

ADMINISTRATIVE SERVICES, PRESIDENT'S CLUSTER, AND STUDENT SUCCESS AND SUPPORT PROGRAMS, COLLEGE CENTERS ANNUAL PROGRAM PLANNING WORKSHEET FOR 2024

Program: Library/Learning Resources Center **Planning Year:** 2024

Last Year CPPR Completed: 2023 **Unit:** Student Success & Support Programs

Cluster: Student Success & Support Programs **Current Date:** 03/01/2024

Please complete the following information. Please note that responses are not required for all elements of this document.

I. GENERAL PROGRAM INFORMATION

A. Describe changes to program mission, if applicable.

None

B. Describe any changes in primary relationships, internal and external, to the District.

Library/Learning Resources classified staff now report to two Supervisors for Student Success & Learning Resource Centers, North County Campus and San Luis Obispo Campus.

C. List any changes to program service, including changes and improvements, since last year, if applicable.

Two more Librarians were hired (part time) to fill in the Ref Desk schedules at both SLO and NCC

D. List changes to program in the last year in reference to relevant statutory authority/program regulation and related compliance issues, if any.

None

II. ANNUAL PROGRAM SUPPORT OF DISTRICT'S MISSION STATEMENT, INSTITUTIONAL GOALS, INSTITUTIONAL OBJECTIVES, AND/OR INSTITUTIONAL LEARNING OUTCOMES

A. Provide updates, if any, on how your program addresses or helps to achieve the District's Mission Statement in the last year.

- By supporting coursework with a range of information resources, the library fosters student success in the classroom. This has included expanding our library orientation programming, research guide offerings, and support of open hours in collaboration with Student Success Centers.
- We expanded our outreach to ESL students with orientation tours, and redesigned seating arrangements and study rooms that offer collaboration and presentation opportunities for students and staff.
- Printing and copying remain free at both libraries to support equitable access to services

B. Provide updates, if any, to how your program addresses or helps to achieve the District's **Institutional Goals and Objectives**, and/or operational planning initiatives in the last year.

Institutional Objective 1A: Increase enrollment of low-income and underrepresented students through intentional program development and targeted outreach efforts

- Library instruction strives to include resources that represent diverse perspectives which expand student knowledge and understanding of often underrepresented groups to provide pathways to become open-minded, compassionate community members. Furthermore, the Library fosters inclusion throughout the Cuesta community by offering events, outreach and support activities that center diversity, equity, inclusivity, accessibility, and social justice.
- Increased tours for CA conservation Corp groups, High School groups, and activities with Connect @Cuesta, Cougar Days, Educaté, and College for a Day events. A Video on Library Orientation and DIST 101 (how to be a successful online student) was added for use by EOPS and CalWORKs. We continue to provide on-the-spot tours for prospective students and their families who often arrive spontaneously on campus looking for information.
- Expanded Database Coverage to include Ethnic Diversity source as a resource for students in Ethnic Studies and History Courses.
- Librarians increased support for Dual Enrollment students by answering research questions for students via chat and email. We also began to explore offering specific sections of research and technology support classes to these students and supporting the databases offered within the high school system.

Examples of intentional programming focusing on promoting persistence by fostering a sense of belonging:

1. Open Poetry Reading, April is National Poetry Month
13 April 2023, 11:30-12:45, at the SLO Library. We organized an in-person [event](#) to celebrate National Poetry Month. Two Faculty members brought their entire English classes over; students from a few other English classes also dropped in. Poems were read mostly in English, but we did have a few in Spanish and one in Chinese. A couple of students even read their own poems (55 attended the open reading).
2. Hispanic Heritage Month, Library Virtual Book Club
19 Sep 2023 at 4:30-6:00 PM, Featured Award-winning, Bi-lingual Author Alexandria Diaz presented via Zoom, discussing her path to become a successful author. She answered the Q & A in both Eng and Spanish. We timed the event (late afternoon) to make it accessible to some of the evening ESL classes and to students in our Spanish Language classes. For those who missed it, the recording was made available for the next 10 days to view. (30 in attendance, including 8 Faculty (ESL, LIBT, and Spanish instructors) and students.
3. 2023 Book of the Year (our 14th annual) featured National Book Award Winner Sabaa Tahir and her latest novel *All My Rage*. This work appealed to both our student population, the community at large, and adult readers. Tahir drew from her own family experience growing up in a small Mojave Desert town. Her story centered on two generations of a working-class Pakistani American family and the motel they run in the California desert as they navigate the effects of substance abuse, financial stress, ill health, and racism, among other things. In addition to well-attended ancillary events held both on our campus and at local public libraries, the Main Author event in the CPAC drew over 350+ attendees in person. The presentation was also streamed for ticket holders who could not come in person. Attendees included Cuesta classes, students, faculty, staff, local book clubs, and general community members.

Examples of Library Space promoting belonging:

- Increased display of banners and art for groups such as for Student Clubs, Guardian Scholars, Puente, PRIDE, UMOJA, Pathways
- Artwork was added to the SLO library including photos of students in action, diverse book covers on bookends in the stacks area, and hanging panels in the library with diverse people of significance including QR codes linking to more information.
- Student quotes from wellness events, and immigrant journeys
- Updated authors/images on ends of stacks In ESL area at NCC
- Added Bilingual Directional signage (NCC)
- Explored adding Mural above reference desk in NCC and added bilingual signage.

Institutional Goals 2 and 3: Completion and Transfer

- The library's role in Open Educational Resources (OER) initiatives has helped to shift the campus culture regarding OER, significantly increasing the number of course sections using zero-cost and zero-textbook-cost (ZTC) materials from 98 sections in Fall 2022 and to 148 sections in Fall 2023. Students earn higher grades and are more likely to complete courses that use OER, and students from underserved groups especially benefit from ZTC courses.

Institutional Objective 2A: Increase in the number of students who earn an Associate Degree or Associate Degree for Transfer, credentials, certificates, or specific job-oriented skill sets

- Library instruction also focuses on developing information literacy within specific disciplines and, more broadly, on developing the habits of critical reading that facilitate the ability to evaluate the relevance, credibility, and quality of information sources and to use information effectively and ethically. Through library instruction, students are equipped with the skills and knowledge to be effective *and ethical* consumers and producers of information in our current information ecosystem.
- Increased collaboration with Ethnic studies - especially beginning Teachers Program/Pathway.
- The inclusion of AI resources and information was compiled into a Research Guide for Instructors and Admin, and AI information was presented during student orientations at the instructor's request.
- Increased collaboration with targeted student groups on outreach events (student engagement and retention) and provided free books and library giveaways for book clubs, literacy events, and campus events

ILO 6: The library's student learning outcomes closely align with the informational fluency element:

- "A Cuesta College information literate student is one who should know or be able to do the following:
 - Conceptualize and communicate a research topic or information need and to know when expert assistance is necessary.
 - Synthesize material and evaluate whether information needs have been successfully satisfied.
 - Locate, use, and evaluate library and information resources relevant to class assignments and personal information needs."

III. ANNUAL MEASUREMENTS, ANALYSIS AND IMPROVEMENTS

Programs are often impacted by institutional or other organizational change. Please review program-relevant institutional data sources, such as institutional enrollment trends, which along with some other relevant program data, is available on the [SLOCCCD Institutional Research website](#). Other organizational or departmental measurements may provide useful information for planning in your program; please describe those measurements and the data below.

A. Data Summary:

- Describe data collection tool(s) used.
Library/Learning Resources tracks usage of resources and services via door counters (Figure 1), counts reference transactions, and conducts surveys, including a survey of student satisfaction administered every two years. We also contribute yearly to the Association of Research Libraries Academic Library Trends and Statistics Survey.
- Include updates to program data results from the previous year, if any.

B. Data Interpretation:

- Describe results from previous improvement efforts to the program based on institutional or departmental changes.

Entrance count and technology usage:

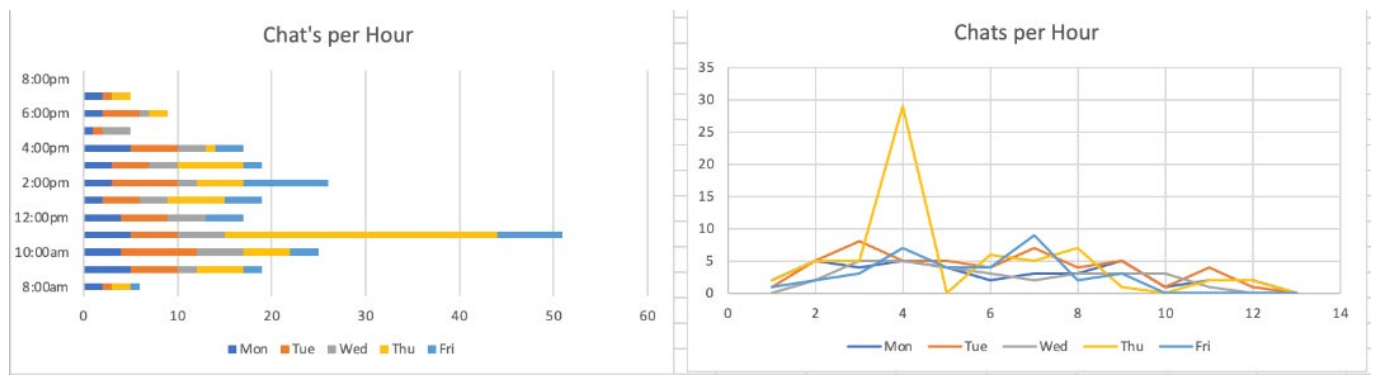
	July/August	September	Oct	Nov	Dec	Jan	Feb	March	April	May	June	YTD
Library Entrance Count	7400	9609	6215	6415	3416	5287	8538	6222	7009	5284	1846	67241
Reserve Textbooks	299	237	157	114	42	288	326	211	226	116	66	2082
Chrome Books	193	35	5	11	5	104	31	10	13	13	32	420
Laptops	11	3	0	0	0	14	3	0	3	2	0	36
Hotspots	63	20	7	3	1	59	23	13	6	4	22	221
Non-Reserves												
Books	89	101	100	117	22	77	112	85	107	52		862
Magazines	0	12	0	2	0	0	6	0	0	0	0	20
ESL	0	0	6	9	0	0	0	0	0	0	0	15
Subtotal Non-Reserves Loaned												
Audiovisuals Day/Evenings												
DVDs	1	0	0	0	0	1	0	4	0	0	0	6
Total Materials Activity												
Items put on Display	70	60	53	65	42	56	46	75	70	70		607
Items checked out from Display	7	3	4	9	4	4	3	6				40

The number of users of the library and open lab space continued to recover from the previous year, although due to the lower number of in-person classes, gate counts are not as high as pre-COVID. Usage of Chromebooks, laptops and Hotspots are still strong. The data for usage of magazines and ESL books have not been broken out of the overall in-house usage.

In 2022-23, the student interaction sheet was updated to reflect current service categories. The number of interactions in person continued to trend upwards as the campus returned to in-person service. Beyond a general increase in face-to-face classes, in person library usage was influenced by:

- redesign in the Children’s area to add genre organization; outreach to Early Childhood Education faculty and students
- promotion of library uses by ESL students, student families, and Achievement House
- increased diverse student representation in the libraries via collection development, signage and posters
- collaboration with targeted student groups on outreach events including book clubs (Sept 2022 w/Teacher Pathways, October with the Pride Club, November with EOPS/CARE and ESL, Feb 2023 w/Black Student Union, April BOTY, May AAPI with English Department and wellness education: Awareness Gallery Oct 2022 collaborations with student groups from Comm 210: Emeritus Art show Sept 2022; literacy events: Convivios (March – April, 2023), Poetry reading April 2023 with Continuing Ed
- Improved directional signage, bilingual above both desks, in the stacks, and computer lab/print station (NCC)

Reference Tally Sheets Totals												
General Questions	346	302	251	160	117	128	195	24	169	169	88	1949
Course Reserves	70	26	22	5	13	59	38	13	20	4	33	303
LILA/ENGL 201A Support	3	6	3	29	60	2	4	5	18	5	2	137
Academic Questions	34	95	71	69	132	50	94	69	81	58	11	764
In Person Support	40	49	41	37	25	27	41	32	36	27	15	370
Chat/Zoom	54	44	31	29	14	40	40	27	31	29	8	347
Technical Questions	8	16	19	27	5	12	38	21	28	29	31	234
SLO 1	11	63	33	46	66	50	46	42	43	16	3	419
SLO 2	4	3	5	7	2	6	16	15	6	2	3	69
SLO 3	55	24	19	23	12	10	34	24	21	19	5	246
Tech Lab Tally Sheet Totals												
General	66	53	48	50	25	43	74	54	51	35	0	499
Tech Support	7	17	4	11	4	9	12	7	9	7	0	87
Printers/Copiers/Printing Support	53	55	46	46	24	33	65	45	49	24	0	440
Email Support/MyCuesta	9	5	22	14	2	4	5	3	2	1	0	67
Canvas/DE Support (Fresh Desk)	13	19	10	8	2	13	5	4	4	5	0	83
Academic	1	5	0	0	1	0	1	0	0	0	0	8
Orientations	7	2	2	0	0	2	1	0	1	0	0	15
# of students attending	183	28	38			50	50	0	10	0	0	359
Events (Book Clubs, etc.) DE			18	70	0		30	11	69	8	0	206
BOTY events								need #				0



Chat and Zoom continued to be an important part of reference services, with usage being strongest in the mid mornings. This mirrors typical in-person library use patterns.

Databases:

We are steadily increasing the cost-effectiveness of our spending for online resources. From 2021-22 to 2022-23, database use more than doubled (from 30,494 to 66,349.) So while the cost of most individual databases increased slightly, we reduced the cost per use from \$4.16 to \$1.50. Examples of dramatically increased use: CREDO use more than tripled (2,149 uses to 7,410 uses), and US NewStream quadrupled (996 to 4,092.) Our most heavily used database, Academic Search Complete, increased from 9,662 uses to 14,814.

Issues of concern:

As of 2023, we were still reliant on CARES funds, which are not ongoing. CARES funded more than 40% of our database costs in 2022-23. While that percentage dropped to around 30% in the current year, we are still in need of reliable, ongoing funding as the information resources we provide to support learning increasingly move to online subscriptions. There is some indication that this will transition to Lottery Funds, but this transition should be transparent and stable.

We are still unable to afford critical resources in some disciplines. For instance, we do not have online access to current issues of the two most influential scientific journals, *Nature* and *Science*. While *Nature* is slowly moving toward an Open Access model, we do not now have reliable access to articles published after 2015, and cannot access full-text *Science* articles published in the last six years. (That might be of interest to the new science faculty we bring on board next year.) And we struggle to add new resources to support emerging/expanding programs.

DATABASE NAME / PROVIDER	2022-2023 Price	Exp.	Fund	Searches YTD	\$/use	21-22 \$/use
BibliU (Total Visits)	\$11,000	Jan. 2023	SLO/NCC	5,189	\$2.12	\$4.59
Credo Academic Core (Credo Reference) Total searches	\$6,105.00	Dec. 2022	SLO/NCC	7,410	\$0.82	\$2.84
Academic Search Complete (EBSCO) Total Searches	0 for College	Jun. 2023	State Pays	14,814		
CINAHL Plus with Full Text (EBSCO) Total Searches	\$4,920.00	Jun. 2023	Nursing / Library	1,277	\$3.85	\$6.03
Ethnic Diversity Source (EBSCO) Total Searches	\$4,141.00	Jun. 2023	CARES	1,287	\$3.21	\$5.41
PsychARTICLES (EBSCO) Total Searches (Discontinued 7/22)		Jun. 2022	Lottery			
PsychINFO (EBSCO) Total Searches	\$3,653.00	Jun. 2023	Lottery	5,140	\$0.71	\$0.96
America's Newspapers (Newsbank)	\$11,789.00	Jun. 2023	Lottery	7,305	\$1.61	\$4.20
Films on Demand. Master Academic Collection (InfoBase) Total Searches	\$10,481.00	Dec. 2022	SLO/NCC	1,382	\$7.58	\$13.30
Feature Films for Education (InfoBase) Total Views (Discontinued 12/22)		Dec. 2022	CARES			
CampusGuides -LibGuides (Springshare) Homepage Tracking Views	\$2,559.00	Jun. 2023	SLO/NCC	3,403	\$0.75	\$0.93
Opposing Viewpoints in Context (Gale) Regular Searches	\$6,927.00	Jun. 2023	Lottery	7,867	\$0.88	\$1.37
US Newstream, (Proquest) Regular Searches	\$6,668.00	Jun. 2023	Lottery	4,092	\$1.63	\$12.55
Proquest AVON. Regular Searches (Discontinued 7/22)		Jun. 2022	CARES			
Proquest Black Historical Newspapers. Regular Searches	\$9,632.00	Jun. 2023	CARES	3,632	\$2.65	\$5.31
Proquest Ebook Central. Regular Searches	\$7,450.00	Jun. 2023	CARES	2,672	\$2.79	\$6.59

Proquest Central. integrated with Proquest Newspapers and Ebook Central	\$19,570.00	Jun. 2023	CARES			
JSTOR (Databases A-Z) Regular Searches	\$5,500.00	Dec. 2023	CARES	6,045	\$0.92	\$1.32
ARTSTOR (Databases A-Z) Total Events	Merged	Jun. 2023	CARES			
Bloomsbury National Theater Collection Regular Searches (Discontinued 7/22)		Jun. 2022	CARES			
Bloomsbury Screen Studies Regular Searches (Item Investigations)	\$445.00	Jun. 2023	CARES	21	\$21.19	\$19.24
JoVE Biological Sciences (Databases A-Z) # of Views (Discontinued 7/22)		Sept. 2022	CARES			
Total:	\$99,840.00			66,349	\$1.50	\$4.16

Identify areas if any that may need improvement for program quality and growth.

- With the redesign of the SLO library space, there is a large open area that needs to be addressed as a collaboration space for students
- Need to make Research Guides accessible and updated for existing classes and future requests – work on helping Instructors integrate into Canvas
- Embedded Librarians in English 201a need to have a presence in those classes. Work with Instructors to feel comfortable having us in as

collaborators.

- Evaluate newly subscribed DEI databases usage in ethnic studies classes and targeted Pathways (student engagement and retention/ Guided Pathways)
- Improve Library digital spaces and access to technology
- Better advertising of Ask a Librarian Chat and Zoom
- Rework library website based on student usability testing
- Add technical support for Alma Primo videos
- Continue to align outcomes with goals of library IDEA plan
- Continue digitization of library reserves and selected collections to meet OER goals

Recommend any changes and updates to program based on the analysis above.

For elements that require funding, complete the [Resource Plan Worksheet](#) and review the [Resource Allocation Rubric](#)

- Full Time Librarian with technical (technology) expertise to support existing and new initiatives
- Reserve textbooks
- Increased Database funding
- Flexible Furniture for student collaborative spaces
- Diverse images for walls and book ends including photos and murals
- Adjustable Computer chairs for library labs (put into Resource plan worksheet)
- Increased in-person and online student tech support either in the library labs or across campus
- Support for ATTIC faculty training center

IV. ANNUAL PROGRAM OUTCOMES (ASOS AND SSOS), ASSESSMENT AND IMPROVEMENTS

Your program has established either Administrative Service Outcomes or Student Service Outcomes. Those outcomes are assessed and tracked in the Course or Program Assessment Summary. Review CPAS documents for ASO or SSO assessment results for program outcomes.

A. Describe any results from improvement efforts arising from ASO or SSO assessment in the last year.

N/A

- B. Recommend changes and updates to program based on assessment of program outcomes. For elements that require funding, complete the [Resource Plan Worksheet](#) and review the [Resource Allocation Rubric](#).

V. ANTICIPATED SERVICE CHALLENGES/CHANGES

Provide a brief description of challenges or changes anticipated in the next year and any needs that have emerged as a consequence.

Suggested Elements:

- A. Regulatory changes - n/a
- B. Internal and external organizational changes n/a
- C. Student and staff demographic changes
- D. Community economic changes – workforce demands
- E. Role of technology for information, service delivery and data retrieval
The need to create online services and materials continues to expand. Students with both online and in-person technology need to be supported. The campus continues to struggle to provide adequate technological support.
- F. Providing service to multiple off-campus sites
If South County services return, we will need to staff the space with part time faculty hours
- G. Anticipated staffing changes/retirements
Part Time Librarians continue to retire and have multiple commitments at other campuses. Hiring and retaining faculty who have advanced skills continues to be a challenge.

VI. OVERALL BUDGET IMPLICATIONS

Provide a brief description of the immediate budget request(s) made in your [Resource Plan](#) (after having reviewed the [Resource Allocation Rubric](#)). These elements will be reflected in the District planning and budget process.

Collections

Providing information resources is the core function of the library.

- Reserve textbooks—electronic and print
Reserve texts are needed in print and digital formats to support student learning modalities, especially for disproportionately affected students.
- Stable ongoing funding for electronic databases and eBooks is necessary to provide consistent collections to support instructional programs and to provide the flexibility to acquire resources supporting new programs.
- Streaming resources to support Online and Hybrid courses

- "Popular reads" book budget for NCC
Students have requested popular reading items for NCC

Staffing

Knowledgeable staff are essential to making information resources accessible.

- Full Time Librarian with technical expertise to support existing and new initiatives
- Staffing for scanning for phase two digital library project
- ATTIC faculty training center
This project will provide collaborative space, training in technology and equitable practices.
- Increased in-person and online student tech support, either in the library labs or across campus

Equipment

- Adjustable rolling chairs for open lab area (SLO) (44)
Chairs in the open lab are soiled and worn.
- Collaborative rolling **white board tables** and chairs SLO (6 tables 4 chairs per table comfortable and rolling)
- Computer laptop side tables for couches and large chairs with built-in charging (if possible) 14 (SLO)
- Coffee and snack pop-up station for the Cougar pantry would require a hot water maker, microwave, Keurig, supplies, etc. (SLO) The Cougar pantry pop up has been popular with students and should be expanded.
- Murals in both SLO and NCC libraries
Murals create inclusive and welcoming spaces.
- Bilingual signage for SLO and NCC libraries
Bilingual signage has been requested by students and would provide inclusive and welcoming spaces.
- Student Collaboration worktable with the ability to have Monitor and stand and access to data and power, and for students to be able to plug in laptops to display their work (SLO)
- Library give aways (notepads, bookmarks, and other items that can be branded with Cuesta Library - swag)
Giveaways increase belonging and participation.
- Outreach (food and speakers) for in-person and virtual events
These events create intentional welcoming spaces.
- Chargers (phone and laptop) for circulation
Create welcoming spaces.

SIGNATURE PAGE

Director(s), Manager(s), and/or Staff Associated with the Program

Student Success and Support Programs, College Centers and Administrative Services Programs: All full-time director(s), managers, faculty and/or classified staff in the program must sign this form.

Division Chair/Director Name	Signature	Date
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Name	Signature	Date
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