Part 1. Satisfaction with Support Services Provided

Summarize the results below from the Student Services Quality Review Survey. You may also incorporate any other information from the survey results in your response.

The following ratings are from 182 students who have used the Library services.

<table>
<thead>
<tr>
<th></th>
<th>% Responded “Excellent”</th>
<th>% Responded “Good”</th>
<th>% Responded “Excellent” or “Good” Combined</th>
<th>% Responded “Excellent” or “Good” Combined in 2012-13</th>
<th>Difference between 2012-13 and 2015-16</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hours of operation</td>
<td>60.8%</td>
<td>32.3%</td>
<td>93.1%</td>
<td>81.8%</td>
<td>11.3%</td>
</tr>
<tr>
<td>Timeliness of response</td>
<td>59.0%</td>
<td>31.9%</td>
<td>90.9%</td>
<td>93.2%</td>
<td>-2.3%</td>
</tr>
<tr>
<td>Clarity of procedures</td>
<td>65.8%</td>
<td>27.6%</td>
<td>93.4%</td>
<td>93.7%</td>
<td>-0.3%</td>
</tr>
<tr>
<td>Quality of materials</td>
<td>65.6%</td>
<td>28.0%</td>
<td>93.6%</td>
<td>93.8%</td>
<td>-0.2%</td>
</tr>
<tr>
<td>Staff helpfulness</td>
<td>83.3%</td>
<td>14.1%</td>
<td>97.4%</td>
<td>94.3%</td>
<td>3.1%</td>
</tr>
<tr>
<td>Staff knowledge</td>
<td>81.3%</td>
<td>16.8%</td>
<td>98.1%</td>
<td>95.7%</td>
<td>2.4%</td>
</tr>
<tr>
<td>Overall quality of service</td>
<td>82.8%</td>
<td>15.3%</td>
<td>98.1%</td>
<td>91.3%</td>
<td>6.8%</td>
</tr>
</tbody>
</table>

Every one of the seven areas assessed is well above the college standard of 75%.

Part 2. Changes since last Quality Review

Provide a comparative analysis of the survey results with the results from the previous cycle. Document any accomplishments or improvements and provide insight on any significant challenges or obstacles the department/program has faced since the last review, particularly in relation to the survey results.
The only area with any significant decrease in satisfaction is “timeliness of response.” “Timeliness of response” is a required item on this survey, but the survey instrument does not define for the respondents what exactly this vague phrase means (e.g., response to what? And what constitutes as timely?) If the item is to remain a requirement, “timeliness of response” is a phrase that the Office of Institutional Research and Planning needs to clarify for future surveys in order to receive any meaningful response as a means of ameliorating the perceived need. In any case, even with a decrease in satisfaction in this area, the percentage of respondents who were satisfied with “timeliness of response” is 90.9% and well above the college standard of 75%. Showing a miniscule decrease were “clarity of procedures” (-0.3%) and “quality of materials (-0.2%). These are items that the library will seek to look into further and try to make improvements during the next cycle.

Areas of significant improvement include “overall quality of service” (+6.8%) and “hours of operation” (+11.3%). Satisfaction with “staff helpfulness” (+3.1%) and “staff knowledge” (+2.4%) also show an increase, albeit at a more moderate rate. Circulation staff deserves to be commended on the significant and the moderate improved student satisfaction ratings in these areas. It is also a possibility of opening earlier at 7:30am helped to meet the students’ needs and thus contributed to such a huge increase in hours of operation satisfaction (+11.3%). We will be continuing that practice into the future.

It should also be noted that this cycle of quality review included questions on library contributions to student success, the results for which are summarized in the table below.

<table>
<thead>
<tr>
<th>Please rate how much the Library contributes to your …</th>
<th>% Responded “A lot”</th>
<th>% Responded “Some”</th>
<th>% Responded “A lot” or “Some” Combined</th>
</tr>
</thead>
<tbody>
<tr>
<td>Research assignment needs</td>
<td>66.5%</td>
<td>27.5%</td>
<td>94%</td>
</tr>
<tr>
<td>Ability to work on group projects</td>
<td>50.0%</td>
<td>33.0%</td>
<td>83%</td>
</tr>
<tr>
<td>Overall academic success</td>
<td>76.7%</td>
<td>18.9%</td>
<td>95.6%</td>
</tr>
</tbody>
</table>

A 95.6% rating of the library’s contribution to student success, and a 94% rating of the library’s positive contribution to research assignment needs are strong indicators of Cypress College Library’s value in:

1. Building students’ confidence with the research process.
2. Contributing to retention and persistence.
3. Fostering social and academic community among students through the library’s research and study space.

Part 3. Mission Statement and Student Learning Outcomes
Provide the mission statement of your department/program and summarize the student learning outcomes (SLOs) for the department/program.

Mission Statement:
The mission of the Cypress College Library is to provide library users with high-quality experience-based learning in developing information-seeking abilities appropriate for individual levels of scholarship, and to accommodate research needs at Cypress College, in preparation for transfer to four-year universities and the job market. Library faculty teach foundational and transformative concepts in information literacy, and the library provides materials, facilities, and resources which encourage innovation and experiential learning, and whenever possible, makes use of new technologies which provide access to information beyond the physical boundaries of the library building.

SLOs:
The student learning outcomes for the library as an academic program are linked to the college’s Institutional Learning Outcomes (ILOs) through Pathway I—General Education (breadth of knowledge, communication, critical thinking, and personal development) and Pathway II—Lifelong Learning (personal responsibility). These relationships should be mappable in TracDat.

The library as an academic support service also has the following SLO is identified in the Student Services Master Plan:

Students will experience satisfaction with support received in the LLRC 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.

Every one of the seven areas of the present assessment exceeded the college standard of 75%, indicating that this outcome has been achieved. Library faculty and staff will continue their excellent work in fostering student achievement and success.

Part 4. Faculty/Staff Involvement
Summarize the involvement of faculty/staff in the review process.

All Library faculty and staff members participated in this review.

Part 5. Review Previous Goals and Objectives
Describe whether the goals and objectives identified in the previous review were met or not, and please provide explanations if the goals were not met.

The library identified three goals along with 9 corresponding objectives in the previous program review:
1) Improve overall quality of service
2) Improve quality, quantity, and accessibility of library materials
3) Strengthen library participation in potential programs teaching reading, writing, and information competency skills across the curriculum.

   1. Goal: Improve overall quality of service
1.1 Objective: Hire a 12 month Library Assistant I
   • Not met, it was determined that this position was not necessary

1.2 Objective: Hire a 12 month Library Assistant II
   • This objective was accomplished with a hire in the summer of 2014, the staff member hired then left in early 2016 for another position. Currently the committee has been reconvened and is processing hiring materials.

2. Goal: Improve quality, quantity, and accessibility of library materials
   2.1 Objective: Implement Text-a-librarian
      • This objective has been accomplished
   2.2 Objective: Identify future technology needs in a new Library Technology Plan
      • This objective has been accomplished and has been documented in the updates Library Technology Plan available on the library website.
   2.3 Objective: Weed and reorganize print and audio-video collections for greater physical accessibility
      • This objective has been accomplished
   2.4 Objective: Conduct an inventory of all items in the library collection so that the catalog accurately reflects the availability of library materials and so that replacement materials can be acquired as appropriate
      • This objective is in process. The inventory processing program took a bit more work than was first apparent. It is currently undergoing as a project for the tech services and circulation departments to work on. Additionally the library is purchasing the WorldCat Collection Evaluation tool in the fiscal year 2016-2017 so that an inventory and evaluation of holdings can be conducted starting in fall 2016.

3. Goal: Strengthen library participation in potential programs teaching reading, writing, and information competency skills across the curriculum.
   3.1 Objective: Research the potential impact on the library of recommended changes to AACJC’s standard II A-C
      • This objective has been partially met. The accreditation teams have started their draft reports in the spring of 2016. These will be reviewed during summer and fall 2016 to look for gaps. At that time any inconsistencies will be reviewed, discussed and strategies for addressing these will be enacted.
   3.2 Objective: Work with other campus departments to create a campus book club
      • This objective has been met. The Professional Development committee enacted a book club which has representatives from several departments and met to discuss several books during the spring semester.
   3.3 Objective: Institute library workshops (specific to certain research skills), which will replace class orientations.
      • This objective has not been accomplished because it requires an online registration system which has yet to be completed by the District

Part 6. Long-Range Goals and Objectives

Identify general goals and specific, measurable objectives your area plans to achieve within the next three years. Departments/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). Also, identify if and how the goal is aligned with any of the following plans:

Educational Master Plan, Student Services Master Plan, Student Success and Support Program (SSSP) Plan, Student Equity Plan, Strategic Plan, Distance Education Plan, Technology Plan, Basic Skills Plan, or another plan

Note. Please modify the number of goals and objectives outlined below as needed.

Goal 1: Improve timeliness of response
Supports plan: The Library [...] makes use of new technologies whenever possible, which provide access to information beyond the physical boundaries of the library facility (Cypress College Educational Master Plan, page 142).

In general it should be noted that the library has tremendous usage of its electronic resources. In the 2013-2014 annual report database usage numbers were 1.8 million and in 2014-2015 they went up to 2 million. Students also utilize the website and online chat services frequently.

Objective 1. Work with Institutional Research and Planning to define and better explain “timeliness of response.”
1.1 Person(s) responsible: Dean of L/LRC
1.2 Timeframe: Spring 2017
1.3 Fiscal resources needed (if not applicable, indicate N/A): N/A

Objective 2. Finalize the design and linkages in the library app, test usage and market the product to the campus community. Utilize other technologies and/or develop additional apps according to student needs
2.1 Person(s) responsible: Librarians
2.2 Timeframe: Fall 2016 for changes and marketing of Boopsie app, and ongoing for further app development
2.3 Fiscal resources needed (if not applicable, indicate N/A): Boopsie is a subscription service and will require an annual maintenance fee.

Objective 3. Research, develop, and market a strong library presence on social media to engage students where they like to interact
3.1 Person(s) responsible: Librarians
3.2 Timeframe: Fall 2016 to Spring 2017
3.3 Fiscal resources needed (if not applicable, indicate N/A): N/A

Goal 2: Improve study space and the ability to work on group projects
Supports plan: Ensure that strategic planning for capital improvements (including facilities modernization and infrastructure) address current and future learning, teaching, and student support needs effectively (Cypress College Strategic Plan 2014-17: B.4.4).

Supports plan: Obtain and maintain technology, equipment, and supplies needed to employ best practices in both instructional and support programs (Cypress College Strategic Plan 2014-17: B.4.3).
Supports plan: Students with personal laptop computers or wireless electronic communications devices have access to electrical power, data ports and wireless connectivity (Cypress College Educational Master Plan, page 142).

Supports plan: The Library […] provides facilities and resources which encourage innovation and experiential learning; and makes use of new technologies whenever possible, which provide access to information beyond the physical boundaries of the library facility (Cypress College Educational Master Plan, page 142).

The library is still seeing heavy usage numbers of students looking for study spaces, materials for coursework and assistance with research. This is with no increase in staff or hours during the last several years. In 2013-2014 circulation numbers for all materials were 46,111 and in 2014-2015 these dropped to 36,345. Despite the drop these are still impressive numbers for the usage of the library materials. The library also shows their high usage through tracking of the numbers of students going in and out of the library. During 2013-2014 it was 193,277, in 2014-2015 it was 177,091 and finally in 2015-2016 it was 176,275. Again despite the drop in numbers, the library’s statistics support that the students utilize the library in high numbers. The library needs to find ways to utilize the current spaces more successfully to accommodate the demand of students for materials and access to study spaces.

Objective 1. Invest in repairing the burned out outlets in the study tables
   1.1 Person(s) responsible: Dean of L/LRC
   1.2 Timeframe: Fall 2016 – Spring 2017
   1.3 Fiscal resources needed (if not applicable, indicate N/A): The dean will work with M&O to gather price quotes and will identify the needed income sources.

Objective 2. Investigate an electronic room-reservation system for the library’s group study rooms
   2.1 Person(s) responsible: Librarians
   2.2 Timeframe: Fall 2017
   2.3 Fiscal resources needed (if not applicable, indicate N/A): The library will investigate possible solutions as well as income sources.

Objective 3. Redesign the reference areas to accommodate expanded study areas
   3.1 Person(s) responsible: Dean of L/LRC
   3.2 Timeframe: Spring 2017 – Fall 2018
   3.3 Fiscal resources needed (if not applicable, indicate N/A): The library will investigate the possibility of repurposing the LRC furniture into the reference area of the library. Possible solutions should include income sources for network expansion and outlet installation.

Goal 3: Enhance the services provided by the library
Supports plan: Ensure that strategic planning for capital improvements (including facilities modernization and infrastructure) address current and future learning, teaching, and student support needs effectively (Cypress College Strategic Plan 2014-17: B.4.4).
Supports plan: The Library [...] makes use of new technologies whenever possible, which provide access to information beyond the physical boundaries of the library facility (Cypress College Educational Master Plan, page 142).

Objective 1. Investigate the feasibility of a "rapid-charge kiosk" for students’ mobile devices
   1.1 Person(s) responsible: Dean of L/LRC and librarians
   1.2 Timeframe: Fall 2017
   1.3 Fiscal resources needed (if not applicable, indicate N/A): The library will investigate possible solutions as well as income sources.

Objective 2. Investigate installing a vending machine with schools supplies (white board markers, pens, pencils, etc.)
   2.1 Person(s) responsible: Dean of L/LRC
   2.2 Timeframe: Fall 2016
   2.3 Fiscal resources needed (if not applicable, indicate N/A): The library will investigate possible solutions as well as income sources.

Goal 4: Baccalaureate Program
Supports plan: Facilitate all students’ achievement of critical milestones by providing excellent instructional and support services, consistent with the Student Success and Support Program and other requirements. (Cypress College Strategic Plan 2014-17: A1).

Supports plan: Assess on a regular basis the essential current and projected instructional and service needs of our students. (Cypress College Strategic Plan 2014-17: A1.1).

Objective 1. Acquire Lexis-Nexis Academic database
   1.1 Person(s) responsible: Dean of L/LRC and librarians
   1.2 Timeframe: End of fall 2016
   1.3 Fiscal resources needed (if not applicable, indicate N/A): BSFS funds for pilot baccalaureate program

Objective 2. Acquire Mortuary Science specific journals and magazines
   2.1 Person(s) responsible: Librarians
   2.2 Timeframe: Spring 2016
   2.3 Fiscal resources needed (if not applicable, indicate N/A): BSFS funds for pilot baccalaureate program

Objective 3. Create Mortuary Science specific website finder for additional resources needed for a baccalaureate program such as an online theses and dissertations index.
   2.1 Person(s) responsible: Librarians
   2.2 Timeframe: Spring 2016
   2.3 Fiscal resources needed (if not applicable, indicate N/A): N/A

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

Part 7. Additional Resources Needed
Identify the resources needed by the department. Resource needs typically fall under three distinct categories: facilities, technology, and personnel. Please remember that the resource identification process should link the findings of the survey with the mission and SLOs of the department/program.
Facilities:
Technology:
Personnel:

**Part 8. Fiscal Resources and Planning**
*Describe how the department wants to utilize these resources to accomplish its goals. Additionally, provide an analysis of how the department plans to achieve its goals if the resources identified are not available immediately.*

Response:

**Part 9. Reviewer and Reviewer’s Comments**

Reviewed By: Santanu Bandyopadhyay, EVP
Reviewer’s Comments: The review reflects the passion of the librarians and their contribution to success and retention of our students. The usage pattern shows that the library is a valuable resource for our students. The goals demonstrate the commitment of the librarians to contribute to the learning process of our students.

Often a department under review articulates hiring of staff as a goal. Hiring of staff is a means to accomplish a goal – in future, articulating the impact of hire (or lack thereof) on the functions would provide more substance to the review. “What was missed because the hiring did not occur” is a more appropriate question to answer.

The future goals are well written. While some of the objectives are appropriate to pursue, repairing outlets is an ongoing issue and should not rise to the level of a departmental goal.