

1. Assessment Plan - Four Column



PIE - Library & Learning Resources: Library Service Unit

Narrative Reporting Year

2017-18

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Program Planning Dialog: The Library uses classified staff meetings for planning the Library Service PIE. In addition to meeting time staff were provided with an online survey as a way contributing ideas/suggests/feedback to the Library Service PIE.

External Conditions, Trends, or Impacts: LIBRARY SERVICES PLATFORM (LSP): STATEWIDE BUY

The Council of Chief Librarians California Community Colleges initiated a state-funded project to obtain a single cloud-based library services platform (LSP) to replace the various integrated library systems (ILS) used throughout the state by community college libraries. The CCC Technology Center posted a Notice of Intent to Award related to the LSP identifying the proposal submitted by the Ex Libris Group as the one most advantageous to the project. The Alma/Primp LSP is included in that proposal. Contract negotiations are pending. While each college has the option of not using the state-funded system, it is likely the Mt. SAC Library will take advantage of the cost savings offered by a statewide buy. Should the decision be made to adopt the new system the librarians will need to plan, implement, and troubleshoot a system migration within the next two years (LSP Pilot College Application, Council of Chief Librarians California Community Colleges, January 22, 2018 and Library Services Platform Notice of Intent to Award, Council of Chief Librarians website).

AB 705 and MULTIPLE MEASURES

The shift in assessment and placement practices for the community colleges placing more students in college-level courses and decreasing the number of students placed in remedial prerequisite courses will impact the library. In particular, there will be an increase in students placed in college-level English, which in turn will increase their need for library use and assistance.

DUAL ENROLLMENT

Legislation aimed to create dual enrollment, concurrent enrollment, and change status of special-admit students. Goals of dual enrollment is to provide opportunities for eligible K-12 students to benefit from advanced scholastic or vocational work and develop seamless pathways from high school to community college for CTE education or transfer preparation, improve high school graduation rates, or help high school students achieve college and career readiness (Dual Enrollment Overview for CCIA Spring Conference, May 4, 2017).

PROPOSED FUNDING FORMULA

A proposed funding formula would include three factors. FTEs would be 50% of the overall funding, 25% would be based on the number of low income students, and the remaining 25% would be allocated based on student success (President's Cabinet Action Notes, March 6 and Governor's Budget Summary, 2018-19).

DATABASES

Database cost increase of 5% for the 2018-19 (Council of Chief Librarian's Annual meeting, March 2018).

EMERGENCY PREPAREDNESS INCLUDING ACTIVE SHOOTER TRAINING

Emergency planning and preparedness is a state-wide responsibility. The Chancellor's Office has the responsibility to assist college districts develop emergency preparedness plans including an active shooter response plan (Chancellor's Office Memorandum. Subject: AB 767 (Santiago) - Emergency Preparedness Plan, March 13, 2017)

ZERO TEXTBOOK COST (ZTC) AND OPEN EDUCATIONAL RESOURCES (OER)

The ZTC Program is to develop, implement, and sustain the greatest number of ZTC Program pathways that benefit a multitude of students. ZTC goals continue (Zero Textbook Cost Program: Phase 2 RFA Technical Assistance Webinar by Stephanie Ricks-Albert, June 22, 2017).

FUTURE BOND MEASURES

Pending facilities bond includes funding for library design to resolve the severe space limitations of the current library building (President's Cabinet Action Notes, March 13, 2018).

Internal Conditions, Trends, or Impacts : SEVERE SPACE SHORTAGE

Student input places the need for space to study as a number one priority. They identify a wide-range of study options including quiet study, group study, private study, study space that doesn't always require sharing a table with three other students, space to talk about projects, and space for activities requiring a larger space than a group study room. While the design for a new library in on the proposed bond, the need for additional space is immediate and cannot wait until a new building is completed.

DUAL ENROLLMENT

Serving dual-enrollment students by providing access to librarians, library resources, and library services may tax limited and insufficient resources such as study space, computers, and reference services and will need adequate funding to accommodate the additional demands of the program (Dual Enrollment, Board Study Session, January 21, 2017).

MIGRATION TO NEW LIBRARY SERVICES PLATFORM

The selection of a state-funded library service platform requires discussion and a decision to either migrate or stay with our current system. The scope of this level of migration would take approximately one-year as it would involve learning and managing a new system, completing the data migration, changing workflows, testing processes, and resolving data and workflow problems

SUNDAY HOURS

Sunday hours continue with consistently strong enrollment numbers. Sunday hours were expanded to the 2018 Winter intersession.

REFERENCE DESK MODIFICATION AND AMERICAN DISABILITY ACT (ADA) COMPLIANCE

The reference desk configuration does not meet ADA requirements and creates problems serving students with disabilities. The library reference counter is not wheelchair accessible. The librarian has to stand up and look over the counter in order to see a student in a wheelchair. A student in a wheelchair cannot comfortably see the reference computer screen and cannot use the keyboard as it is too high. Additionally, when librarians must lean over the desk and counter to reach the scheduling computer and view student devices and papers. The excessively large reference desk with a large, obstructive counter creates a barrier to students seeking library assistance (Counselor Focus Group finding, 2017). And finally, the reference area behind the desk is a large space with limited purpose and function. The space should be configured for student use, improved perception, ADA compliance, and improved reference delivery.

COLLEGE ENROLLMENT INCREASE BY 1.4%

Increased enrollment requires additional resources to serve the additional students.

EDUCATION AND FACILITIES MASTER PLAN RECOMMENDATIONS

The Plan is in the final stages of completion. Library needs are projected to grow faster than Mt. SAC's College-wide growth rate and is not large enough for current needs (Chapter 10: Facilities Recommendations from 2018 draft of the Educational and Facilities Master Plan).

SUSTAINABILITY

Sustainability is not only one of the Library's unit goals, but also a College goal and commitment.

CAMPUS CLIMATE COMMITMENT

Climate Action Plan in 2018 may affect library work processes and building practices.

QUIET STUDY AREA

The need for a quiet study area continues to be identified by students.

INCREASE IN STUDENT PRINTING NEEDS

Students need access to printers to print assignments, articles, and instructional materials. The demand is so great in the library that students form two lines that weave between the tables where students are studying. At peak times, both lines are 10 to 15 students long. While the students are polite, it is unacceptable that students are expected to study in-between two lines of students waiting to print. It is noisy, disruptive, and impossible for students to focus on their studies. Expecting students to wait in lines to print also takes time away from their study time. Re-configuring the printing area would consolidate resources so it is clear to students where to print and receive assistance. Currently print resources are placed where there is space instead of where they would be most helpful. Additionally, students in wheelchairs cannot reach the printers to retrieve their print jobs.

TECHNICAL SERVICES WORKFLOW

The improvement of the technical services workflow needs to continue. Bottlenecks causing the processing of new materials to take longer need to be solved.

DAMAGED FLOORING

The flooring in acquisitions and technical services is coming apart in certain locations. Some tiles are no longer attached and are being kept in place with duct tape.

SPACE and SHELVING LIMITATION in CIRCULATION AND RESERVES AREA

The circulation and reserves area needs to be reconfigured to accommodate the added textbooks that have been purchased with Student Equity funding.

EXTERIOR OF THE LIBRARY

The exterior of the library and the main portion of the library has not been painted since 1999. With a delay in a new library building, it is reasonable to maintain existing facilities to extend the life of the building.

LIBRARY LIGHT ISSUE

The main library lights can no longer be programmed to turn off so the overhead lights remain on when the library is closed. The additional cost associate with never turning off the overhead lights is a concern. The problem should be identified and repaired to eliminate the inability to turn off the building lights and address the increased cost of leaving the lights on for 24 hours.

SHELVING SPACE LIMITATIONS

Due to lack of space the library shelves are filled to capacity. This creates a problem as new books cannot be added to the collection without the weeding of less used books.

Critical Decisions Made by Unit: ACCESS AND SOUTH DOORS

It was decided to open the Library's south doors to allow students to enter and exist. This will improve access to Learning Assistance resources, Library Annex seating, and encourage students to move freely throughout the building.

WINTER INTERSESSION HOURS

Extended Monday through Thursday hours from 7:30 to 9:30 during the Winter 2018 intersession and added Sunday hours from 1:00 to 9:30 for a total of 88.5 additional open hours.

SUMMER INTERSESSION HOURS

Extended Monday through Thursday hours from 7:30 to 9:30 during the Summer 2018 intersession which added an additional 8 hours of service for a total of 56 hours of operation.

EXHIBIT SPACE

Library exhibit space will be opened up for use by other campus units to promote campus engagement and student learning.

MAXIMIZE LIMITED LIBRARY SPACE

Existing use of library space will be examined to identify ways space can be maximized for student use.

CREATE SILENT STUDY SPACE

Students repeatedly express a need for silent study space. It was decided to re-purpose 6-222 as a silent study space.

INCREASE ACCESS TO MODERN LIBRARY TECHNOLOGY

The Library has not integrated many of the more modern technologies found in today's libraries. The Library will increase access to more self serve technologies such as self-check out stations and book scanner.

Notable Achievements for Theme A: To Advance Academic Excellence and Student Achievement: Reorganized Reserves Collection

The Reserves collection was reorganized to accommodate the nearly \$50,000 worth of textbooks process and purchased with Student Equity funds.

Innovative Library Design Workshop

Organized and hosted a workshop on innovation in Library design for community colleges on October 24, 2017. Mr. Will Baty spoke on trends and innovations in community colleges libraries as well as strategies for maximizing existing library space. The event was attended by staff from other units on campus such as facilities and tutorial services.

Notable Achievements for Theme B: To Support Student Access and Success: New Furniture Selected & Purchased

Various types of new seating was selected for the Library. This will provide students with options for seating so they can use the type that best meets their needs to support their studying.

Circulation statistics

Demand for physical items remained constant. The Library circulated 70,571 physical items during 2017, which is a -1% change in circulation compared to 2016 when 71,347 physical items circulated.

Extended Hours

Increased library hours during finals week for extended study for a total of 12.5 additional hours. Associated Student funding provided snacks and basic supplies, such as blue books and scantrons to support students success on final exams.

Tutoring in the Library

Partnered with Tutorial Services to provide tutoring in math and writing during the days of extended hours in the Library. Students were given an additional opportunity to take advantage of last minute tutoring in an alternative location.

Notable Achievements for Theme C: Secure Human, Technological, & Financial Resources: Sunday Hours

Secured resources to continued Sunday library hours for 2017-18 with an overall high average of 147 students in the building at 5:00 and an average of 52 students in the building at 1:30. The highest number of students in the library was 354 at 5:00 on June 11, the Sunday preceding finals week. On that Sunday over 250 students were in the library for 8 hours with over 300 students in the library for 3 of those hours. At 9:00 PM there were 221 students in the library studying.

Public Announcement System

The Library PA system will be extended into the staff area of the Library. The new system automatically makes clear and professional announcements leading up to closing time which facilitates clearing the Library. The system also allows for emergency announcements to be made to the entire Library which improves safety for students and staff.

Charging Station

A mobile device charging stations was purchased to be installed in the Library annex area. This will allow students to keep their devices charged and allow them to access online library and other educational resources.

Notable Achievements for Theme D: To Foster an Atmosphere of Cooperation and Collaboration: SCREENING AND SELECTION COMMITTEES

Library staff served on screening and selection committee for another academic department.

Contributors to the Report: Cesar Barragan

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<i>Unit Goals</i>	<i>Resources Needed</i>	<i>Where We Make an Impact: Closing the Loop on Goals and Plans</i>
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Facilities and Technology - Provide a comfortable, adaptable, and safe learning environment that is large enough to support the diverse educational and technological needs for the entire Mt. SAC community and

In Progress - Support Additional full-time painter
Lead: Associate Dean of Library and Learning Resources
Type of Request: Human Resources

Reporting Year: 2017-18
% Completed: 25
Library had some small painting projects completed. The Library is in need of larger painting projects but the limited availability of painters requires a long wait for services to be

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>Where We Make an Impact: Closing the Loop on Goals and Plans</i>
<p>Library staff. Status: Active Goal Year(s): 2016-17, 2017-18, 2018-19 Date Goal Entered (Optional): 05/25/2017</p>	<p>Planning Unit Priority: Low What would success look like and how would you measure it?: Addition of at least one additional painter to address the painting needs throughout the campus. In Progress - Support additional full-time custodial support Lead: Associate Dean of Library and Learning Resources Planning Unit Priority: Medium What would success look like and how would you measure it?: Addition of custodians to maintain a clean and welcoming learning environment for a two-floor building that serves, on one floor only, over a half million visits each year and is open 7-days a week for extended hours. Daily vacuuming of carpet. Weekly or monthly dusting.</p>	<p>provided. (06/01/2018)</p> <p>Reporting Year: 2017-18 % Completed: 25 The Library needs ongoing shelf and carpet cleaning which the current custodial staff is unable to provide regularly due to staff limitations. (06/01/2018)</p>
	<p>No Funding Requested - Create children's collection reading alcove Describe Plans & Activities Supported: Create a space showcasing the Library's children's collection. The space would consist of furniture that provides a more relaxed setting to encourage reading and use of the collection. It would also serve as space friendly for students to use with their children in an effort to encourage early reading and learning. Lead: Romelia Salinas, Chisa Uyeki, Laura Yin, Suzanne Maguire Type of Request: Facilities , Non-Instructional Supplies</p>	<p>Reporting Year: 2017-18 % Completed: 50 The children's collection was moved to a new location apart from the main shelves to create a separate space. The books were relabeled with brighter labels and organized on the shelf in a manner to showcase the books. A sofa, a coffee and some ottomans were purchased to be place in that area. Area still needs to have more appropriate signage and decorations to be purchased. (05/18/2018) Related Documents: children's outtaman.pdf children's sofa.pdf children's table.pdf Children.docx</p>

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Where We Make an Impact: Closing the Loop on Goals and Plans

Planning Unit Priority: Medium

What would success look like and

how would you measure it?: Moved children's collection and reading area to vacated reserve collection space in northeast corner of the library with child-appropriate shelving and furniture Completed area for children's books to be located in a dedicated area away from heavily used walkways and eliminates the need for children to sit on the floor in the path of students coming and going Improved facilities for the children's collection, which supports students in the Child Development program and Teacher Preparation Institute (TPI) as well as provides reading resources for faculty, staff, and student families Improved children's reading area that highlights a collection of award-winning titles such as the Caldecott Medal, Newbery Medal, Pura Belpre Medal, and Coretta Scott King Award Enhanced children's reading environment that facilitates and supports the interactive nature reading

Completed modifications include:

- Patched and painted walls with cheery, attractive paint
- Added child-friendly signage and seating
- Added appropriately sized books cases for children on three walls

New printing space

Describe Plans & Activities

Reporting Year: 2017-18

% Completed: 0

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>Where We Make an Impact: Closing the Loop on Goals and Plans</i>
	<p>Supported: Investigate possible new locations and configurations for library printing services.</p> <p>Lead: Associate Dean, Library and Learning Resources</p> <p>Type of Request: Facilities , IT Support</p> <p>Planning Unit Priority: High</p> <p>What would success look like and how would you measure it?: Students will have easy access to printing stations without disrupting other students.</p> <p>In Progress - Research quiet study room furniture</p> <p>Lead: Associate Dean of Library and Learning Resources</p> <p>Type of Request: Library</p> <p>Planning Unit Priority: Low</p> <p>What would success look like and how would you measure it?: Appropriate seating would be selected for students who need individualized quiet study space.</p>	<p>Printing problem will be addressed in the process of re-configuring the reference area. Library is working with Facilities to determine networking and power needs and capabilities in various locations in the building. (07/13/2017)</p> <p>Reporting Year: 2017-18 % Completed: 75</p> <p>Research was conducted on what type of furniture was best suited for a quiet study area (attached report). Recommendations and additional resource webpages will be consulted to inform future furniture purchases and configurations. (05/21/2018)</p> <p>Related Documents: quiet study.report.docx</p>
	<p>In Progress - Reconfigure information desk to create a student-friendly reference and research area conducive to instructional interactions that increase student success and equity and is ADA compliant</p> <p>Describe Plans & Activities</p> <p>Supported: space design support, furniture, IT and construction support to remove and relocate network/power lines.</p> <p>Lead: Associate Dean of Library and Learning Resources</p> <p>One-Time Funding Requested (if applicable): 75000</p>	<p>Reporting Year: 2017-18 % Completed: 0</p> <p>Funding was not secured. Conversations with staff in Facilities have taken place and an initial design was produced. However, the design needed some refinement to meet the needs for the librarians to better service all students. Work on the design will continue to be refined and furniture will be selected during the 2018-19 year. (05/29/2018)</p>

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>Where We Make an Impact: Closing the Loop on Goals and Plans</i>
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Planning Unit Priority: High
What would success look like and how would you measure it?: All students, including those in wheelchairs, will have a more approachable and accommodating experience in seeking assistance at the information desk.

Create a Library Space Plan
Lead: Associate Dean, Library & Learning Resources

Planning Unit Priority: High
What would success look like and how would you measure it?: An increase in the number and options of seats for students. Comfortable and welcoming atmosphere would be created free of clutter and unpleasant sights.

Documentation Attached?: No

In Progress - Identify and repair lighting systems so lights can be turned off in the library.

Lead: Associate Dean, Library & Learning Resources

Planning Unit Priority: Low

In Progress - Install communication system in staff area

Lead: Associate Dean

One-Time Funding Requested (if applicable): 3000

Type of Request: Human Resources

Planning Unit Priority: High

What would success look like and how would you measure it?: A public announcement system will be installed that allows for staff and faculty to be kept informed of emergencies in the Library.

Reporting Year: 2017-18

% Completed: 25

A new Library workgroup, named "Reinventing the Library," was formed to work with campus facilities and campus designers to create a space plan to maximize the use of the current space in the library. A design for adding new seating options was created and furniture was purchased based on the work of the workgroup. The group will continue to meet to address other areas where space to be maximized during the next year. (06/01/2018)

Related Documents:

[Reinventing the Library Workgroup.docx](#)

Reporting Year: 2017-18

% Completed: 25

Work orders have been placed to test the lighting system to determine the problem. (06/05/2018)

Reporting Year: 2017-18

% Completed: 50

A quote for \$8,600 was received and processed to extend the Library PA system into the work areas in the back of the Library and the Division office. The installation will take place prior to the summer of 2018. (04/19/2018)

Unit Goals	Resources Needed	Where We Make an Impact: Closing the Loop on Goals and Plans
	<p>In Progress - New Seating Zones Lead: Associate Dean One-Time Funding Requested (if applicable): 75000 Type of Request: Furniture, Library Planning Unit Priority: High What would success look like and how would you measure it?: Students will be encouraged to stay longer in the library since they will be provided with a much more comfortable studying environment. Related Documents: ugly chairs.docx Library Furniture Mock up analysis.docx</p>	<p>Reporting Year: 2017-18 % Completed: 100 Based on student survey feedback various types of soft seating were selected and purchased. The new furniture will be installed in June 2018. (05/29/2018) Related Documents: Bathroom wall.pdf soft seating.pdf todo chairs.pdf</p>
	<p>In Progress - Paint exterior and remaining interior of library. Lead: Associate Dean, Library & Learning Resources Planning Unit Priority: Medium What would success look like and how would you measure it?: The Library building will look attractive and clean.</p>	<p>Reporting Year: 2017-18 % Completed: 25 Some old signage in the library was removed and the walls were repainted. Painting the front entrance and other areas inside the library will continue. (05/29/2018)</p>
	<p>In Progress - New Benching seating Lead: Associate Dean One-Time Funding Requested (if applicable): 50000 Type of Request: Furniture, Library Planning Unit Priority: High What would success look like and how would you measure it?: New benching seating would be purchased and installed. Related Documents: Library Benching Seating.docx</p>	<p>Reporting Year: 2017-18 % Completed: 100 Benching system was selected and purchased. It is scheduled for installation in June of 2018. The new seating will provide students with hooks to hang their backpacks, access to power and usb ports, and desk lights for improved lighting. (05/29/2018) Related Documents: benching chairs.pdf AOSeriesStrideBenchingProdIGDownloadLarge_StrideBenching_Gallery_Image3_ResLarge.jpg</p>
	<p>Full Funding Requested - Overhead Book Scanner</p>	

Describe Plans & Activities

Supported: The overhead scanner will better meet the needs of students and will help to protect the condition of the Library books. The overhead camera eliminates the need to turn the book upside down and press it flat to make a quality copy. Users can see the pages that are being scanned so it takes the “guessing” about whether the page is lined up correctly on the plate of the photocopier. Since no pressing is required the spine of the book is not weakened nor broken extending the life of the book. Furthermore, students will not have to pay for photocopies which will provide more equitable access to all our students.

Lead: Associate Dean

One-Time Funding Requested (if applicable): 15000

Type of Request: Instructional Equipment

Planning Unit Priority: Medium

What would success look like and how would you measure it?: An option for students who can not afford to pay for photocopies or prefer digital files over paper will be provided in the Library

Related Documents:

[Zeuschel-zeta-Book-Copy-and-Scan-System.pdf](#)

Full Funding Requested - 50 Chairs for Student Computer Workstations

Describe Plans & Activities

Supported: The chairs at the student computer workstations are used daily and are now worn, dirty, and

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tearing. Students frequently make comments to staff regarding the condition of the chairs. Some of the chairs have been removed due to the poor condition leaving workstations to use chairs not made for computer use. Considering that the Library is open 7 days a week and heavily used providing students with safe, comfortable chairs at the computer stations is important.

Lead: Associate Dean, LLR

One-Time Funding Requested (if applicable): 8750

Type of Request: Instructional Equipment

Planning Unit Priority: Medium

What would success look like and how would you measure it?:

Students will be provided with safe, clean and functioning computer chairs. By providing better seating for students they will be encouraged to stay longer at the workstations and spend more time writing their papers or doing research.

Documentation Attached?: Yes

Full Funding Requested - Opening of Southside Library Doors

Describe Plans & Activities

Supported: The doors on the southside of the Library have been closed up to now. In an effort facilitate access to the library and to the Learning Assistance Center the doors will be opened. This will provide access to the restrooms located on the southside (doubling the number of restroom stalls) and to the library annex area. Access to

Unit Goals

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Where We Make an Impact: Closing the Loop on Goals and Plans

the annex area will maximize the use of the seating space which is much needed by library users. Since the doors are fire doors they need to be connected to the fire alarm system and signage in the building needs to be updated. A recarpeting of the floor area coming into the Library also needs to be done.

Lead: Romelia Salinas

One-Time Funding Requested (if applicable): 10000

Type of Request: Facilities

Planning Unit Priority: High

What would success look like and how would you measure it?:

Students will be able to access the library from both sides of the building. It will be easier for students to move from the Library to the Learning Assistance Center on the first floor.

Full Funding Requested - Re-purpose Room 6-222 as Silent Study area

Describe Plans & Activities

Supported: Students have been asking for a silent study area in the library for years. Currently, the library does not have a space to designate as a silent area due to physical configurations of the building. Since 6-222 is connected to the library it provides an opportunity for students to be provided with a silent study area. In order to maintain security of the library collection while allowing for emergency exist access the door leading outside the library space

Unit Goals

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needs to be alarmed. The door connecting the the Library needs to have a window installed for safety reasons.

Lead: Romelia Salinas

One-Time Funding Requested (if applicable): 5000

Type of Request: Facilities

Planning Unit Priority: High

What would success look like and how would you measure it?:

Students would be provided with a silent study area.

Full Funding Requested - Enhance services in Library Annex

Describe Plans & Activities

Supported: The opening of the doors on the southside of the Library will increase access and use of the library annex sitting area. In order to maximize the use of that space we would would like to add services such as printing, photocopying and a charging station which requires power and network to be installed. In addition to adding these services staff will be assigned to provide support in that area. Other planned improvements for that area would be to paint some of the walls and improve signage.

Lead: Romelia Salinas

One-Time Funding Requested (if applicable): 30000

Type of Request: Facilities

Planning Unit Priority: Medium

What would success look like and how would you measure it?:

Students will be able to have access to some of the services provided

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>Where We Make an Impact: Closing the Loop on Goals and Plans</i>
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within the main library space.
Full Funding Requested -
 Workstation chairs for circulation staff
Describe Plans & Activities
Supported: Six staff chairs in the circulation department are in need of replacement. Some of the chairs are broken, torn, or very old. These chairs pose ergonomic risk factors for staff and are not comfortable.
Lead: Romelia Salinas
One-Time Funding Requested (if applicable): 5600
Type of Request: Non-Instructional Equipment
Planning Unit Priority: Medium
What would success look like and how would you measure it?: Staff would have safe and comfortable workstation chairs.
Documentation Attached?: Yes

Staffing & Development - Support student success and ensure access by providing appropriate levels of staffing and continuous professional development of classified staff.
Status: Active
Goal Year(s): 2016-17
Date Goal Entered (Optional): 06/08/2017

In Progress - Implement a professional development program for Library staff
Describe Plans & Activities
Supported: Creating a process for staff to provide direction on what training they feel they need. Coordinate the trainings most in demand.
Lead: Associate Dean, Wendy Shen
Type of Request: Professional Development
Planning Unit Priority: Medium
What would success look like and how would you measure it?: Staff will participate in workshops that will provide them with new skills and/or

Reporting Year: 2017-18
% Completed: 25
 An online survey was prepared and administered in May of 2018 in order to allow staff to provide input on what areas they were interested in receiving additional training. The survey was sent to all classified library staff. The results were compiled and training sessions will be scheduled to meet the needs for the staff. (06/05/2018)
Related Documents:
[Classified Staff POD Survey.pdf](#)
[Staff Professional Development Survey Results.docx](#)

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information to keep current in the field.

Full Funding Requested - 12 month, part-time Library Technician position

Describe Plans & Activities

Supported: Hire a 12 month, part-time (47.50%) Library Technician to support the hours of operation that have been added over the course of the last few years. In addition, with the extending of services into the Library Annex and the Silent Study room staff will have be moving around the Library more that before requiring more overlap in scheduling during high use times of the day. Currently, short term hourly employees are hired to support some of the added hours and comp or extra pay is given to full-time staff when needed to meet the hours of operation.

Lead: Romelia Salinas

On-Going Funding Requested (if applicable): 26113

Type of Request: Staffing

Planning Unit Priority: Medium

What would success look like and how would you measure it?: Hours of operation will be staffed without having to hire short-term hourly or pay comp time to full-time staff.

Related Documents:

[2018-19_EZSalaryProjection.librarytech.xls](#)

LMS Migration Training and Support

Describe Plans & Activities

Supported: Workgroup to lead the migration to the new LMS needs to be formed and plan needs to be set.

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>Where We Make an Impact: Closing the Loop on Goals and Plans</i>
	<p>Consultation with other libraries will be scheduled to inform the process. Funding will support costs associated with travel or refreshments.</p> <p>Lead: Associate Dean</p> <p>One-Time Funding Requested (if applicable): 3000</p> <p>Type of Request: Non-Instructional Supplies</p> <p>Planning Unit Priority: Medium</p>	
<p>Informational and Technical Support - Provide appropriate and timely informational and technical support to library users.</p> <p>Status: Active</p> <p>Goal Year(s): 2016-17</p> <p>Date Goal Entered (Optional): 06/08/2017</p>	<p>In Progress - Investigate the workflow and space configuration of circulation/reserve area for improvement.</p> <p>Lead: Staff & Associate Dean</p> <p>Type of Request: Library</p> <p>Planning Unit Priority: Medium</p> <p>What would success look like and how would you measure it?: Areas of improvement will be identified and recommendations will be documented.</p>	<p>Reporting Year: 2017-18</p> <p>% Completed: 0</p> <p>No progress was made on this goal. (06/05/2018)</p>
	<p>In Progress - Reorganize Reserves Collection</p> <p>Lead: staff and Associate Dean</p> <p>One-Time Funding Requested (if applicable): 1000</p> <p>Type of Request: Human Resources, Supplies (less than \$200 per item)</p> <p>Planning Unit Priority: Medium</p> <p>What would success look like and how would you measure it?: New organization and process for reserves collection will be implemented.</p>	<p>Reporting Year: 2017-18</p> <p>% Completed: 50</p> <ul style="list-style-type: none"> • Selves were relabeling and new signs were created and posted • Two additional bookshelves from the warehouse were aquired • Bookshelves were retrofitted to ensure falling during an earthquake • Reserves collection was sifting to use the new additional shelving • Staff weeded of the Reserves collection and sent items back to the professors (06/05/2018)
	<p>Full Funding Requested - Self-Check Out kiosk</p> <p>Describe Plans & Activities</p> <p>Supported: A Self-check out kiosk</p>	

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would to be installed by the library's south side entryway. This kiosk would provide students existing at the doorway to checkout items without having to walk across the building to the circulation desk. It will also eliminate long lines, free workers up for other tasks and make inventory more efficient and accurate. Studies have found that many prefer the convenience and privacy of self-service.

Lead: Associate Dean

One-Time Funding Requested (if applicable): 15000

Type of Request: Non-Instructional Equipment

Planning Unit Priority: Medium

What would success look like and how would you measure it?:
Students can avoid long lines and quickly check out books as they exist the library

Documentation Attached?: Yes

Collection Access - Maintain and facilitate the development and access to the library collection on a continuous basis to support the college curriculum and life-long learning goals.

Status: Active

Goal Year(s): 2016-17

Date Goal Entered (Optional): 06/08/2017

In Progress - Streamline technical services workflow

Lead: Staff, Associate Dean, Collection Development Librarian

Type of Request: Human Resources

Planning Unit Priority: High

What would success look like and how would you measure it?: Services and systems will function as needed to improve the technical services workflow.

Reporting Year: 2017-18

% Completed: 100

During the past year the Technical Services team has gone through onsite training with representatives from OCLC to better utilize the WMS Library System. The team has also been working with the Collection Librarian to try and work out some of the bugs in the system that do not translate well with the current book ordering system YBP / Gobi. The OCLC representative gave feedback on assignments and functions, as a result, there were some changes made to the current set up and the responsibilities of each team member. These changes have more clearly defined which direction the workflow should be heading and what each team members responsibilities are in the process of ordering, receiving and cataloging of Library materials. We

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were able to complete the invoices for the 2016 – 2017 Fiscal year and are currently working on the 2017 – 2018 Fiscal Year invoices.
(06/05/2018)

Cultural Diversity - Address the complexities of serving diverse populations and develop the organization to reflect a dedication to culturally competent practice
Status: Active
Goal Year(s): 2016-17
Date Goal Entered (Optional): 05/25/2017

In Progress - Implement a cultural competency plan to include educational training programs that advance cultural competency in the Library and across campus
Lead: Associate Dean and Library Chair
Type of Request: Human Resources, Professional Development
Planning Unit Priority: Medium
What would success look like and how would you measure it?:
 Implemented cultural competency plan to include educational training programs that advance cultural competency in the Library and across campus.

Reporting Year: 2017-18
% Completed: 25
 This will be partly addressed as part of the professional development training that will take place next year.
(06/05/2018)

Full Funding Requested - UbiDuo Wireless Communication Device
Describe Plans & Activities
Supported: The UbiDuo Wireless Communication Device is a solution to facilitate face-to-face communication between deaf/hard-of-hearing and hearing people. Librarians have request this device be purchase so they can better and more equitably serve students who are deaf or hard of hearing at the reference desk.
Lead: Romelia Salinas
One-Time Funding Requested (if applicable): 2000
Type of Request: Instructional Equipment

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Planning Unit Priority: Medium
What would success look like and how would you measure it?:
 Librarians would be better able to communicate with students who are deaf or hard of hearing.
Documentation Attached?: Yes
Related Documents:
[UbiDuo.docx](#)

Sustainability - Develop sustainability goals for the library that aligns with the College's core value and supports the campus climate action plan.
Status: Active
Goal Year(s): 2016-17
Date Goal Entered (Optional): 09/01/2016

In Progress - Install Energy Efficient Hand Dryers in Library
Lead: Associate Dean
Type of Request: Equipment - replacement/upgrade, Facilities
Planning Unit Priority: Low
What would success look like and how would you measure it?: A savings in energy will be demonstrated.

Reporting Year: 2017-18
% Completed: 50
 Work orders were placed and new hand dryers will be installed in the Library in the near future. (06/05/2018)

In Progress - Update drinking water options
Describe Plans & Activities
Supported: Water fountains and plumber to install fountains
Lead: Associate Dean of Library and Learning Resources
Type of Request: Facilities
Planning Unit Priority: Medium
What would success look like and how would you measure it?:
 Replaced obsolete water fountains with ADA compliant fountains with water bottle refill stations.
Documentation Attached?: No

Outreach and Engagement - Critically engage students, staff, and faculty by surveying, promoting, disseminating, and informing the college community

In Progress - Annual library survey
Lead: Associate Dean
Type of Request: Library, Research

Reporting Year: 2017-18
% Completed: 100
 The Library Services Student Survey was conducted from

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>Where We Make an Impact: Closing the Loop on Goals and Plans</i>
<p>about library services, collections, and curriculum Status: Active Goal Year(s): 2016-17 Date Goal Entered (Optional): 05/25/2017</p>	<p>Planning Unit Priority: Medium What would success look like and how would you measure it?: Input from various Library user groups will be collected and analyzed.</p> <p>In Progress - Expand Library Display & Exhibit program Lead: staff, librarians, Associate Dean One-Time Funding Requested (if applicable): 1000 Type of Request: Human Resources, Supplies (less than \$200 per item) Planning Unit Priority: Medium What would success look like and how would you measure it?: Library & Exhibits Committee will establish procedures and criteria for soliciting and selecting exhibits to be showed-cased in the Library. A schedule of exhibits for the academic year will be set.</p>	<p>Dec 2017-Jan 2018 by asking students who had recently used the Library (defined as having checked out a book) how they perceive the service they received using the Library. Students were asked about their overall satisfaction, if they felt Library staff were helpful, and if the visit met their expectations among other questions. Additionally, students were provided with a space to provide additional comments about the Library. (06/05/2018)</p> <p>Related Documents: Library Services Student Survey Report 20180321.pdf</p> <p>Reporting Year: 2017-18 % Completed: 100</p> <p>The Mt. SAC community can now share and showcase their work and interests in the library. Each exhibit supports the goals and mission of the college and the library, giving our college community a chance to promote interest in events, clubs and works on campus, and bringing people into the library. A committee containing both faculty and classified staff, created a mission statement http://mtsac.libguides.com/exhibits , and a map with locations and dimensions http://mtsac.libguides.com/exhibits/calendar along with a calendar to check for exhibit schedules. The committee constructed guidelines http://mtsac.libguides.com/exhibits/guidelines and created an entire process for exhibitors to be able to apply http://mtsac.libguides.com/exhibits/process and knowledgably be able to fill out the online application form http://mtsac.libguides.com/exhibits/apply. The committee during this process worked with other academic libraries who host exhibits such as CSUF. They also created promotional materials and budget for necessary items. The exhibit committee has already worked with a student club and is currently working with a campus committee on a</p> <p>Related Documents: LibraryExhibitCommittee_LaunchFlyerDraft.pdf</p>