Program Review Summary Page Fall 2023

LIBRARY SERVICES

Summary of Program Review:

A. Major Findings

1. Strengths:

- Employs an experienced and dedicated library staff
- Offers a welcoming and supportive environment in a beautiful and useful space to all students, employees, and community members
- Provides well-managed technology and devices (desktops, printer, copier, laptops, hotspots, and calculators) to support student online learning
- Provides extensive digital collections (eBooks, databases, streaming) to support virtual learning
- Informs faculty and students about resources available at the library through remote resources such as Library Guides, Tips of the Month, etc. created by librarian
- Provides one-on-one reference and research assistance with a librarian through research appointments, 24/7 online chat, and in-person drop in.
- Librarians teach information literacy through in-person and remote single-session lessons to NVC classes.
- About 1/3 of the Special Collections and Archives have been cataloged and finding aids created
- Developed partnership with Diversity, Equity and Inclusion (DEI) to create oral history project

2. Areas for Improvement:

- Staffing
  - Employ enough librarians and staff to carry out the necessary functions of the library and expand hours in order to support student success, especially with expected residential students' needs starting in fall 2024 semester.
  - Need for strong leadership with knowledge of and experience in academic libraries that is actively involved in the day-to-day business of the library.
- Services
  - Provide a single-search engine ("discovery system") for searching all of the library's physical and digital collections
  - Complete weeding of entire collection and expand collection development
  - Increase outreach to campus departments and programs to promote library services and resources
  - Strengthen the library reserve collection and eBook offerings to include multiple copies of print textbooks for titles that are high demand and support equitable access
  - Finish cataloging and creating finding aids for the special collections
  - Implement pay-per-print
- Building
  - Provide monitors in every group study room
  - Replace damaged chairs and other furniture
  - Repair broken light fixtures & window screens
  - Fix announcement system
- Miscellaneous
  - Develop library-specific safety protocol. Offer staff training on emergency situations.

- Rename reference desk to “Research Help Desk”

3. Projected Program Growth, Stability, or Viability:

Additional staffing will be required to maintain “Stability and Viability” as demand for services increases. More community engagement and outreach services will increase visibility.
There are notable increases in students and community members using the library since re-opening post-COVID. Library usage continues to grow as more students return to campus. Library usage is projected to further increase with the opening of the campus housing.

- Greater communication to faculty and staff about available resources offered
- Hire tenure-track librarians to facilitate communication with faculty and different programs
- Create a staff position to oversee daily library operations, staff schedules, and front desk services. This position also coordinates services with various partnerships such as Napa County libraries, Link+, Polaris Library System, campus-wide collaboration, etc.
- Appoint a library administrator with library background and experience to provide a bridge between librarians, library staff, and higher administrative personnel
- Improve integration of instructional offerings, information literacy workshops, and Library Guide (LibGuide) resources into the overall curricula

B. Program’s Support of Institutional Mission and Goals

1. Description of Alignment between Program and Institutional Mission:

The McCarthy Library supports the mission and programs of Napa Valley College through the acquisition and management of academic information resources, the development of information literacy, and by providing excellent services to library users.

2. Assessment of Program’s Recent Contributions to Institutional Mission:

The library provides quality services to support students in person and virtually. Essential resources such as textbooks, laptops, or hotspots are available. Librarians are available in person or online when students need research assistance to complete their assignments. Dedicated staff go above and beyond to assist students while they are in the library, often with technology support, circulation transactions, or any questions students may have (either by helping them directly or by referring them to appropriate departments and services). Knowledgeable librarians provide valuable research, information literacy instruction, and cross-curricular opportunities and assistance. The library has rich print and digital collections to supplement classroom learning.

3. Recent Program Activities Promoting the Goals of the Institutional Strategic Plan and Other Institutional Plans/Initiatives:

- Engage students with monthly heritage and identity themed research guides and displays.
- Update community with library information, tips, and guides through website and email.
- Showcase with physical library displays to promote library resources
- Offer research appointments with students
- Offer single-session information literacy workshops and tours to classes
- Provide staff-created information handouts and information table staffing during campus-wide events to promote library resources and services
- Develop partnership with Diversity, Equity and Inclusion office

C. New Objectives/Goals:

- Hire librarians and staff to serve all library users and maintain a variety of quality resources
- Keep library technology and devices up to date
- Resume Library 100 "Becoming a Skilled Researcher" for-credit class
- Resume and promote independent information literacy workshops for faculty and students
- Improve communication with departments about support materials

D. Description of Process Used to Ensure "Inclusive Program Review"

All library staff had the opportunity to contribute to the completion of this Program Review.

I. DESCRIPTION OF PROGRAM

A. Program Purpose

The McCarthy Library supports the mission, goals, and programs of Napa Valley College through the acquisition and management of academic information resources, the development of information literacy, and by providing excellent service to library users. The library resources include, but are not limited to, the following:

- Print book collection
- Textbooks
- Technology devices (laptops, hotspots, calculators, etc.)
- Online databases
- eBooks
- Research guides
- Research assistance
- Classroom instruction
- Independent workshops
- Technology assistance
- Student computers and printing services
- Study space

B. Alignment with the Student Pipeline

Identify how the program's areas of responsibility align with the student's experience.
At what point(s) does the program support students? Use the response in Section I.A to guide this reflection.

- The library supports students by providing high-quality information resources for their classwork. Reserves enable students to access required course materials, including textbooks, at no cost. In-house circulating and reference books are available 35 hours per week, and circulating books can be checked out for 3 weeks or longer with renewals. E-Books and databases support the subject disciplines taught at Napa Valley College by providing 24/7 access to students. Resources from 60 additional libraries across the state are available through NVC's collaboration with LINK+ libraries, giving students a wide selection of materials to meet their scholarly needs. In addition, students can get research assistance from a librarian 24/7 through the library chat services (after-hours service is provided by consortium of librarians).

- Library Services works collaboratively with the IT Department to provide technology needed for students to be successful in their classes. Laptops, wi-fi hotspots, calculators, PC and Mac computers, the print center, etc. allow all students to access library resources.
- Librarians teach students how to locate, evaluate, and use information sources in their coursework. Through information literacy instruction, students are taught skills to find, evaluate, and use scholarship. Students are better prepared for the rigors of upper-division academic work when they transfer to a 4-year institution.

C. **Student Population(s) Served**

The library is a welcoming space open to all students. There is an increased number of students with basic needs, such as laptops, Wi-Fi hotspots, textbooks, and quiet study spaces. The latter is especially important for our students experiencing housing insecurity.

D. **Delivery of Services (Modalities)**

- The library is open Monday – Thursday from 9:00-5:00 and Friday from 9:00-12:00.
- Students can connect with library staff and librarians for assistance in-person, via email, or by phone.
- The library provides a virtual chat service that can be accessed 24/7 (when NVC librarians are not available, students are helped by an outside librarian).
- The library website provides information about library services and resources and access to all digital resources.
- Assists students in research appointments in-person and remotely.
- Provides single-session information literacy workshops in-person and remotely.

E. **Effective Program**

Program Reflection:
What does an effective student support service of the type that your program offers look like?
Use the responses to Sections I.A – I.D to begin identifying metrics to incorporate into the remainder of the report – to be used to help evaluate effectiveness of the program.

As part of providing effective support services, the library meets student needs in a timely manner with quality services and information resources both in-person and online. To achieve this goal, there should be **at least** two full-time librarians and one part-time librarian available whenever the library is open to assist students with their information needs, maintain digital collections, provide information literacy instruction through workshops, perform outreach, and attend to much-needed collection development in order to keep the book collection current and relevant to support curriculum. Additionally, there should be at least four full-time equivalent supporting circulation staff to catalog materials, maintain patron records, provide circulation services and technology assistance, and curate monthly displays, assist with collection development, and participate in campus outreach events.

One of the major challenges has been a staffing shortage. This has a significant impact on meeting the needs of students in a timely manner and being able to provide the best resources and services. While the library is a space for all, it requires resources and staffing to maintain its stability, viability, and quality service. Signage explaining staffing shortages or reduced services at the circulation desk may negatively impact the student's overall experience of the library and the college as a whole.

Notes from Katie (based on conversation 10/18)

- One way of looking at program effectiveness is to see other services and programs students utilize on campus (may also help with determining most efficient way to provide services like laptop checkouts).
- While most people with checked out laptops and hotspots were still registered at the time the report was run, there were a few that had since dropped all their courses. The library may want to think about how materials are handled in that situation.
- Possibilities to improve data collection and analysis moving forward:
    - Print and copies – Konica Minolta (printer service) does not let you select parameters when printing a report. To track print/copies over time, staff need to read meter at set point in time and subtract prior counts. Work with IT to identify appropriate schedule (Monthly? FY?)
    - Material checkouts – nature of library database systems is to not keep a record of checkouts tied to an individual after the item is returned. To understand who checked out hotspots and laptops, staff would recommend picking a point in time in semester (e.g. first census) and running checked out list. Simultaneously, run enrollment query from Colleague. Staff might also consider looking at item history to get a sense of how many hotspots and laptops are checked out in a given time period, to supplement point in time demographic data.
    - Surveys – currently looking at draft versions of surveys to staff and faculty. Do these surveys help you answer qualitative questions about your program's effectiveness? How can you adjust surveys to get to that data?

II. **PROGRAM DATA**

A. **Demand**

Table 1. Library services offered, FY 2020-21 to FY 2022-23.

Library Service	FY 2020-21	FY 2021-22	FY 2022-23	Change from FY 2020-21 to FY 2022-23
Materials checked out				
Audio/Video/DVD	39	19	64	64.1%
Books	3,402	1,572	2,217	-34.8%
Calculators	152	228	353	132%
Class support material	90	82	78	-13.3%
Hotspots	232	292	780	236%
Laptops	365	318	366	0.3%
Reserves/Textbooks	270	616	553	105%
Group Study Room keys	166	2,355	3,472	1,992%
Total materials checked out	4,716	5,482	7,883	67.2%
Other services				

Gate count	--	16,597	43,766	--
New library cards registration	468	833	470	0.4%

Source: NVC Library (Reported October 17, 2023).

Note: FY begins July 1 and ends June 30. No gate count data available in FY 2020-21 due to COVID-19 library closure.

RPIE Analysis: Between 2020-21 and 2022-23, the number of materials checked out from the NVC Library increased by 67.2%. Most library services saw an increase in utilization between 2020-21 and 2022-23, with room keys claiming the largest increase (of 1992%). Checkouts of reserves, calculators, and hotspots also increased by more than 100% each. The two areas that experienced decreases were book checkouts (-34.8%) and class support materials (-13.3%). Over the last two years, gate counts increased by 164%. Part of this increase is most likely due to the increase of in-person class offerings.

Table 2. Hotspot and laptop checkouts, Fall 2023.

Students who checked out either a laptop or hotspot	Percent who checked out….		
	Hotspot Only	Laptop Only	Both a laptop and hotspot
244	45.9%	33.2%	20.9%

Source: NVC Library (Retrieved October 19, 2023).

RPIE Analysis: A total of 244 students had a laptop and/or hotspot checked out to them as of October 19, 2023. Approximately 46% of students using these technological resources had checked out a hotspot (only). One-third of students had checked out a laptop (only), and 21% had checked out both a hotspot and laptop.

Table 3. Comparison of students with checked out hotspots/laptops and NVC overall, Fall 2023.

Group	All NVC students	Students who checked out laptop and/or hotspot	Difference (population share among students who checked out materials minus population share among all NVC students)
Total headcount	4,527	244	--
Race/Ethnicity			
African American/Black	4.3%	5.7%	1.5%
American Indian or Alaska Native	0.2%	0.0%	-0.2%
Asian	14.4%	13.1%	-1.3%
Latinx/Hispanic	48.1%	62.7%	***14.6%***
Multi-Racial	5.7%	2.0%	-3.7%
White	22.2%	10.2%	-12.0%

Unknown/Not reported	5.2%	6.1%	0.9%
Gender			
Female	55.3%	58.6%	3.3%
Male	41.1%	36.9%	-4.2%
Unknown/Not reported	3.6%	4.5%	0.9%
Age Group			
19 or younger	53.2%	53.7%	0.5%
20 to 24	25.4%	22.1%	-3.3%
25 to 29	7.7%	4.1%	-3.6%
30 to 34	4.6%	5.3%	0.7%
35 to 39	3.1%	3.7%	0.6%
40 to 54	3.4%	4.9%	1.5%
55 and older	2.7%	2.5%	-0.2%
Unknown/Not reported	0.0%	3.7%	3.7%
Units Enrolled			
Full-time	33.7%	54.5%	***20.8%***
Part-time	66.3%	41.8%	***-24.5%***
Unknown/Not reported	0.0%	3.7%	3.7%
Modality			
Both online and in-person	49.4%	75.4%	***26.0%***
In-person only	21.5%	11.9%	-9.6%
Online only	29.2%	9.0%	***-20.2%***
Unknown/Not reported	0.0%	3.7%	3.7%

RPIE Analysis: Table 3 compares the population of students who checked out laptops and/or hotspots with the NVC credit-student population. The differences between the two population shares pertaining to each demographic group are reported in the final column of Table 3. The following groups claimed a significantly larger proportion of laptop/hotspot users than then did among the credit-student population (differences are noted in parentheses):

- *students enrolled in both online and in-person courses (26.0%);*
- *full-time students (20.8%); and*
- *Latinx/Hispanic (14.6%).*

Students enrolled part-time and online only claimed significantly lower shares among the laptop/hotspot users than they did among the credit-student population, with differences of 24.5% and 20.2%, respectively.

Program Reflection:

Data shows 43,766 students, staff, and community members visited the library from July 2022 to June 2023. The library is a major hub, providing services to a diverse population. As such, it needs to be fully staffed in order to continue with quality service.

Students use the group study rooms frequently. These rooms provide a quiet study space for students to collaborate. Rooms were used by 3,472 groups in 2023, up from 2,355 groups in 2022.

Technology devices were in high demand. At one point, all laptops and hotspots were borrowed and waiting lists had to be created. Funding for additional devices was required to meet the demand. The data show that 62.7% of students who borrowed a laptop and/or a hotspot were LatinX/Hispanic.

B. **Student Learning Outcomes/Student Services Outcomes Assessment Findings**

Academic Support Program	Number of Outcomes*	Number of Outcomes Assessed		Proportion of Outcomes Assessed	
		Over Last 4 Years	Over Last 6 Years	Over Last 4 Years	Over Last 6 Years
Library (Library and Learning Resource Center)	2	1	2	50%	100%

Program Reflection:
Limited staffing, which resulted in limited outreach, most likely affected the academic support offerings in terms of single-session information literacy workshops.

III. EVALUATION OF EFFECTIVENESS

Program Reflection:
Since reopening post-COVID, the library has seen an overall increase in usage in terms of space, resources, and services (both virtually and in-person). This has resulted in an increased need for staffing, services, and support. In addition, having an administrator with library support experience, a daily operations supervisor, and two full-time librarians would assist in streamlining and improving the overall library experience.

IV. PROGRAM HIGHLIGHTS

The program-level plan that emerged from the last review (fall 2020) included the following initiatives:

- Strengthen the collections in support of curricular needs
- Upgrade technology and facilities supporting informal learning spaces (e.g., group study rooms) and services
- Strengthen information literacy instruction supporting campus curriculum, especially for English 120.
- Strengthen information literacy across the curriculum through enhanced provision of library instructional resources

- Strengthen discovery of reliable, authoritative digital and print information resources, to support information literacy and overall academic achievement
- Strengthen the value of the "Library as place"

A. **Accomplishments/Achievements Associated with Most Recent Three-Year Program-Level Plan**

Dedicated staff have been flexible and supportive of students throughout the COVID-19 lockdown and since reopening.

The library served 60,363 students, staff, and community members in 2021 and 2022, with year 2020 mostly closed.

- 1049 students borrowed laptops
- 1304 students borrowed hotspots (780 between July 1st, 2022 to June 30th, 2023)
- 1771 students applied for library cards
- Library staff provided guided tours.
- Library staff participated in campus-wide events to promote resources and services.
- Librarians provided single-session information literacy workshops, one-on-one research appointments, and in-person and virtual reference services.

B. **Recent Improvements**

- Student computers were updated by IT department
- Library uses its own web platform (through LibGuides by Springshare)
- Some new materials were added to the collection
- Some minor weeding was done with the physical collection
- Library research guides were created for monthly observances and to support new courses
- The library began a partnership with DEI with a plan for an oral history project

C. **Effective Practices**

Library staff and librarians assist students online and in-person. The library continuously evaluates its services and resources to support student learning.

V.**PROGRAM PLAN**

Based on the information included in this document, the program is described as being in a state of:

Viability

Stability

- Growth

*Please select ONE of the above.

This evaluation of the state of the program is supported by the following parts of this report:

- Increased usage of laptops and hotspots demonstrate need for more laptops and hotspots
- Increased number of patrons demonstrates need for adequate staffing

Complete Columns A – D of the 3-Year Program Planning Template (Excel file accompanying this report) to outline the three-year plan for the program. For the fall 2023 program review cycle, the 3-year program plan will span 2024-2025 through 2026-2027.

COLUMN A	COLUMN B	COLUMN C	COLUMN D
Program/Service	**Unit-Level Initiative**	**Anticipated Year of Implementation**	**Anticipated Outcome of Initiative**
Library services	Hire Two Full-time Tenure Track Librarians	2024	Will enable the library to support student success through increased information literacy instruction, curated information resources, outreach, extended hours, professional development, and involvement with campus life.
Library services	Increase library hours to serve students living in campus housing	Fall 2024	Increasing library hours will positively impact students' success and experience at NVC.
Library services	Hire two additional Full-time equivalent Library Learning Resource Staff to support extended library hours.	Summer 2024	Having adequate staff will lessen the current staff burn-out rate, provide resiliency so that the library staff can continue to provide excellent services, increase the library's viability, and allow the library to increase library hours.
Library services	Increase visibility of library services through advertising and outreach.	Fall 2024	Providing information to the NVC community will increase the usage of services.

VI. **RESOURCES NEEDED TO IMPLEMENT PROGRAM PLAN**

A. Describe the current state of program resources relative to the plan outlined above. (Resources include: personnel, technology, equipment, facilities, operating budget, training, and library/learning materials.) Identify any anticipated resource needs (beyond the current levels) necessary to implement the plan outlined above.

Description of Current Program Resources Relative to Plan:

- Need increased funding for the purchase of more laptops and hotspots
- Need increased funding to grow database offerings
- Need increased funding to update physical collections
- Need for adequate staffing (4 circulation staff, including a designated supervisor, two full-time librarians, and multiple part-time librarians)
- Need for administrator with library support services background

B. Complete Columns E – F of the 3-Year Program Planning Template to identify the resources needed in order to implement each unit-level initiative. If more than one type of resource (e.g., operating expenses, technology, supplies, facilities, equipment, etc.) is needed to implement the initiative, list them on consecutive rows following the unit-level initiative.

Note: Resources to support program plans are allocated through the annual planning and resource allocation process (not the program review process).
The completed 3-Year Program Planning Template will serve as a draft/starting point for upcoming annual planning and resource allocation cycles.

COLUMN A	COLUMN B	COLUMN C	COLUMN D	COLUMN E	COLUMN F
Program/ Service	**Unit-Level Initiative**	**Anticipated Year of Implementation**	**Anticipated Outcome of Initiative**	**Description of Resource Need**	**Type of Resource Need**
Library	Maintain study rooms with useful working technology	2024-2025 2025-2026	Up-to-date technology in the student study rooms.	Upgrade six student study rooms with technology.	Technology
Library	Increase number of laptops and hotspots	2024-2025	This initiative will help to bring equity to the forefront by giving all students access to resources needed for college-level work.	50 additional laptops and 50 additional hotspots	Technology devices
Library	Provide adequate budget to enable purchase of information resources that support the curriculum, including databases, print books, e-books, etc.	2024-2025	This will enable the library to provide current, relevant resources for student use.	-databases -books -e-Books -Textbooks	Materials and Information Resources
Library	Replace damaged and worn furniture in student study rooms	2025-26	A clean and inviting environment will increase user satisfaction with the library study areas. In addition, comfortable furniture will help to reduce stress.	-lounge chairs -computer chairs -sofas	Furniture

FEEDBACK AND FOLLOW-UP FORM

LIBRARY SERVICES FALL 2023

Completed by Supervising Administrator: **Note that the VPAA is acting as the supervising administrator, so notes on this section will be integrated in the VPAA response.**

Date:
11/09/2023

Strengths and successes of the program, as evidenced by analysis of data, outcomes assessment, and curriculum:

Areas of concern, if any:

Recommendations for improvement:

Additional information regarding resources: