I. PROGRAM MISSION: In your view, what is the primary educational objective of your program? (Enter in priority numbers if more than one applies.)

1. The mission of the Library/Media Center is to support and complement the academic program of the college and its mission to provide education for all. The Library and Media Center strive to promote student success and to meet the evolving information needs of a diverse and increasingly technology-based global community. The Library/Media Center provides the following resources: books, periodicals, CDs, CD ROMS, software, on-line databases, videos, slides, and access to the Internet.

2. The team of professional librarians sets the direction of the Library and Media Center. They work closely with the library technicians and instructional associates who support and participate in the academic library services provided. These services include, but are not limited to:
   b. Instruction: providing library and classroom-based library instruction, teaching research strategies and information competency skills, creating and revising curriculum and workbooks for self-paced and distance-learning library courses, coordinating all library instruction, providing tours of the library.
   c. Reference: providing point-of-use library instruction, instructing students, staff, and faculty in the information competency skills of finding, evaluating, and using information in all its formats, building and maintaining the reference collection, monitoring the use of reference and other resources in print and online.
   d. Technical Services: collection maintenance, acquisitions, cataloging, processing, periodicals, repairing, interlibrary loan.
   e. Circulation/Reserves: checking materials in and out, re-shelving, shifting collection, shelf reading, maintaining machines, processing and maintaining reserve collection.
   f. Automation: ensuring optimal function of all library automation systems and services.
   g. Librarians participate in the academic life of the college by serving on shared-governance committees and acting as liaisons to designated divisions.
   h. Media Center / Open Computer Lab: Provides access to non-print, alternative media, and computers with various applications.
   i. The Library and Media Center both provide printing and copying facilities.

II. ASSESSMENT OF INTERNAL AND EXTERNAL FACTORS

Internal Assessment:

1. At a time when academic libraries across the country are experiencing decreases in circulation and usage, Foothill College is seeing increases: more people are using the library, more books are being checked out, librarians are answering more questions, and the Library home-page receives more hits than any campus web page except Registration (see statistics below). Not only do we provide excellent resources and technology, librarians and staff also offer a high level of personalization in our service to students, staff and faculty.

2. Of 350 students surveyed in-house and online in Spring 2002, Sixty-two percent indicated that the Foothill Library’s resources and services directly helped them to succeed in their courses. Sixty-nine percent of students surveyed visited the Library or the Library website in order to complete class assignments.

3. Following are a collection of statistics that reflect the high level of Library and Media Center usage by students, faculty and staff:
<table>
<thead>
<tr>
<th></th>
<th>2000-01</th>
<th>2001-02</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of students, staff and faculty who visited the Library and Media Center</td>
<td>425,859</td>
<td>527,681</td>
</tr>
<tr>
<td>Number of reference/information questions answered</td>
<td>15,436</td>
<td>20,182</td>
</tr>
<tr>
<td>Number of searches students conducted in just one of our online databases</td>
<td>NA</td>
<td>111,000</td>
</tr>
<tr>
<td>Number of searches students conducted in our online catalog of library materials</td>
<td>60,849</td>
<td>62,640</td>
</tr>
<tr>
<td>Number of orientations provided by library faculty</td>
<td>108</td>
<td>* 98</td>
</tr>
<tr>
<td>Number of students attending the above orientations</td>
<td>4314</td>
<td>*3321</td>
</tr>
<tr>
<td>Number of items checked out to students, staff and faculty</td>
<td>42,854</td>
<td>45,508</td>
</tr>
<tr>
<td>Number of items used in-house and total number of items re-shelved</td>
<td>64,784</td>
<td>61,927</td>
</tr>
<tr>
<td>Number of new library cards issued and borrowing privileges renewed</td>
<td>21,496</td>
<td>25,228</td>
</tr>
</tbody>
</table>

*Bibliographic Instruction Librarian on sabbatical (orientations & number of students participating reduced).

4. In 1999/00 the Library obtained a line-item in the College budget, assuring $100,000 a year to purchase books, periodicals, and non-book materials, and an additional $70,000, which supplements our TTIP funding for online databases and related electronic resources; since then we have acquired approximately 8,100 new books and an array of highly used online databases (see statistics above). The 2002 Library survey also revealed that these databases were in part responsible for students’ ability to succeed in their courses. In order to provide a collection of resources that continues to meet the information needs of the Foothill community, it is crucial to maintain an adequate, consistent and continuing budget for periodicals, books, non-print materials, and online databases. The size of the collection has grown slightly since the college was founded, but has not kept pace with student population increases, and the Library survey conducted in Spring 2002 indicated a lack of up-to-date materials in certain areas of the collection.

5. Learning resources have been consolidated, and the Library and Media Center are both now under the direction of the Library Coordinator.

6. In 2001/02 a full-time librarian was hired making it possible to increase coverage at the reference desk during busy times and to allow for planning new services, such as email reference and improved support for distance-learning faculty and students. However, the Library and Media Center remain understaffed. With only 5.5 full-time faculty, 8.5 technicians, and the potential loss of all part-time librarians (due to the State budget crisis), we are restricted in our ability to accomplish requisite tasks and provide necessary coverage for essential service areas in the Learning Resource Center, iterated in the Program Mission statement.
   a. We have an insufficient number of paid student workers and work-study students, which directly impacts workflow. In Technical Services books are not processed or repaired in a timely manner. In Public Services books are not re-shelved in a timely manner and coverage becomes very problematic when one individual in either the Media Center or Library Circulation is out due to illness or other scheduled or unscheduled leave.
   b. If we lose the part-time librarians who staff the reference desk in the evening, answer questions, provide library orientations, teach students how to conduct research, grade papers for the self-paced courses, assist with the revision of workbooks (including developing new questions), and provide the necessary certificated presence in the building in the evening, the 5.5 full-time librarians will need to provide desk coverage for additional hours to be determined, absorbing the other duties of the evening librarians into their already full list of responsibilities.

7. Students with special needs are served by text-only online databases and a computer workstation equipped with assistive technology. But access for these students to the library book stacks on the mezzanine and to the Media Center is impeded due to an elevator and various doors that are not ADA compliant, including the main entrance to the Library. This is scheduled to be resolved as Measure E work is completed.

8. The District network can be unstable and unreliable, and its response times are sometimes slow.

9. The collection has been improved to reflect the changing demographics of the students we serve.
10. The Library subscribes to online databases of periodical articles, literary criticism, and college catalogs, as well as to an online encyclopedia; remote access is available for all these information sources.

11. There is a continuing need for access to a dedicated automated library classroom with online access for each student, as in room 3525, for library instruction.

12. There is a need for DVDs and DVD players in the Media Center and Technical Services in order to better address student and faculty needs and to remain on the cutting edge of technological change.

13. There are 14 Mac workstations in the Library (all upgraded since the last accreditation study) available for student research and 51 workstations (33 Macs and 18 PCs) in the Media Center (all also upgraded since the last accreditation survey) available for students to do word-processing, access the internet, check email, and work on class assignments. There is a need to continue replacing all computers in the Library and Media Center that are more than three years old and to increase the number of PC compatible computers in the Media Center.

14. There is a need for on-going adherence to Section 508 of the Rehabilitation Act of 1973 and its associated amendments and regulations.

15. The LRC needs a more efficient air conditioning and heating system that can provide a consistent room temperature throughout the facility (to be addressed by Measure E funds).

16. The Library needs a much improved lighting system (to be addressed by Measure E funds).

External Assessment:
1. The need for an information competent population will continue to increase.
2. The need for current books, media, on-line subscriptions and periodicals is a continuing necessity for an educated citizenry in a fast changing technological environment.
3. As the ethnic and educational background of our student population changes, we need to continually reassess our resources, online system, and instructional program to assure that we meet their on-going needs.
4. Trends in library and information science (e.g. evolving standards regarding web-based metadata, changing information formats, new UniCode and Oracle databases) demand that both librarians and technicians work to remain current in the library/information field. These changes will affect all aspects of library planning.
5. The costs of periodical and database subscriptions, books, and media continue to increase at a rate that exceeds current funding levels.
6. The structure of electronic information continues to change and also to increase significantly in cost.
7. The number of distance-learning courses and hybrid courses offered at Foothill continues to grow.
8. Budget restrictions may impact library operations with fewer staff and may consequently reduce hours of operation.

III. CURRENT STAFFING

Full-time faculty: Head count: **5.5** Percent reassigned time: ________ Short-term adjustments (e.g., professional development leave): **.5** is on article 18, 50%

Other comments: The Bibliographic Instruction Librarian presently spends 38% of her full time load on the Library Science Program.

Part-time faculty: Average quarterly load: _____ On a scale of one (easy) to five (very difficult), rate the difficulty of finding and keeping part-time faculty to teach in this discipline. _____ 4 _____

Comment:

Classified staff: Head count: **8.5** (Of these, specify any who are less than full-time, 12-month: **6**). Describe any unusual staffing circumstances, e.g., positions which have been vacant for all or part of the year due to professional development leave, reassignment, or other reasons:

Other comments: Assure equity of contracts for all Senior Library Technicians (see V. RESOURCES NEEDED: A. FULL-TIME EQUIVALENT FACULTY OR STAFF NEEDS #4).
IV. ACTION PLANS

Program Goals Related to EMP and PFE:

1. Provide a Library and Media Center budget and adequate staff in order to fully support the needs of the curriculum through electronic databases, print, media, computer and Internet resources.

2. Continue to work with the Academic Senate, administration, the Educational Resources Committee, etc., emphasizing the need for adequate funding to meet the Library’s basic needs and to plan for expansion and innovation as we prepare to gear up for the increased enrollment predicted in the Educational Master Plan (EMP).

3. Continue developing a unified vision and strategic plan for the Library and the Media Center in order to provide access to learning resources, support learning, and implement innovative and distinctive services for our diverse and changing campus community and to ensure continuity and direction for the LRC.

4. Implement the strategies of the aforementioned plan, while preserving flexibility to accommodate the introduction of new and innovative technologies and services.

5. Continue updating curriculum and courses and offering information competency instruction to the Foothill community in order to improve student performance, scholarship, and life long learning.

6. Add resources and technologies to accommodate students with special needs.

7. Further expand resources and services to the distance-learning community by providing access to information resources, developing instructional tutorials, and providing email reference.

8. Begin to offer email reference to meet the needs of all students, staff, and faculty for remote assistance, particularly our distance learners, expanding access, promoting student success, scholarship, and a climate for learning.

9. Develop a strategic plan to market library services.

10. Provide funding for two additional staff (one in Technical Services and one to float between Circulation and the Media Center) in order to process and re-shelve Library and Media Center materials in a timely manner and to minimize lines at the Circulation Desk and Media Center.

11. Continue to advocate for improved stability, reliability, and response times of the District Network in order to provide a 24/7 climate for learning with continuous access to the online library catalog and other resources.

12. Expand electronic resources as information formats and the needs of our community change in order to more fully support student success.

13. Continue to revise and update Library and Media Center web pages in order to improve and expand student access and use.

14. Continue to update the Library Technology Plan regardless of budgetary limits. It will serve as a plan in a better budgetary climate.

15. Implement LRC procedures to ensure adherence to Section 508 of the Rehabilitation Act of 1973 and its associated amendments and regulations.

Other Program Improvement Plans:

V. RESOURCES NEEDED

A. FULL-TIME EQUIVALENT FACULTY OR STAFF NEEDS:

1. Provide full funding for any potential loss of part-time librarians and staff during the evenings and Saturdays.

2. Add at least two full-time library technicians (12-months), one to float between Circulation in the Library & the Media Center, and one in Technical Services.

3. Replace any library staff at 100% who are on medical leave, professional development leave, reassignment or other leaves in order to reduce the negative impact upon services.

4. Increase by one month the contracts for all four Senior Library Technicians working in Circulation (from 11 months to 12 months) in order to better address the many tasks which can best be accomplished during the summer months when students are not present (major collection shifting, and collection upkeep) and also to achieve equity with all other Senior Library Technicians in the District.

5. Extend the contract of one ten-month librarian to twelve months in order to better address the current and expanding bibliographic instruction and information competency needs during summer months and to better prepare for each new school year prior to opening day.
B. FACILITIES:
1. Secure first priority access/scheduling to rooms 3525 and 3523 in order to better serve our students and faculty needs.
2. Continue to upgrade equipment and provide the technical training required for the implementation of new library automation systems and modules (i.e., authority control, serials check-in, etc.), and continue updating servers, workstations, hardware and software in order to maintain a state-of-the-art library system and related technologies.
3. Pest-proof the entire library from insects, rodents and birds, including faculty and staff offices and office spaces.
4. Acquire equipment and related software needed to make online reference available.
5. Add nine new public access workstations to the main room of the library, one new workstation on the mezzanine of the Quiet Study Area, one new workstation in the Quiet Study Area downstairs, and upgrade all staff workstations and all printers.
6. Replace remaining older chairs in Library and Media Center.
7. Provide safe, dependable elevator access to the mezzanine in order to comply with ADA requirements (to be addressed by Measure E).
8. Doors between the main library room and the Quiet Study Area, and doors leading out of the main library onto the external courtyard between the library and Media Center should be made to conform with ADA specifications, as well as the main entrance gate to the Library (to be addressed by Measure E).
9. Repair all water-damaged and mold-damaged areas of the ceilings in the entire library, including all offices and office areas (to be addressed by Measure E).
10. Remove any remaining asbestos in Library (to be addressed by Measure E).
11. Provide an efficient heating and air conditioning system that maintains a consistent room temperature throughout the facility (to be addressed by Measure E).
12. Provide an efficient air filtration system (to be addressed by Measure E).
13. Provide an efficient and effective lighting system throughout the entire Library (to be addressed by Measure E).
14. Add new stacks in the downstairs of the Quiet Study Area in order to accommodate the necessary expansion of our book collection --one full-length unit on each end of the existing stacks (to be addressed by Measure E).

C. CAPITAL PROJECTS:
Provide funding for equipment and/or technical training required for the implementation of new library automation systems and modules (i.e., authority control, serials check-in, etc.), and to continue updating servers, workstations, hardware and software in order to maintain a state-of-the-art library system and related technologies.

D. MATERIALS AND SUPPLIES BUDGET AUGMENTATION:
1. Provide funding for Library instruction handouts and other related supply and printing costs.
3. Provide funding for DVD players in Media Center and one for Technical Services for cataloging purposes.

E. DIVISION PRIORITY LEVEL:
1. Staffing
2. Funding

VI. STUDENT EQUITY
1. Depending upon adequate funding, library faculty developing our collections continue to add resources and materials that reflect diverse cultural perspectives in all subject areas.
2. Our public services staff works with the diverse student population to address multicultural and diversity issues.
3. Our workstations and facilities address the needs of our population and many of our resources are available remotely.
Evaluation of academic year **2002-2003.**

Date of evaluation: Spring 2003

List names of participants assisting in this program review.

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Administrator: P. Patz


Students: