

Cypress College
Student Support Services Quality Review Report

Department: Library Manager: Eldon Young

Names of those participating in the report: Monica Doman, Billy Pashaie, Peggy Austin, Cindy Ristow
James Carrocino, Alicia Rivera-Mullen, Bonnie Fast, and Amber Sprague

Date: December 3rd, 2009 Date of previous quality review: February 5th, 2007

Student Satisfaction with Support Services Provided:

Please indicate the proportions (%) of students who rated each aspect as “excellent” or “good” (separately and combined). The Cypress College standard is met whenever 75% or more of responses fall in the “good” or “excellent” categories (combined).

Student satisfaction with:	Percent Responding		Percent Responding Good / Excellent (Combined %)	College Standard
	“Excellent”	“Good”		
Hours of operation	31.2	39.9	71.1%	75%
Timeliness of response	40.1	48.8	88.9%	75%
Clarity of procedures	43.9	43.9	87.8%	75%
Quality of materials	42.3	51.2	93.5%	75%
Staff helpfulness	55	36.3	91.2%	75%
Staff knowledge	56	37.3	93.4%	75%
Overall quality of service	51.4	44	95.4%	75%
<i>Department-specific indicators (if applicable):</i>				
Librarians responsive to research questions	60	37	97%	75%
Sufficient number of databases	48	49.1	97.1%	75%
Print collection sufficient for research	49	49	98%	75%
Service at check-out counter meets needs	57.5	39.5	97%	75%
Number of textbooks on reserve meets needs	41	47.8	88.8%	75%
Pay-for-print easy-to-use	56.1	33.8	89.9%	75%
Copier service easy-to-use	56.6	38.6	95.2%	75%
Enough computer stations	28.9	37.3	66.3%	75%

Changes since last quality review

Please provide a comparative analysis of current results with the previous cycle.

Regarding the combined “good/excellent” ratings, the overall quality of service has improved 3.6%, including modest to substantial improvement in ten areas: timeliness of response (13.1%), clarity of procedures (9.8%), quality of materials (6.6%), staff helpfulness (1%), staff knowledge (1.6%), librarians’ responsiveness to research questions (5.2%), service at check-out counter (5.2%), pay-for-print ease of use (16.7%), and copier service ease of use (21.6%). There was a decrease in satisfaction in the hours of operation (12%), which now falls below the 75% college standard: 71.1%. Due to budgetary constraints, the Library closes at 1:00 pm on Fridays; it is also closed on Saturdays. There was also a decrease in satisfaction in the number of computer stations (14.4%): it is now 66.3%, which is also below the college standard. This can be attributed to a significant increase in Library patronage: the turnstile count in September 2006 was 20,490; in September 2009 it was 34,297, an increase of 67%. Meanwhile the number of computer stations has not changed.

Student Learning Outcomes

Please provide a summary of Student Learning Outcomes according to the Five-Column Model for the department.

Survey responses of 184 students indicated an overall high level of satisfaction: 95.4 percent. Ten areas of assessment showed improvement over the previous survey, all exceeding the college standard of 75 percent. Two areas showed decline in patron satisfaction: hours of operation (now 71.1 percent) and number of computers (now 66.3 percent). It should be noted that the survey did not distinguish between students and community users.

Faculty/Staff Involvement

Summarize the involvement of faculty/staff in the review process.

All Library faculty and staff members participated in the review.

Narrative

Reflect on standards met and any standards not met.

Standards Met – To be used when department wants to improve on an indicator even though a standard for this indicator has been met. Use this section to briefly reflect upon major accomplishments.

Since the last survey there were major improvements in timeliness of response (13.1 percent), clarity of procedures (9.8 percent), quality of materials (6.6 percent), librarians' responsiveness to research questions (5.2 percent), check-out counter service (5.2 percent), pay-for-print station ease-of-use (16.7 percent), and copier service ease-of-use (21.6 percent).

Standards Not Met – Please provide any insight into significant challenges or obstacles that may have contributed to low student satisfaction. Identify the types of changes necessary for improvement.

There were two areas that did not meet the college standard of 75 percent satisfaction: sufficient hours of operation (71.1 percent) and sufficient number of computer stations (66.3 percent). Both require financial resources.

Previous Review Goals and Objectives

Please describe if the goals and objectives identified in the previous review was met or not. Please provide explanations if the goals were not met.

I. 1-3. Expand Library's Digital Media Collection including DVD players and closed-captioned and multicultural/multilingual instructional DVD's (three phases).

DVD players and closed captioned DVD's were acquired. The e-book collection was expanded considerably.

II. 1. Improve Library's Signage

Signage was recently installed identifying the Reference Desk and Circulation Counter. Directional signage is still needed, such as indicating the location of restrooms.

II. 2. Improve distribution of information within and beyond the CC campus.

A new Library web-site was created in Spring 2008: it enabled greater ease of access to Library resources.

Long-range Plan and Objectives

In the following section, identify general goals and specific, measurable objectives your area plans to achieve within the next three years. Programs should identify 3-5 goals, with at least one goal per year. Goals set for next year that require fiscal resources must also be submitted as a Budget Request and Action Plan (separate form).

I. Goal: *Improve Staff Helpfulness*

Supports Strategic Direction (if applicable): *Two—Student and Academic Support Services: Developing and providing comprehensive student and academic support services to foster a positive and effective learning environment.*

1. Objective: *Hire a 12 month Library Assistant I*

1.1 Person(s) responsible: *Dean of L/LRC*

1.2 Timeframe: *Fall 2010*

1.3 Fiscal resources need (if not applicable, indicate "NA"): *\$39,700 (yearly)*

2. Objective: *Offer a three unit Library 101 course*
 - 2.1 Person(s) responsible: *Instructional Librarian*
 - 2.2 Timeframe: *Fall 2012*
 - 2.3 Fiscal resources needed (if not applicable, indicate "NA"): *NA*
3. Objective: *Institute Library workshops (specific to certain research skills), which will replace class orientations.*
 - 3.1 Person(s) responsible: *Instructional Librarian*
 - 3.2 Timeframe: *Fall 2011*
 - 3.3 Fiscal resources needed (if not applicable, indicate "NA"): *NA*
4. Objective: *Install EWPATAS scanners to determine the impact of Library classroom instruction on student academic success.*
 - 4.1 Person(s) responsible: *Dean of the L/LRC*
 - 4.2 Timeframe: *Spring 2010*
 - 4.3 Fiscal resources needed (if not applicable, indicate "NA"): *NA*
5. Objective: *Install interactive instant messaging application (Meebo)*
 - 5.1 Person(s) responsible: *Systems Librarian*
 - 5.2 Timeframe: *Spring 2010*
 - 5.3 Fiscal resources needed (if not applicable, indicate "NA"): *NA*
6. Objective: *Develop an in-house library workshop registration system*
 - 6.1 Person(s) responsible: *Dean of L/LRC*
 - 6.2 Timeframe: *Fall 2011*
 - 6.3 Fiscal resources needed (if not applicable, indicate "NA"): *\$2,000*
7. Objective: *Develop a Library Technology Certificate Program*
 - 7.1 Person(s) responsible: *Librarians*
 - 7.2 Timeframe: *Fall 2012*
 - 7.3 Fiscal resources needed (if not applicable, indicate "NA"): *NA*
8. Objective: *Replace Library scanner and color printer*
 - 3.1 Person(s) responsible: *Dean of L/LRC*
 - 3.2 Timeframe: *Fall 2011*
 - 3.3 Fiscal resources needed (if not applicable, indicate "NA"): *\$730 (color printer) & \$200 (scanner)*

II. Goal: *Improve Quality of Materials (also in terms of accessibility)*

Supports Strategic Direction (if applicable): *Two—Student and Academic Support Services: Developing and providing comprehensive student and academic support services to foster a positive and effective learning environment.*

1. Objective: *Hire a reference librarian*
 - 1.1. Person(s) responsible: *Dean of L/LRC*
 - 1.2. Timeframe: *Fall 2010*
 - 1.3. Fiscal resources need (if not applicable, indicate “NA”): *\$60,700 (annually)*
2. Objective: *Continue to have a Library web-site that is suitable for instruction.*
 - 2.1. Person(s) responsible: *Systems Librarian*
 - 2.2. Timeframe: *Spring 2010*
 - 2.3. Fiscal resources needed (if not applicable, indicate “NA”): *NA*
3. Objective: *Purchase a new computer for library classroom*
 - 3.1. Person(s) responsible: *Dean of L/LRC*
 - 3.2. Timeframe: *Fall 2011*
 - 3.3. Fiscal resources needed (if not applicable, indicate “NA”): *\$1,251*
4. Objective: *Purchase a ceiling mounted projector for library classroom*
 - 4.1. Person(s) responsible: *Dean of L/LRC*
 - 4.2. Timeframe: *Fall 2012*
 - 4.3. Fiscal resources needed (if not applicable, indicate “NA”): *\$15,000*
5. Objective: *Install EZProxy software*
 - 5.1. Person(s) responsible: *Systems Librarian*
 - 5.2. Timeframe: *Spring 2010*
 - 5.3. Fiscal resources needed (if not applicable, indicate “NA”): *NA*
6. Objective: *Install a computer log-in system*
 - 3.1. Person(s) responsible: *Systems Librarian and L/LRC Dean*
 - 3.2. Timeframe: *Spring 2010*
 - 3.3. Fiscal resources needed (if not applicable, indicate “NA”): *NA*
7. Objective: *Acquire stable funding to maintain and expand library databases*
 - 7.1. Person(s) responsible: *Dean of the L/LRC*
 - 7.2. Timeframe: *Fall 2010*
 - 7.3. Fiscal resources needed (if not applicable, indicate “NA”): *\$35,000 to 40,000 annually*
8. Objective: *Implement Google Books as a feature of Voyager 7*
 - 8.1. Person(s) responsible: *Systems Librarian*
 - 8.2. Timeframe: *Spring 2010*
 - 8.3. Fiscal resources needed (if not applicable, indicate “NA”): *NA*

9. Objective: *Purchase a subscription to Aquabrowser*
 - 9.1 Person(s) responsible: *Dean of L/LRC*
 - 9.2 Timeframe: *Fall 2012*
 - 9.3 Fiscal resources needed (if not applicable, indicate "NA"): *\$15,000 annually*
10. Objective: *Acquire LibGuides/Pathfinders*
 - 10.1 Person(s) responsible: *Dean of L/LRC*
 - 10.2 Timeframe: *Fall 2012*
 - 10.3 Fiscal resources needed (if not applicable, indicate "NA"): *\$600 annually*

III. Goal: *Improve Clarity of Procedures*

Supports Strategic Direction (if applicable): *Two—Student and Academic Support Services: Developing and providing comprehensive student and academic support services to foster a positive and effective learning environment.*

1. Objective: *Install Directional Signage*
 - 1.2 Person(s) responsible: *Dean of L/LRC*
 - 1.2 Timeframe: *Fall 2010*
 - 1.3 Fiscal resources need (if not applicable, indicate "NA"): *\$2,000*
2. Objective: *Distribute to all faculty members a handout clarifying Circulation Counter procedures.*
 - 2.1 Person(s) responsible: *Dean of L/LRC*
 - 2.2 Timeframe: *Spring 2010*
 - 2.3 Fiscal resources needed (if not applicable, indicate "NA"): *NA*

Additional resource requirement identified by the results of the Quality Review

Identify the resources needed by the department. The resource identification process should link the findings of survey with SLOs and departmental mission. The resource needs should address two distinct areas:

- Facilities

No needs at this time.

- Technology

All technology requests are relevant to the Library's mission "to provide knowledgeable staff, appropriate equipment, and a suitable physical environment to support library users with high quality, experienced-based learning. All requests are also relevant to SLO's, which were measured in the surveys: "students will experience satisfaction with the support received in the Library/Learning Resource Center in terms of physical facilities, skilled and caring staff, services and tools that enhance academic advancement, and access to information required to meet their educational needs."

Fiscal resources and planning

Describe how the department wants to utilize the resources to accomplish its goals. Please provide an analysis of how the department plans to achieve its goals if resources identified are not available immediately.

The Library will look for funding support from the grants and Cypress College One-Time Funding Requests. Without this support, objectives that require financial resources cannot be achieved.

Reminder: If fiscal resources are needed for next year's goals, submit a separate **Budget Request and Action Plan** for budget unit review.