

## [Plans for Library](#) >> 2019 - 2020 Library CHC Administrative Services Annual Plan 2019-2020

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Name :

2019 - 2020 Library CHC Administrative Services Annual Plan 2019-2020

Principal Preparer :

Krista Ivy

Planning Participants :

Krista Ivy

### 6. Other Unit-Specific Quantitative and Qualitative Results (Administrative Services Only)

Updating this Question is Optional on the Annual Plan!

a. **Rubric Item:** Define and describe useful quantitative or qualitative measures you have chosen to gauge your program's effectiveness that are in addition to the SAOs from measure 3 ([Program Effectiveness Measures](#)). (e.g.: number of transfers, degrees, certificates, student contacts, students serviced, square footage serviced, acres managed, student, faculty, and staff satisfaction, equity data, correlation data on the relationship between program participation and student outcomes, and satisfaction with college facilities) etc.

b. **Rubric Item:** Please be sure to set a target ([Program Effectiveness Criteria](#)) for each measure and provide the reasoning for the targets that have been set. What did you learn from your evaluation of these measures, and what improvements have you implemented or do you plan to implement as a result of your analysis of these measures?

**a) The Library has the following student use statistics available (see, *Library Results August 2019, SP18 Library Student Satisfaction Results, CHCLibrary 2018-2019stats, EBSCO DatabasesUsageReport 2018-2019*):**

- a1) Door counts
- a2) Database use
- a3) IEALC card
- a4) Circulating materials
- a5) Instruction stats
- a6) Reference Circulation Transactions
- a7) Student Satisfaction

#### **B. Summary of results**

**a1) Door counts remain high**

**a2) Database Use:** Academic Search Complete remains the highest used EBSCO database with 36,531 Full-Text articles retrieved. The high number of news article searches (64,000+) from EBSCO databases in 2018-2019 justified the new subscription to Proquest's US Major Newspapers (LA Times, NYTimes, Washington Post, Wall Street Journal, & Chicago Tribune) in July of 2019. Access to eBooks via EBSCO continue to be an essential supplement to our print monograph collection with more current and academic publications (most are less than 10

yrs old and majority are university press titles).

**a3)** There were a total of 47 IEALC cards issued for the 2014-2015 year. IEALC cards are cards that CHC students can obtain at no additional costs that allow them to check books out from libraries in the Inland Empire.

**a4)** Circulating Materials: Of the materials checked-out, books are 37%, reserve materials are 59%, and the remaining 4% are periodicals and in-house use only.

**a5)** The Library held 51 course-related orientations and 22 workshops last year. The orientations are coordinated at the request of faculty and are individualized for the class assignment/project. Total student contact in Library instruction was 1,314.

**a6)** Reference transactions continue to decline with a total of 2,717 in 2018-2019. This is in contrast to 2017-2018 with 3,984.

**a7)** 88% of students were satisfied or very satisfied with the quality of the CHC library.

### **c Evaluation and improvements**

**a1)** Door counts may be skewed because the use of the Library classroom increases when Student Services schedule workshops that are not Library or instruction related. The data is further skewed because it does not account for the frequent breaks that students take where they are counted every time they return. This does not accurately reflect the number of students using the Library for Library purposes. As Student Services have their own spaces and facilities, the Library is moving to dedicate the Library classroom exclusively for Library-related activities and workshops. In addition to clarifying and improving data, the Library is expanding services and the use of the classroom must be prioritized for research sessions and workshops.

**a2)** While some of the database collections are used less frequently than others, they are subject specific so there is no expectation that they will be high, but they are important nevertheless. These data will help begin discussions on re-evaluating the collection to eliminate unnecessary costs and expand to other more appropriate databases. Nevertheless, as the College expands in FTE and programs, the Library will continue to work collaborative with faculty to ensure that the Library is providing support to the students and programs by offering relevant and academically appropriate databases.

**a3)** Faculty have become increasingly supportive of students who use the IEALC cards . The cards do enable our students to access other institutions' collections. While this is a wonderful service, the increased use of these cards support the inference that the Colleges' collection is not meeting the needs of our students and faculty. Notwithstanding this concern, a goal is to increase awareness among faculty and students of this option.

**a4)** The decline in physical books being checked out is indicative of a technologically evolving Library environment and an aging collection. The majority of circulation materials used falls under the reserve section. This may imply socioeconomic challenges that many students quietly face. To that end, a goal is to increase the number of reserve materials in the Library. A part-time librarian has been assigned to contact the publishers and start developing an appropriate reserve for current classes.

**a5)** Instructional stats: Future data collection will include tracking which faculty are requesting orientations so that the librarians can focus outreach efforts to currently non-participating faculty.

**a6)** In addition to informing hours of operation and staff scheduling the reference and circulation transactions data also describe the type of service that provided at each desk. At the Reference desk approximately 58% of visits are related to research/database consultations and 21 % of

visits are relating to printing issues. The Circulation desk statistics show that the majority of visits are related to checking out reference materials (textbooks) and approximately 21% of visits are related to computer or machine problems. The combined number of visits to both desks related to printer/equipment issues supports the need for dedicated staff member for IT problem solving.