

Spring 2015

*The purpose of Program Planning and Assessment at Hartnell College is to obtain an honest and authentic view of a service/office/program and to assess its strengths, opportunities, needs, and connection to the mission and goals of the college. The process is based on the premise that each area reviews assessment data and uses these data to plan for improvement. The results of these annual cycles provide data for a periodic comprehensive review that shows evidence of improvement and outlines long-range goals.*

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Richard Dairokuno	Instructional Technology Technician
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Û For services/offices/non -instructional programs scheduled for annual review, please complete Sections II and III.

## I. COMPREHENSIVE REVIEW

Please complete this section for services/offices/non -instructional programs scheduled for comprehensive review in spring 2015. Go to Section II for services/offices/non -instructional programs scheduled for annual review in spring 2015.

### A. OVERALL SERVICE/OFFICE/PROGRAM EFFECTIVENESS

1. Describe your service/office/non -instructional program in terms of its overall effectiveness over the past several years .

Please consider the questions below in describing your area.

- " *What are your area's primary functions?*
- " *How are students/employees served by the service/office/program?*
- " *What are the unique aspects of the service/office/program?*
- " *How does the service/office/program relate to the needs of the community?*
- " *How does the service/office/program interface/collaborate with other areas on campus?*
- " *What is working well in service/program provision?*
- " *Have state and/or federal mandates/rules/certifications particular to the service/program been met?*
- " *What policies and/or practices, both institutionally and departmentally, have been implemented to improve functions over the past few years?*



### C. SERVICE /OFFICE /PROGRAM GOALS

1. List and describe service/office/program goals for the next comprehensive review cycle. Be sure to highlight innovative, unique, or other especially noteworthy aspects.

In considering your service's/office's/program's future goals, please review Hartnell's vision and mission statements.

#### VISION STATEMENT

*Hartnell College will be nationally recognized for the success of our students by developing leaders who will contribute to the social, cultural, and economic vitality of our region and the global community.*

#### MISSION STATEMENT

*Focusing on the needs of the Salinas Valley, Hartnell College provides educational opportunities for students to reach academic goals in an environment committed to student learning, achievement and success.*

*[List and describe service/office/program goals here]*



Total





Libraries	Weekly Hours	Friday Hours	Weekend Hours	Total
Monterey Peninsula College	8am-7pm	8am-12pm	CLOSED	48
Cabrillo College: Aptos	8am-8pm	9am-4pm	CLOSED	55 a
Hartnell College: Salinas	8am-9pm	8am-4pm	10am-2pm Saturday	64

~~Cabrillo College: 27276(a)1(v)5(i)-2 354.96 0.959 49.44 7 /CS0 cs 0 o.004 Tc -0.009 6e584159 0 Tdy/TT3 1 Tf 0 Tc 0 Tw 14.04 0 0 14.04~~





- c. **Shared governance committees and library consortia:** The Student Services Librarian serves on committees that contribute to student success and access. The person fulfilling these responsibilities and duties plays a key role in committee participation that result in the smooth functioning of the college, works to enhance the collegial atmosphere, ensures that the library's programs and activities are aligned with those of the college, and acts as a conduit for communication. Currently full-time librarians serve on the following committees: Curriculum, Technology, Outcomes & Assessment, Full-Time Faculty Hiring, Distance Education, Academic Senate and more. This is an enormous amount of committee work for two librarians to absorb. Other committees, subcommittees, panels, etc. have requested librarians to serve, but with limited time the librarians are not able to accommodate these requests. Librarians also participate to the extent they are able, on the Pacific Library Partnership/Monterey Bay Area Cooperative Library System, the Monterey Region Historic Collections Roundtable, and the statewide Council of Chief Librarians (for California Community Colleges). Regular attendance and participation with these groups allow librarians to network with other librarians/educators, learn from the experiences of colleagues, share expertise and knowledge, and these groups offer low cost or free professional development opportunities.
- d. **Work with Circulation and Computer & Media Services Staff:** The Student Services Librarian meets regularly with the classified employees of the Circulation and Computer & Media Services areas to address issues and maintain communication between Reference Services and the other public service areas.
- e. **Create and revise policies and procedures relating to public services:** The Student Services Librarian works with the Dean, the Lead Librarian, and other library staff to create, amend, and carry out policies that relate to students and faculty.



		requesting in the PPA additional assistance/hours to minimize impacts.
Performs original and copy cataloging and classification of library materials in a variety of formats adhering to the current standards in the field.	Items needing original cataloging are set aside and dealt with when more time is available. Same as above.	Same as above.
Resolves complex cataloging problems and advises staff on problems and issues.	Complex cataloging issues do not arise on a daily basis. They are either resolved immediately, or they are set aside to resolve when more time is available.	Same as above.
Directs acquisitions activities.	This activity can be done during quiet times at Reference, so it is being managed.	Only minimally impacted.
Evaluates and directs operations of acquisitions to ensure quality control and fiscal accountability.	Works with the library technician for acquisitions to see that this is accomplished.	Only minimally impacted.
Performs work related to archives and special collections organization and maintenance.	Very little time is available to work with archives	

## B. SERVICE/PROGRAM MODALITY

1. Describe the different physical locations (campuses, sites, etc.) at which, the various delivery vehicles





### C. OUTCOMES

#### SERVICE AREA OUTCOMES

Each service unit/office/non-instructional program develops its own Service Area Outcomes (SAOs). The outcomes should be directly related to the work of the service unit/office/non-instructional program, challenging but attainable, and measurable. SAOs should articulate what specifically is to be achieved; their measurement should assess how well the service unit/office/non-instructional program is performing.

1. Please complete the following tables.

List Service Area Outcome(s) scheduled for assessment as previously specified	What changes have occurred in the service/office/ program as a result of dialogue?	Was a Service Area Outcome Assessment Summary completed (if expected)?
Library Reference Services: Students, faculty, and community members will enhance their research and information literacy skills through one-on-one consultations with reference librarians.	97% of those participating in the assessment reported they were "very satisfied" with the service and 89% reported that they learned about new resources, ways to search, etc. Librarians think we may have "closed the loop" on this SAO and will focus future assessments on a different aspect of reference service.	Yes

Voyager Consortium MOC: Through this 13(i)-3(f).c

	adjunct hours to work off evaluating the collection on a regular basis.	
Circulation/Reserves: Math & Science Academy Reserve : Main Campus Library will provide exclusive access to the Academy students for the purpose of acquiring necessary reserve materials prior to the semester.	Plans have been made to implement the following changes: Flyers stating library hours will be given to Academy staff to be distributed to the students. Also planned, is to work personally with Academy staff for preparation of presenting a brief orientation of library services.	In progress
Computer and Media Services:	Richard Dairokuno created guides based on needs identified in the statistical analysis	Yes

List Service Area Outcome(s) scheduled for assessment in AY 15-16"	How will the Outcome(s) be assessed?
King City Education Center, Alisal Campus Library Services, Main Campus Library General Assessment: The King City Center, the Alisal Campus and the Main Campus Library will provide adequate access to library and learning support services to students. (FA 15)	Surveys
Library subscription databases or Computer and Media Services or other (SP 16)	
Voyager Consortium MOC (SP 16)	Interviews, questionnaires
Circulation Reserve Math & Science Academy Reserve: 50% of the Academies students will be aware of the exclusive access to reserve materials 1 week prior to the beginning of each semester. (SP16)	Statistical analysis
Computer & Media Services: Main Campus Library will provide access to and assistance with use of current, and up to date technology and media services. (SP16)	Surveys, and or statistical analysis

2. Describe how service area outcomes were specifically addressed by the service/office/program during the past year.

*Was there review and analysis of the data? How did the staff engage in discussion? Were any interventions conducted? Are there any plans to make changes/improvements in the service/office/program?*

Librarians, library staff, and the Dean have discussed in meetings the collection evaluation process and how regular deselection can be integrated into the workflow of the library. Several proposals have been developed and discussions are continuing among the adjunct librarians. The Dean is going before the Board of Trustees to get formal approval of discarding of materials per Education Code 81452. Having a means to dispose of materials is essential for the library functions. Better World Books which is used by a majority of California Community Colleges to take away unwanted materials has also been contacted and is ready to assist.

Discussion about the library's next integrated library system (ILS) has also been occurring in meetings. Library staff are attending demonstrations and webinars about systems and becoming more familiar with the options that are available.

3. Describe assessment activities that need to be strengthened or improved. What are the challenges to achieving these improvements?

Assessment of Technical Services (at the recommendation of the visiting Accreditation team) needs to be strengthened. The retirement of the library's long time cataloger/library specialist resulted in a six month vacancy of the position. The already extremely short staffed Technical Service department was unable to absorb the work that highly experienced and well-trained library specialist accomplished. In this PPA the library is requesting additional Technical Services hours to alleviate the situation so that the library can address this situation.

1. (PPA 2014) LibGuides	Usage is meeting specified targets	Other demands (collection evaluation/weeding) on librarians' time limit creation of new guides	Yes, ongoing activity	Yes, ongoing activity
2. Reference email	Usage is increasing	Encouraging use by students	Yes, ongoing activity	Yes, ongoing activity
3. Cataloging & processing of semester loan textbooks to Academy students prior to start of the term.	Usage has decreased from previous semesters.	With the recent retirement of the Math instructor who ran the math academy, we are now taxed with initiating this process ourselves.	Yes, ongoing activity	Yes, ongoing activity
4. Re-design of the library Web page & transition to Drupal	Library pages were re-designed and transitioned		Page updates and maintenance are ongoing	Page updates and maintenance are ongoing

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of the work can be  
accomplished by the  
existing librarians.

### III. ANNUAL ACTION PLAN

This section must be completed for ALL services/offices/non -instructional programs, whether scheduled for annual or comprehensive review in spring 2015.

#### A. NEW ACTIVITIES

This subsection addresses new activities for, and continuing new activities into, AY 2016 -17. An activity can address many different aspects of your service/office/program, and ultimately is undertaken to improve, enhance, and or keep your service/office/program current. A new activity may or may not require additional resources. The first activity listed should be the most important; the second activity listed the second most important, etc. Activities can include but are not limited to:

- a. NEW CURRICULUM
- b. FURTHER DEVELOPMENT OF THE PROGRAM OR SERVICE
- c.

1. List information concerning new projects or activities planned. The first activity listed should be the most important; the second activity listed the second most important, etc. Please keep in mind that resources needed, if funded, would not be approved until spring 2016 and provided until FY 2016-17. Ongoing activities involving resources that will no longer be available from grant funds starting FY 2016-17 must be planned for appropriately.

Activity	Strategic Plan Goal(s) No. & Letter (e.g., 5A)*	Related SAOs, SLOs, PLOs, or goals	Desired
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\*\*\* Please complete items 2a -e immediately below for EACH new activity.  
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2. This item is used to describe how the new activity, or continuing new activity, will support the service/office/program.

Consider:

- " Faculty
- " Other staffing
- " Facilities
- " Equipment (non-expendable, greater than \$5,000), supplies (expendable, valued at less than \$5,000),
- " Software
- " Hardware
- " Outside services
- " Training
- " Travel
- " Library materials
- " Science laboratory materials

- a) Describe the new activity or follow -on activity that this resource will support.  
*[Begin response here]*

- b) Describe how this activity supports all of the following that apply:
  - 1) Service Area Outcome (list applicable service area outcome)
  - 2)



d) What measurable outcomes are expected from this activity? List indicators of success.

*[Begin response here]*

e) What are the barriers to achieving success in this activity?

*[Begin response here]*

## B. RESOURCE REQUESTS

**If new/additional resources are needed for your service/office/program, it is important that you identify them and project their cost,**

3. Necessary	Increase Instructional Technology Technician (Media) position from 28-hour per week to a 40hour per week, 11 month per year position. (C)								\$30,000.00
4. Necessary	Increase Instructional Technology Technician (Media) 40hour per week, 11 months position to a 40hour per week, 12 month per year position (C)								\$4,000.00
5. 6	Adjunct Outreach Librarian-20 hours per week. Librarian will work at the Alisal and KC campuses. (F)								\$40,000.00
6.	Increased hours for adjunct librarians-a. collection evaluation; b.								\$20,000.00

coverage for

Necessary					ALA Annual Conference, Internet Librarian Conference, Electronic Resources & Libraries (ER&L) Conference				\$4,500.00
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Necessary

								<p>taken over by Tutorial Services. The existing quiet study area is not that quiet with steady traffic, noisy people walking by who seem insensitive to students studying, and toilets flushing constantly.</p>	
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\* Personnel: Include a C or F after the amount to indicate Classified Staff or Faculty.

\*\* S for Supplies, E for Equipment.

\*\*\* H for Hardware, S for Software.



**Goal 4C:** Hartnell College will maintain a current, user-friendly technological infrastructure that serves the needs of students and employees.

**Goal 4D:** Hartnell College is committed to maximizing the use and value of capital assets, managing financial resources, minimizing costs, and engaging in fiscally sound planning for future maintenance, space, and technology needs.

### **Priority 5: Innovation and Relevance for Programs and Services**

**Goal 5A:** Hartnell College will provide programs and services that are relevant to the real-world needs of its diverse student population, while also developing and employing a culture of innovation that will lead to improved institutional effectiveness and student learning.

### **Priority 6: Partnership with Industry, Business Agencies and Education**

**Goal 6A:** Hartnell College is committed to strengthening and furthering its current partnerships, in order to secure lasting, mutually beneficial relationships between the college and the community that the college serves.