2016-17

Contact Person: Romelia Salinas
Email/Extension: rsalinas12@mtsac.edu/x5607

External Conditions, Trends, or Impacts: Active Shooter Preparedness
[2016-17] Active shooter preparedness is an ongoing concern as national and international shootings continue.
[2015-16] Continued shootings in public spaces highlight the ongoing need for emergency preparedness include active shooter training.

Zero Textbook Cost and Open Educational Resources (OER)
[2016-17] Directives from the California Legislature charges community college districts to develop and implement zero-textbook-cost degrees to reduce the overall cost of education for students and decrease the time it takes to complete degree program, which is consistent with the development and implementation of OER (email from LeBaron Woodyard dated June 2, 2017).

Dual Enrollment
[2016-17] California AB 288 (Dual Enrollment) provides apportionment to community college districts for providing college-level courses to high-school students at their high school. These students will be Mt. SAC students and will need access to Mt. SAC Library resources on- and off-campus.

Federal Budget and Education Secretary Devos
[2016-17] Federal 2016-17 budget proposals as well as Education Secretary Betsy Devos’s educational views, which do not necessarily advance the goals and objectives of the California Community Colleges.

State Budget
[2016-17] Governor’s May revised 2017-18 budget proposal
[2015-16] Governor’s May revised 2016-17 budget proposal

Enrollment Goals, Categorical Funds, and Cost Increases
[2016-17] Reduction in enrollment growth from 1.34% to 1% means Mt. SAC will not earn growth apportionment, need to increase STRS/PERS Pension Fund employer contribution, and no funds for maintenance and equipment in 2017-18 (President’s Cabinet Action Notes, May 16, 2017).

ADA Compliance and Reference Desk
[2016-17] Reference desk is minimally ADA compliant and needs to be reconfigured to ensure that all students including students in wheelchairs can be served in an accessible environment.

Bachelor’s Degrees and Collection Development
[2016-17] Ongoing and new agreements for obtaining bachelor’s degrees at Mt. SAC requires the need for ongoing collection development to support upper-level curriculum for nursing, aviation management, and business administration (Mount Saint Mary’s University statement MSNM Mt. SAC RN to BSN), Southern Illinois University Carbondale Aviation Management, and University of LaVerne Business Administration).
[2015-16] Agreement with Mount Saint Mary’s University, Los Angeles and Mt. San Antonio College to offer an RN to BSN program for Mt. SAC students with an Associate Degree in Nursing (ADN) to earn a Bachelor’s Degree in Nursing (BSN) beginning
in Fall 2016. The library will need to support the upper-level information and resource needs through collection development.

Integrated Library System
[2016-17] Governor’s budget included 6 million dollars of one-time Proposition 98 funds to facilitate the development of an integrated library system that, once operational, will allow California community college students access to a cloud-based library system (2017-18 Governor’s Budget, May revise).

OCLC Worldshare Management System (WMS) Discovery Migration
[2016-17] Completed migration to OCLC WMS Discovery, however, post-implementation processes including adding course reserves content and updating instructional resources continues. [2015-16] OCLC WMS Worldcat Local catalog interface is no longer being developed with a tentative end-of-life of Summer 2017. This requires migration to the WMS Discovery interface and a librarian training plan to learn the new interface.

Future Bond Measures
[2016-17] Need for a new library building to be on future bond measures to resolve the severe space limitations in the current library building.

Internal Conditions, Trends, or Impacts:

Academic Senate Resolution Supporting Librarians and Library Building
[216-17] Resolution continues to be an important faculty statement supporting the need for librarians and a library with adequate space for students and highlights the role the library and librarians in student success. [2015-16] Mt. San Antonio College Academic Senate Resolution 16-05 In Support of Librarians and Library Facilities, passed June 2, 2016. The resolution affirmed the professional role of library faculty, supported the construction of a new library building, and encouraged the College to prioritize the allocation of resources to renovate the existing Library facilities.

Sunday Hours
[2016-17] Ongoing success of Sunday hours with an average number of students ranging from 52 students in the library one half an hour after opening to 147 students in the library at 5:00 with a high of 354 students in the library prior to finals requires an ongoing commitment to these hours.

Reference Desk Modification and ADA Compliance
[2016-17] Funds have not been allocated for a reference desk modification. 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. [2015-16] There has been no modification of the reference counter to accommodate best practices in reference services and create a better configuration to assist handicapped students. The reference is a large space in the center of the area that has limited purpose and function. The space should be configured for student use and improved reference services.

Reference Desk and Service Barrier
[2016-17] Excessively large reference desk with a large, obstructive counter creates a barrier to students seeking library assistance (Counselor Focus Group finding, 2017).

Textbooks
[2016-17] Prohibitively priced textbooks increase the need for reserve textbooks. There was an increase of 908 transactions or a 1.8% change in the number of reserve circulations between 2015-16 and 2016-17 even though the textbooks were purchased throughout the fall semester and not at one time. [2015-16] Updated Student Equity Plan highlights the need for student access to computers and reserve textbooks during the week-end and supports Sunday hours as an activity to meet the goal. Additionally, increased information instructional offerings are needed to meet the goals outlined in the plan.

Funding for Library Materials
[2015-16] The library’s funding for materials, while not completely restored to pre-recession levels, has grown for a second year, which also increases purchasing and weeding demands. Staff training is needed to develop necessary technology skills used to expedite processing. Faculty support is needed for identifying, selecting, and purchasing materials by fiscal deadlines.

Sustainability
[2016-17] Sustainability is one the Library’s unit goals. [2015-16] Sustainability continues to be a charge given to the College.
Technology Training
[2016-17] Technology training is an ever-growing requirement as new software and resources are incorporated in the instructional and operational functions of the College.
[2015-16] In-depth training for staff and faculty to master college-wide software continues to be a challenge as new enterprise software has added technology options such as Smartsheets, a newer, revised version of TracDat, OmniUpdate, and the pending implementation of Canvas and Courseleaf software.

Acquisition Module Implementation
[2016-17] Mastery of acquisition module functionality is necessary to leverage the technology for purchasing efficiency.
[2015-16] Implementation of WMS acquisition module affects library work flow and requires training and support to learn to efficiently and effectively use the acquisition interface and functions.

Small, Individual White Boards
[2016-17] Continued need to purchase the boards.
[2015-16] A student requested a small, erasable white board that he could take to a table and practice doing math problems individually. He told us that he used them in high school and he found them useful. The student’s recommendation is insightful and small white boards should be purchased.

Education and Facilities Master Plan
[2016-17] Education and Facilities Master Plan is currently being developed, which must project the future needs of the library.

Campus Climate Commitment
[2016-17] Pending implementation of the campus Climate Action Plan in 2018 may affect library work processes and building practices.

Quiet Study Area
[2015-16] There has been limited discussion about the library quiet room remodel with no date set for the project to begin. Along with the remodel, furniture is needed for sound absorption and creating the desired learning environment. Student surveys indicated that students desired a quiet area to study.
[2014-15] Quiet room remodeling on hold with no target date for starting the project. The need for a quiet study area was identified by students. Modifications were approved, the room was planned, and then changes in processes delayed work.

Library Space Limitations
The possibility of a new library building continues to impede major modifications to the current building to address space limitations and changes in student needs. Library needs to create zones in its existing space to accommodate the various learning and studying needs of students.
[2015-16] Limited library space continues to be a problem. There are approximately 488,000 student visits to the library each year. Students continue to sit on the floor and stand-in lines that snake around studying students while waiting to print.

Increase in Student Printing Needs
[2015-16] 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.

Staffing
Three vacant positions have been filled. Ongoing evaluation of library technician support is necessary to ensure that operational needs are met as work requirements, newly adopted technology is implemented, and procedures change.

Technical Services Workflow
The technical services workflow has been experiencing some bottlenecks causing the processing of new materials to take longer. Operational needs and work redistribution need to be examined for training and staffing needs. The library needs to evaluate and tweak the process of purchases shelf-ready library materials to better meet its needs.
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 Limitations in Circulation & 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
[2014-2015] 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.

Library Meeting Room Limitations
Room 6-237 is a small, comfortable conference room that currently seats 8-9 individuals. The room, however, is large enough for more. To maximize the room’s utility a larger table would allow meetings for approximately 12-13 people.

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: Sunday Hours**
[2015-16] Committed to ongoing extended library hours during fall and spring semesters as demand, based on attendance and student input, supports the additional hours. Resources are required to staff the library during the additional open hours.

Evaluation of Reference Desk Configuration
The Library held a number of meetings to discuss the problems with the current configuration of the reference desk. This resulted in a decision to work towards changing the service desk to make it more ADA compliant and to better serve all students by making it more accessible.

Reduce the Periodicals & Microfilm Collection
It was decided that the Periodicals and microfilm collections would be significantly weeded to create additional seating space.

**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.

Weeding & Shifting of General Collection
The staff worked with library faculty to create lists used to weed the general library collection. As decision were made discard a book staff removed the books from the shelves as well as corresponding records in the Library catalog. The bookshelves were then shifted to create space in tight areas. All of this work facilitate the finding of items on the shelves by students.

Weeding and Shifting of Periodicals & Microfilm Collection
The staff worked with library faculty to weed the periodicals and microfilm collection. This allowed for much needed additional study space in the quite zone of the Library.

**Notable Achievements for Theme B: To Support Student Access and Success:**
Circulation Statistics
Circulated 71,347 items to students for 2016-17 with a monthly average of 5,945 items circulated.
Repackaging of Play-A-Ways
In an effort to maximize shelf space all playaway sets were repackaged into smaller bags to create space to add new sets.

Extended Hours
Increased library hours during finals week for extended study for a total of 12.5 additional hours. Funding also provided snacks and basic supplies such as blue books and scantrons to support students success on final exams. Extended hours also provided therapy dogs, coloring materials for stress relief.

Service to Students with Service Animals
Hosted a workshop during a staff meeting on how to support students with therapy animals in the library. This workshop better prepared Library staff and faculty to serve our students who are accompanied with service animals.

OCLC WMS Discovery Interface
Migrated to the OCLC WMS Discovery interface to take advantage of improved search algorithms, updated displays, and additional functionality.

OCLC Consultation
Reviewed work flows and processes to document collection development and acquisitions workflows, identify areas for improvement, and increase use of WMS functions and tools with the goal of reducing book processing time and increase timely access to the materials.

Library Web Page Redesign
Aligned library web pages with College’s web page design standards to create a uniform web experience, enhance access to library materials, and enhance the student discovery experience.

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 2016-17 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**
  A PA system was installed in 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.

- **New Associate Dean**
  Hired an Associate Dean, Library and Learning Resources to manage the library's day-to-day operations with responsibilities to support the Library Dean and the Division's operations.

- **WiFi Upgrade**
  The Library received a wifi upgrade in December 2016. Student complaints about the wifi have ceased since the upgrade.

- **New Fire Alarm System**
  The Library's fire alarm system was upgraded.

- **Carpet Replacement**
  Secured resources for new carpeting throughout the library, which includes the removal of obsolete counter tops in the periodicals area and former reserves area to create more study space for students. Installation was completed in August 2016.

- **Charging Stations Installed**
  Two mobile device charging stations were installed in the library. 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:

- Implemented an internal
public reference desk communication system using LibGuides to support and promote information sharing and document and communicate issues and concerns to faculty and staff working a variety of days and times including Saturdays and Sundays.

**Contributors to the Report:**
- Cesar Barragan
- Amber Sprague
- Laura Yin
- Brandy Cape
- Meghan Chen
- Rosie Higuera
- Bieu (Bill) Le
- Dennis Ramos
- Wendy Shen
- Barbara Soriano
- Christine Gerloff
- Suzanne Maguire
- Abigail Morales