**IC. Program Mission Statement**

Taft College Library is dedicated to serving the needs of our students, faculty, staff, and community patrons by striving to meet the following goals:

* Maintaining a diverse collection of materials to support the academic and vocational needs of our student body
* Helping students develop skills essential to academic and occupational success by promoting information competency and critical thinking
* Working with the faculty to ensure knowledge of the library’s services and resources and providing training and support to incorporate them into curriculum
* Serving the diverse needs of all library patrons, including remote learners and those with special needs
* Responding to changing technologies by providing resources in a variety of formats, both print and electronic, and maintaining a knowledgeable and skilled staff
* Promoting lifelong learning and the value of the library in the campus environment

**ID. Program Summary**

The library supports instruction in the form of a standalone course, Information Competency and Bibliography (INCO 1048), a one-unit local graduation requirement taught online and face to face by instructors with an MLIS degree. INCO 1048 will become LIBR 1548 in fall 2022 and the course will be transferable to UCs and CSUs. Librarian-led workshops and orientations are held for classes upon the request of faculty, and individual reference encounters are conducted by library faculty and staff. The library provides access to desktop and laptop computers, photocopying and scanning, audio and visual materials, headphones, and interlibrary loans. Seating is provided for individual and group study, including five group study rooms.

**Program Student Learning Objectives**

In accordance with the GE SLO—Communication and Analytical Thinking, the Library provides opportunities for students to learn how to use information effectively. INCO 1048, class workshops, orientations, reference services, and exposure to Library resources gives students the knowledge and skills to:

* Demonstrate the ability to find, evaluate and use appropriate information sources to answer an information need.

The library’s success is measured by:

* Circulation statistics of print resources
* Database usage statistics
* Information Competency and Bibliography completion rates and SLO data
* Reference interview data
* Student assessment of Orientation/Workshop
* Student & faculty surveys of library services

**IIA. Present the results**

**Impact of COVID 19 -- Fall 2020 – Spring 2021**

**Staffing**

The librarian position is a tenure track, 12-month, 35-hour week non-teaching faculty member. This position includes supervision of library staff. Traditionally, library staff work without supervision when the librarian is visiting classrooms, teaching sections of INCO, and attending meetings.

The librarian was required to be on campus when the campus was closed to the public to supervise library staff.

The library remains understaffed according to the *Standards of Practice for California Community College Library Faculty and Programs* (spring 2019) and the California Education Code Title V (§58724). According to the *Standards of Practice* and the Education Code, 2 librarians and 3 support staff are recommended for campuses with fewer than 1,001 FTES. The Learning Support Division has not put forward the position of librarian to the Taft College Academic Senate for the past three years. The library’s support staff is down to two positions with one budgeted for but remains vacant.

Additionally, the library’s budget funds approximately 15 hours per week for student workers. During fall 2020 and spring 2021 no student workers were utilized as the library was closed to foot traffic.

Information and Reference hours were held virtually (phone, email, zoom) Monday through Thursday, 8:00 a.m. to 5:00 p.m.

Library staff worked Monday through Thursday from 7:00 a.m. to 5:00 p.m. (Four ten-hour days).

The library was open from 8:00 a.m. to 5:00 p.m. Monday through Thursday for distribution of technology devices beginning July 2020 through June 2021. The physical library was closed to students and public patrons for in-library use. All INCO classes remained in Canvas.

**Library Instruction by class visit**

|  |  |  |  |
| --- | --- | --- | --- |
| Fall 2019 | 23 | Spring 2020 | 25 |
| Fall 2020 | 5 | Spring 2021 | 6 |

There were no library visits to classrooms due to the pandemic. All workshops were conducted online using Zoom meetings. Fewer faculty requested workshops and those that did recorded the sessions to be used in other classes. Student participation is low in this setting as most students keep their screens blank. Student self-assessment data of the workshops was extremely low as students did not complete the survey at the end of the session.

The librarian is embedded in several English 1500 courses as an additional instructor or TA. Participating faculty report that this method of reaching students is helpful in keeping them on track with their research projects and helps remove the barrier of how to contact the librarian for help.

**Reference and informational questions answered by library staff:**

|  |  |
| --- | --- |
| 2019/2020 AY | 2020/2021 AY |
| 3,762 | 190 |

The number of reference transactions plummeted due to the campus-wide closure. The library did promote phone, email, and Zoom hours on the homepage as well as in Canvas; however, the volume of service was extremely low.

**Library virtual tour**

|  |  |
| --- | --- |
| Fall 2020 | Spring |
| 305 | 354 |

The library tour went virtual due to the pandemic and is very popular with faculty as it allows students to learn who works in the library and where everything is located.

**INCO 1048**

The number of INCO courses offered decreased due to low enrollment again this year. Because the course is not transfer level, many students opt out of taking the course. Once the course is transferable to both CSUs and UCs in fall 2022, the hope is more students will enroll and complete the course. The course name will also change to LIBR 1548 which is more in line with other California community colleges that offer the same instruction.

The course is designed to support college level research. The textbook, *Research Strategies: Finding Your Way through the Information Fog,* which focuses on teaching students how to conduct research more efficiently and effectively and to improve class retention and success rates by providing students with a text that can be used throughout their academic career.

**Student Success Data:**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Course** | **Course Section** | | **Instruction Method** | |  |  | | |
|  |  | **Fall 2019** | **Spring 2020** |
| INCO1048 | | 20 | | Lecture | | 100.00% | | - |
| 21 | | Lecture | | 62.50% | | 55.60% |
| 22 | | Lecture | | 0.00% | | 62.50% |
| 23 | | Lecture | | 68.40% | | 60.00% |
| 30 | | Dist Ed Offline | | - | | 100.00% |
| 40 | | Dist Ed Online | | 44.80% | | 82.60% |
| 41 | | Dist Ed Online | | - | | 66.70% |
| 42 | | Dist Ed Online | | 58.30% | | - |
| 43 | | Dist Ed Online | | 69.20% | | 83.30% |
| 44 | | Dist Ed Online | | 56.50% | | 94.40% |
| 45 | | Dist Ed Online | | 63.60% | | 69.20% |

The combined success rate for all INCO classes is 70%. The offline sections of INCO are the most successful as the students are from our incarcerated population. This was the last year INCO will be taught offline as both local prisons have closed.

**SLO Data:**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **INCO1048: Info Competency & Bibliography** | | | | | | | | | | | | | | | | |
|  |  |  | **INCO 1048 Course #1 - Demonstrate the ability to find, evaluate and use appropriate information sources to answer an information need.** | | | | | | | | | | | | | |
|  |  |  |  |  |  | Mastery | | Meets expectations | | Does not meet expectations | | Total | |  |  |  |
|  |  |  |  |  | Spring 2021 | 34 | 39.53% | 22 | 25.58% | 30 | 34.88% | 86 | 100.00% |  |  |  |
|  |  |  |  |  | Fall 2020 | 47 | 41.96% | 26 | 23.21% | 39 | 34.82% | 112 | 100.00% |  |  |  |
|  |  |  |  |  | Totals | 81 | 40.91% | 48 | 24.24% | 69 | 34.85% | 198 | 100.00% |  |  |  |

The SLO data indicates that 65.15% of students meet or exceed expectations and 34.85% fails to meet expectations.

**Library Collection**

|  |  |
| --- | --- |
| 2019/2020 | 586 |
| 2020/2021 | 746 |
| Total print books in collection | 17,112 |

The print collection is at 42% of the 40,000 volumes recommended by Title V (§58724). The library continues to purchase current, relevant, print sources to meet students’ academic and life-long learning needs.

Circulation data indicates a steep decline in circulation due to the library’s in-house use due to the pandemic.

**Circulation statistics for all book formats:**

|  |  |
| --- | --- |
| 2019-2020 | 3,782 |
| 2020-2021 | 1,166 |

**Reserve collection circulation**

|  |  |
| --- | --- |
| 2019-2020 | 1,208 |
| 2020-2021 | 0 |

**Inter-library loan**

|  |  |  |
| --- | --- | --- |
| AY | Borrower | Lender |
| 2019-2020 | 13 | 12 |
| 2020-2021 | 0 | 0 |

No reserve textbooks or interlibrary loans were available due to the pandemic.

**Library Environment**

Due to the library’s closure, there is no data for physical use of the library.

**Technology: Equipment**

The library was the distribution center for a variety of technology devices in fall 2020 including laptops, hotspots, Smart pens, and calculators. CARES funding purchased 70 laptops for semester long circulation. CalBright College supplied 150 hotspots. Smart pens were provided by the DSPS department, and the calculators were supplied by faculty and the Math and Sciences depts.

Nine new PC computers were purchased with funds from Guided Pathways, leaving the library with 14 Thin Clients that are 7 years old: these computers need to be replaced to keep the technology equitable for all students. Four iMAC computers were also replaced with Guided Pathways funds.

The three All-in-One copiers were unavailable for use due to the library closure. The cost to lease these units exceeds the revenue generated by usage. When the contract renews, the library will none renew one of the black and white units to reduce expenses.

**Technology: Software**

CARES funding was used to upgrade the library’s Libguides software so that it will integrate with Canvas LMS. The library now has a permanent presence in Canvas that is accessed from the global navigation menu. Included in the upgrade package was LibAnswers, which is a program that allows students to “Ask the Library” questions using an app on the homepage. The librarian and staff respond to questions in real time, or if staff are unavailable students can access a bank of FAQs that address the most common questions.

Taft College library migrated to Exlibris Primo/Alma LSP in summer of 2020. We continued our contract with OCLC Worldshare Management for cataloging metadata and interlibrary loan. Ongoing funding was included in the Governors 2021 budget. The costs of the LSP and possibly OCLC metadata will be paid through the CCLC consortia. The contract for interlibrary loan expires in June 2021, and at that time it will be determined if we continue to offer this service.

Usage reports indicate that the library’s databases are being used. However, now that more classes are online, the need for eBooks has increased. The library will investigate patron driven acquisitions as a possible alternative to print books.

**IIB. Probe the Results: I Wonder . . .**

I wonder if more faculty requested library workshops, would student success rates increase in more classes? Would more students be prepared for their next course? Would more students graduate sooner because they were prepared for college level research?

I wonder if enrollment in INCO 1048 or LIBR 1548 were a required course for all degrees—not just a local graduation requirement, would more students successfully pass more classes the first time they take it?

Student and faculty awareness of library resources is improving. The library will continue to utilize library guides and create Canvas modules that teach students how to use library resources effectively and efficiently.

**IIC. Ideate Innovations: What if . . .**

What if additional librarians were hired to teach research skills workshops, INCO courses, and be embedded in transfer level courses? Would more students finish the course with a passing grade?

What if more students finish their lower division courses in fewer semesters? Would more students transfer to a four-year institution?

What if more faculty used online information literacy modules in their Canvas courses that provide students with the learning support they need to research and write at the college level? Would more students be successful? Would retention rates for online courses improve?

**III. List your 2018-2019 Goals—Be Quantitative!**

1. Hire one additional librarian, either full time, part time, or adjunct to meet the increased need for information literacy instruction.
2. Fill the vacant library technician position and hire one additional library staff member.
3. Secure budget funds to cover student workers for all hours the library is open.
4. Secure funds to replace 14 desktop computers.
5. Improve INCO success rates by 2%.
6. Improve INCO SLO ‘meets or exceeds’ performance by 5%.