out multimedia equipment and videos to use in class. Librarians invite and encourage faculty to bring their students to the library for workshops and library instruction sessions. After a library instruction session, faculty may reserve a library instruction room for a return visit with their class. Faculty may consult with librarians during assignment construction to confirm that resources they require are held in the library and/or that the assignment contains elements contributing to student information competency. Librarians develop library research guides (LibGuides) for courses, assignments, or subject areas. These may include lists of resources (books, articles, appropriate databases, websites) as well as tutorials on how to access, use, and evaluate resources. FLEX credit may be received for time spent consulting with library faculty. Faculty are encouraged to request materials to be purchased to support their courses. Faculty, administrators, and staff have full borrowing privileges; interlibrary loan is also available.

Library Instruction
LIB 101 has been taught in most semesters and during a 10-week summer session for the past several years. Both an online and an on-campus section were taught in the fall and spring semesters beginning in fall 2007. In spring 2009, three sections of LIB 101 were offered and taught for the first time, two online and one on campus; in summer 2009, two online sections were taught. Due to college restrictions, only one section (online) was offered in fall 2009. Online and one on-campus section were offered in spring 2010. None were offered in summer 2010 and just one online section in both fall and spring 2010.

Sign-Making
In addition to the services listed above which all further the library's mission, the library is also responsible for campus sign-making.

Performance and Trends

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<tr>
<td>Library books (volumes)</td>
<td>65,252</td>
<td>61,362</td>
<td>81,277</td>
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<td>Periodical subscriptions (print)</td>
<td>2,000</td>
<td>1,775</td>
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<td>Video recordings (volumes)</td>
<td>2,254</td>
<td>2,079</td>
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<td>Audio (music, spoken word, etc.) recordings (volume)</td>
<td>1,192</td>
<td>1,212</td>
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<td>Subscription online databases</td>
<td>15</td>
<td>17</td>
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<tr>
<td>Student computers</td>
<td>36</td>
<td>36</td>
<td>45</td>
<td>2009/10 includes 10 Macs</td>
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<td>Course sections supported with reserve textbooks</td>
<td>150</td>
<td>250</td>
<td>250</td>
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<td>Individual visits to the library (per 1M gallon count)</td>
<td>127,512</td>
<td>246,540</td>
<td>240,865</td>
<td>2009/10 library closed last 2 weeks of summer session for move; 5M counter not working properly when closed</td>
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<td>Individual visits to the library website</td>
<td>159,709</td>
<td>150,906</td>
<td>150,342</td>
<td>2005/06 underestimated due to software malfunction</td>
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<td>Books and other materials checked out</td>
<td>48,809</td>
<td>56,738</td>
<td>45,403</td>
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<td>Searches for articles in ProQuest</td>
<td>118,147</td>
<td>115,514</td>
<td>155,936</td>
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<td>Questions answered by librarians and library staff</td>
<td>9,623</td>
<td>22,363</td>
<td>49,283</td>
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<td>New books added to the collection</td>
<td>4,136</td>
<td>2,836</td>
<td>1,561</td>
<td>2009/09 One-time money for books</td>
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<td>Library instruction rooms with student computers</td>
<td>1</td>
<td>1</td>
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<td>Students who attended library orientations</td>
<td>3,720</td>
<td>4,160</td>
<td>5,401</td>
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<td>Class sections attended library orientations</td>
<td>146</td>
<td>159</td>
<td>205</td>
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<td>Student seating available in the library</td>
<td>254</td>
<td>254</td>
<td>261</td>
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<td>Group study rooms</td>
<td>3</td>
<td>2</td>
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Library use is increasing. Demand for print resources remains strong, while demand for electronic resources (databases, ebooks, streaming media) is increasing. Due to the high cost of textbooks, the library's reserve textbook program is very popular. We currently support 207 course sections with textbooks and other materials placed on reserve by classroom faculty. The Associated Student Body (ASB) has donated money over the past several years to assist the library in purchasing textbooks for the reserve collection.

Classified Staff
The Library classified staff performs a multitude of tasks including ordering, receiving, cataloging, processing, shelving and reshelving of materials. The Acquisitions Library Technician keeps track of 225 book invoices per year. More than 2000 new items are added each year. There are at least two staff members that are scheduled at the circulation desk at all times during the 68 hours the library is open each week. In addition to assisting students to check out and renew library materials (about 300 a day), circulation desk staff issue library cards, renew books by phone, retrieve reserve books, CDs, headphones, videos, and DVDs for students to check out, collect fines on overdue materials, bill and collect for lost items, place holds on materials, maintain student library records (including blocking and unblocking records in Banner), answer the telephone, and make change for the copy machines. Staff assist students needing help with the AV equipment and help in the Copy Center. With the increase of the workload percentage of the part-timers, staffing problems have been reduced.

The increase of the workload has allowed one staff member to shift her responsibilities to focus on copy cataloging and has also resulted in providing increased coverage at the Circulation Desk. As the now full-time staff members get adjusted to their increased workload, the Library Administration is formulating a better workflow in consultation with the staff. In these times of tightening budgets, the move to increase the hours of the part-timers has proven to add to the efficiency of the operation of the library without loss of funding. In addition, the almost six weeks of "A" days for the part-timers have been extended so the library is staffed continuously throughout the year. Library staff have contributed ideas on how to better organize workflow and areas of responsibilities. They have truly "stepped up to the plate" to form a great team.

Library Faculty
With one librarian on sabbatical leave, we have increased the part-time hours. Part-time librarians have been assigned various tasks of the sabbatical leave librarian. In addition, full-time librarians have organized themselves to ensure that the library services are kept at a high standard by taking on additional responsibilities while one librarian is on sabbatical. In as much as the librarians have done so, they are still "filling in" for the fifth librarian position which has remained unfilled since 2010. Due to the shortage of full-time librarians, surveys and outreach to the campus community have stalled.

An additional section of LIB 101 is planned for the Spring 2012. The ability for students to search for and evaluate information resources effectively is a critical skill in today's world. The added section is part of the Fast Track Accelerated Program. The need for additional library orientations is evidenced by t
he upward trend for requests by faculty. However, the shortage of Librarians have precluded the rapid growth in this area.

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**Program’s Strengths**

The main strength of the Rio Hondo College Library is in the knowledgeable and dedicated library staff and faculty who strive to help students achieve their goals. Library faculty and staff have a strong commitment to provide quality resources and instruction and courteous point-of-need service to all. Kats Gustafson, the new Dean of Library and Instructional Support, who arrived in September 2009, is the first dean of library services to have an M.L.S. since 1996.

The fact that we are short-handed as far as librarians, the three full-time librarians (the fourth is on sabbatical) have managed to accomplish a tremendous amount of work. They are truly dedicated and have the students as their main focus. Each of the librarians have undertaken the task of assigning part-time librarians various projects to keep the library moving forward.

The re-organization of personnel has helped tremendously in circulation desk coverage and for the processing of library materials. The greatest strength of the library is the committed staff. Both certificated and classified staff work as a team to make services to students their priority. Instead of replacing the retired Online Technician, we split the position in two, thereby increasing two part-time positions. The result of that is a “re-shuffling” of various responsibilities and tasks that are now being accomplished through four staff members. The Dean is working with staff to improve workflow now that personnel is in place.

Students love the new library building. They enjoy studying in a clean, attractive environment which is easy to navigate. Having the library on one floor has been a welcome change. It has made the book collection more visible and has made it easier for librarians to assist students in looking for books in the catalog and finding them on the shelf. The Reference Desk is visible and approachable and students feel comfortable asking for help. It is wonderful to finally have large, clean restrooms, although the lack of paper towels is an annoyance.

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**Program’s Weaknesses**

The library’s strengths are also the cause of some of the weaknesses. Because the library is so popular, there is not enough seating and computer demand is also higher than can be accommodated. (Funding for tables, chairs, and student workstations for the new building was cut before the building opened.) Seventeen group study rooms are inadequate to meet the need. It is difficult to turn away students who need to work in groups and it increases the noise level in other parts of the library when students who need to study together can’t get study rooms. The whiteboards in the study rooms are small and some are already showing signs of wear. They will need to be replaced with larger, more durable whiteboards. Locks for the study room doors have been ordered but have not yet been installed which has resulted in graffiti etched into the large glass window pane in one of the unlocked rooms.

The library as “place” has indeed become that for the college community. The popularity of the library as mentioned above has necessitated us to re-evaluate our resources to meet student demand.

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**Program’s Opportunities**

The librarian on sabbatical, as part of her project, is looking for grants and support for the library’s archives. Digitizing the library’s archival collection will enhance community relations with groups wishing to utilize the collection. In addition, instructors may use the archives for their student assignments.

Another opportunity due to the hiring of the technology trainer is to schedule workshops for staff now that coverage on the Circulation Desk is better. Staff may be released for attendance without so much of a shuffle in work schedules.

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**Program’s Threats**

Currently, the major threat to the library is the understaffing of full-time librarians. The current librarians are stretched to their limits and as such cannot necessarily take on new projects. They are struggling to make sure that the programs that are in place are maintained and moved forward. The shortage of staff inhibits the innovation and creativity of the librarians.

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**Program’s Accomplishments and Recommendations for Improvement**

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--The library website was redesigned and reorganized. Users have a greater ease in navigation; Librarians have increased their
--Have offered MLA citation workshops and librarian assistance on a regular basis in the Writing Center.
--One cost-saving measure we undertook is to do away with library cards. Currently, students use their college-issued ID cards to check materials out. This has reduced the time per patron so we serve more students.
--Alarms were installed on exit doors;
--Some of the group study rooms had locks installed;
--Scanners were replaced through the help of DSPS;
--Workstations have been swapped out to take care of immediate problems, however, long-term solutions have not be implemented;
--Table lamps have been installed for the study carrels;
--Doors stops have been made for instruction rooms;
--Electrical problems have been resolved in most areas;
--Oldest computers have been replaced and a rollover plan is being developed.

Recommendations for Improvement:
--Student seating capacity (and tables for studying) needs to be increased. Student computer chairs are breaking from the constant use and many need to be replaced.

--Sensitizer/Desensitizer. We currently have one functioning machine that is getting old and one backup machine that often doesn't work. This machine is critical to checking-out and discharging returned library materials. If our current functioning machine breaks down, it will be a disaster for the library. We need two replacement sensitizer/desensitizer machines.

Program's Strategic Direction

Over the next three to five years, library use will continue to increase. Information competency will continue as a focus of the library. Student learning outcomes will continue to be developed and assessed.

The library has received over $55,000 in grants written by an adjunct librarian over a two-year period. These grants were written to help the library offer new services, add new equipment, improve our instruction, and update our collections. Much of the grant money remains unspent due to lack of librarian and staff time. The four library classified positions and the two library faculty positions requested will help to retribute workloads and allow the library to meet its goals.

Some of the projects librarians would like to implement if our staffing issues are resolved:

--A complete redesign of the library website.

--Development of LibGuides for all library instruction sessions, for general subject areas (such as child development, art, and history), and special guides as requested by faculty. Library subject guides on hot topics are being converted into LibGuides as they are updated.

--Outreach to and partnering with faculty in other divisions.

--Increase the library's visibility and image on campus.

--Increase the number of classes and workshops offered. MLA workshops were taught by a librarian in the Writing Center in fall 2010, but no other library workshops were offered because librarians had no time to teach them. Library instruction sessions for classes have not been as heavily promoted for the same reason.

--Increase the number of information literacy (Camtasia-based) online modules.

--Increase library support to online classes and students. Develop materials for availability to online instructors through Blackboard.

--Develop and implement a plan to provide library services to campus satellite locations, especially to ENGL 101 classes which include a research component. Library instruction for these students should be provided either in person or by developing online materials that off-campus faculty can use.

--Modularize LIB 101.

--Update collection development policy.

--Conduct student satisfaction surveys and faculty surveys at regular intervals so that results of these assessments can be used to guide changes in the program.

--Develop and implement a plan to systematically research, acquire, and manage new technologies.

--Develop an equipment replacement plan.

--Identify grant sources and apply for grants to supplement the library's stagnant budget.

--Develop a plan to assess, organize, and preserve the College Archives. This will include identifying items for digitization and creation of metadata for those items. The college needs to develop a plan for document retention and for identifying items that should be placed in the archives.

Program's Staff Development

Staff need training in the Office Suite including, Excel and Word and training in the use of SnagIt or a similar program. Specialized training in SIRSI/Dynix and Banner.

Goal #1 Short term (1 year) Corresponds with Institutional Goal #8 Status: in progress
Description of Goal
Create an optimal learning environment for students by providing exceptional service, quality resources, and adequate seating in the library.

Evaluation of Goal
This will be evaluated by student satisfaction surveys and by analyzing statistics on library use.

Objective #1.1
The library will replace vacant librarian positions.

Goal #2  Long term (2-5 years)  Corresponds with Institutional Goal #8

Description of Goal
Provide excellent and innovative instruction in order to graduate information competent students.

Evaluation of Goal
Student learning outcomes will be assessed and improved.

Objective #2.1
Increase the number of library instruction sessions and workshops and include hands-on components in all

Resources Needed: Additional Personnel

**Position Classification: Full Time Faculty**

Required for How Long: Ongoing

Position Title: Full-time librarian

Basic Position/Job Description:
Librarian

Estimated Salary Excluding Benefits: $58,800.00

Supporting Rationale: What are your most compelling reasons for this request? Include recommendations and documentation from recent program review or program plans to support your rationale.

The library was approved for a sixth librarian position in 2007-08 but there are currently only four full-time librarians to serve the entire campus. Library usage has increased dramatically since the opening of the new library.

Objective #2.2
Revise, develop, and increase library credit course offerings.

Resources Needed: Additional Personnel

**Position Classification: Full Time Faculty**

Required for How Long: Ongoing

Position Title: Librarian

Basic Position/Job Description:
Librarian—the added full-time librarian will allow this objective to be carried-out.
Objective #2.3
Continue the development of online library resources and online interactive tutorials.

Resources Needed: Additional Personnel

Position Classification: Full Time Faculty

Required for How Long: Ongoing

Position Title: Librarian

Basic Position/Job Description:
Librarian

Estimated Salary Excluding Benefits: $78,000.00

Supporting Rationale: What are your most compelling reasons for this request? Include recommendations and documentation from recent program review or program plans to support your rationale.

Replacement position to allow us to provide minimum professional librarian services to Rio Hondo College students, faculty, and staff. Library usage has increased dramatically since the opening of the new library yet there are only 4 (out of 6 approved slots) librarians to serve the entire campus. Because of this shortage, full-time librarians are unable to teach LIB 101, library workshops have been eliminated this semester, class instruction sessions were down by 1/3 this semester, and selection and ordering of books and other materials have been severely delayed, all of which impact the quality of the resources available to students and the library’s ability to support the college’s goals for student success and retention.

Goal #3 Short term (1 year) Correlates with Institutional Goal # 9
Status: in progress

Description of Goal
Update equipment for student use and for materials.

Evaluation of Goal
Number of check-outs will be tracked.

Objective #3.1
Purchase two CD players, two DVD players with Blue-Ray, and two LCD TVs.

Resources Needed: Additional Budget

Requested Item: LCD TVs
Requested for How Long: 1 time
Requested Amount: $600.00
Description:

LCD TVs.

Supporting Rationale

The TVs that we currently have do not support the players. They are over five years old and the technology has changed considerably.

Requested Item: DVD players with Bla-Ray
Required for How Long: 1 time
Requested Amount: $600.00
Description:
Two DVD players with Blu-Ray.

Supporting Rationale
We have a collection of DVDs that instructors require students to view. The players that we currently have are antiquated and will not support newer DVDs.

Requested Item: CD players
Required for How Long: 1 time
Requested Amount: $200.00
Description:
Two Sony CD players.

Supporting Rationale
We have a fairly large collection of CDs that students use but the players we have are antiquated and have not been operational.

Objective #3.2
Replace microform reader with up-to-date technology.

Resources Needed: Additional Budget
Requested Item: Microform readers
Required for How Long: 1 time
Requested Amount: $6,000.00
Description:
This system includes a computer and monitor with microfilm reels. This system will allow users to download the files onto a flash. It has a high resolution capability so it may also be used to digitize the reels for future access.

Supporting Rationale
The microform readers that we have are very old and antiquated. The maintenance on them is quite high due to the obsolescence of the technology. The readers also have lost their copy function.

Resources Needed: Additional Technology

Technology Classification: Computer Hardware

Requested Amount: $6,000.00
Description:
Microfilm reader with computer.

Reason:
It will serve to give access to students who wish to use archival information stored on microfilm.

Location: Library
New or Replacement: Replace Existing
Services Required: Internet Access, College Network Access, Hardware Support

Objective #3.3
Replace desensitizer.

Resources Needed: Additional Budget
Requested Item: desensitizerr/resensitizer
Required for How Long: 1 time
Requested Amount: $10,000.00
Description:
Demco desensitizer/resensitizer P122-3515. We have to call for a quote but the last time we checked it was about $10,000.

Supporting Rationale
The desensitizer/resensitizer that we currently have is aging. We have another that has not functioned for over two years and there is no maintenance on it since it is so old. These Re/DE sensitizers last about 30 years.

**Goal #4**  Long term (2-5 years)  Corresponds with Institutional Goal # 5  

**Description of Goal**
Provide adequate seating and study tables for students in the library.

**Evaluation of Goal**
The number of users will be compared year to year.

**Objective #4.1**  
Purchase six round two-seater tables plus 16 chairs.

**Resources Needed: Additional Budget**
- **Requested Item:** six round two-seater tables with 14 chairs
- **Required for How Long:** 1 time
- **Requested Amount:** $6,000.00
- **Description:**
  Round tables and coordinating chairs from the same vendor would keep the ambience of the original decor while increasing much needed study space.

**Supporting Rationale**
The current tables that seat four usually have two students sitting at them which discourages other students from taking up the other two seats (many times backpacks and other belongings are placed on the chairs). By adding tables that allow only two people, this would move students who would like to study in pairs or by themselves to other seats thereby freeing up those tables that accommodate more students.

**Goal #5**  Long term (2-5 years)  Corresponds with Institutional Goal # 6  

**Description of Goal**
Implement digitization of archives.

**Evaluation of Goal**
Community users as well as college users will have increased access to archive materials. Number of uses will be tracked.

**Objective #5.1**  
Implement archive digitizing.

**Resources Needed: Additional Budget**
- **Requested Item:** High resolution scanner
- **Required for How Long:** 1 time
- **Requested Amount:** $3,000.00
- **Description:**
  Flatbed Photo Scanner Epson XL10000.

**Supporting Rationale**
This is a high resolution scanner that is necessary for the digitizing process of archives.

- **Requested Item:** Camera
- **Required for How Long:** 1 time
- **Requested Amount:** $800.00
Description:
Nikon D3000

Supporting Rationale
Some of the materials need to be photographed that cannot be scanned.

Requested Item: computer/monitor
Required for How Long: 1 time
Requested Amount: $1,200.00
Description:
Dell-college configuration

Supporting Rationale
A computer is necessary for the scanning process of materials.

Resources Needed: Additional Technology

Technology Classification: Computer Hardware

Requested Amount: $1,200.00
Description:
computer w/monitor

Reason:
For archiving library materials.

Location: Library
New or Replacement: Replace Existing
Services Required: Internet Access, College Network Access, Hardware Support
**Individuals Who Participated in Developing this Plan**

The following people acknowledge that they participated in the development of or reviewed this plan.

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<th>Role</th>
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