CUYAMACA · COLLEGE ·

Annual Update Report

SIS - Library

Increase faculty, staff, and student engagement with library services, resources, and spaces. (Goal 1)

Program Goal: Increase faculty, staff, and student engagement with library services, resources, and spaces.
Goal Status: Active

Mapping
2022 - 2028 Strategic Plan: *(X)*
- **Eliminate Equity Gaps in Course Success:** Increase faculty, staff, and student engagement with library services, resources, and spaces. (**X**)

Summary of Progress or Results
Summary Date: 11/13/2024

Summary of Progress or Results: While the library represents an equitable and inclusive repository for information sources, it also serves as a campus center for knowledge and learning. Community engagement contributes to increasing equitable access and eliminating equity gaps in course success. During the 2023-2024 academic year, we:

1. Hosted public film screenings at the library aligned to college observances and in partnership with student clubs.

2. Hosted library events and outreach activities in which approximately 1,450 students attended during the 2023-2024 academic year.

3. Hosted 53 library events and outreach activities during the 2023-2024 academic year.

4. Partnered with the San Diego Council on Literacy to support library outreach efforts.

5. Established new outreach partnerships with programs (e.g., Athletics, Music, Graphic Design) and student clubs such as the Young, Black, and Gifted; Brown Students United; Secret Coyotes; and Cuyamaca Association of Paralegal Students.

6. Converted two rooms into student pods, providing a private space for individual students to attend Zoom meetings and online classes.

7. Audited the library spaces in partnership with DSPS for student accessibility

8. Launched a food pantry satellite in the library in partnership with Cuyamaca Cares.

9. Installed new banners outside the library featuring, "You Belong at the Library", in English, Arabic, and Spanish.

10. Installed digital signage in partnership with IMS to promote library resources, services, and events.

11. Created a new tabletop gaming collection, featuring board games and role-playing games developed by creators belonging to BIPOC and queer communities.

12. Created an Online Teaching Toolkit with curated library eBooks and periodical subscriptions.

13. Expanded the library's instructional service offerings to include embedded librarian roles, asynchronous activities and content, and co-curricular programming.

Outcomes Related to this Goal:

Outcome 1a - "Total overall score for librarian-facilitated reference and instruction per semester"
Goal: Between 4 and 5 (the higher the better)
Fall 2023:
Comment: We plan to administer the survey during Spring semesters.

Summary of Progress or Results

Outcome 1c - "Number of library instruction requests per semester"
Goal: Between 8 and 12 (the higher the better)
Fall 2023: 14
Spring 2024: 13
Comment: We exceeded our target goal. There was huge growth in this area compared to Fall 2022 (3 instruction requests) due to the faculty outreach efforts from the librarians.

Outcome 3a - "Number of library-involved outreach programs (tabling, collaborations, library-led events, hosting) per semester"
Goal: Between 8 and 12 (the higher the better)
Fall 2023:
Spring 2024:
Comment: We exceeded our target goal. Library outreach has become significant area for our community engagement efforts. We will consider adjusting the target to reflect the growth of our library outreach efforts.

Outcome 3b - "Total overall score on the Library Events/Programs survey for library-led events and programs each semester"
Goal: Between 4 and 5 (the higher the better)
Fall 2023: 4.2
Spring 2024:
Comment: We met our standard goal.

Outcome 3d - "Overall student success rate among students after participating in a library-led event or program each semester"
Goal: Between 70% and 75% (the higher the better)
Fall 2023: 89%
Comment: Small sample size may not be representative of the student population, but emerging data is promising.
Reporting Period: 2023 - 2024
Status: In Progress - will carry forward into next year
Action steps for this academic year.:

- Update the library's general book collections to better align with existing programs and student interests.

- Incorporate the library's new button making kit into outreach programs as a maker activity for students.

- Submit a Supplies and Equipment request for library outreach supplies.

- Build a suite of online guides tailored to each academic program for students and faculty to quickly access relevant resources available through the library.

- Design a collection of Canvas modules to support students' fundamental information literacy and research skills.

- Explore opportunities to establish the library's discipline and create relevant courses to support research skills aligned with other programs.

Summary of Progress or Results

- Administer a survey to students about library outreach events, gathering feedback on student needs and interests, targeted communication strategies, and event scheduling and modality.

- Build a collection of graphic novels, manga, and comics for student and cocurricular use.

- Explore opportunities to develop a collection of seeds native to California for student use.

- Explore opportunities to display archived materials from Cuyamaca College's history at the library.

- Develop a series of asynchronous research guides tailored to each academic program to support student research and curricular needs.

- Redesign the library's current Canvas module to better support student access to library resources and services.

- Explore opportunities to partner with Love on a Leash to host pet therapy events for students' mental health and wellbeing.

- Present faculty development workshops during FLEX week on topics related to library instructional services and ZTC support services.

- Create an online guide about library services and resources to support classified staff.

Support technology innovation and equity to contribute to improved student outcomes and success. (Goal 2)

Program Goal: Support technology innovation and equity to contribute to improved student outcomes and success.
Goal Status: Active

Mapping
2022 - 2028 Strategic Plan: *(X)*
- **Eliminate Equity Gaps in Course Success:** Support technology innovation and equity to contribute to improved student outcomes and success. (**X**)

Summary of Progress or Results

Summary Date: 11/13/2024

Summary of Progress or Results

Summary of Progress or Results: As the College grows both on campus and online with new modalities and new educational tools, the library aims to be at the forefront of technology adoption and innovation. Thoughtfully chosen and developed technology innovations can strengthen the ways that students learn and that faculty teach. Technology innovation and equity contribute to increasing equitable access and eliminating equity gaps in course success. During the 2023-2024 academic year, we:

1. Increased our collection of laptops and Chromebooks for the Library's technology lending service, providing more access to technology to students through partnerships with EOPS, Rising Scholars, UMOJA, Engineering program, CalWorks, Graphic Design program, and Ornamental Horticulture program.

2. Transitioned to EZproxy Hosted for online library resource access, becoming one of the first departments to integrate the Microsoft Single-Sign On platform.

3. During Spring 2024, 500 individual students logged into online library resources at an average of 4 times per person.

4. Added nine new databases to support new and growing programs, to support ZTC efforts and student research.

5. Migrated to the new EBSCO Discovery Service user interface, offering more intuitive and accessible features.

6. Hosted Generative AI labs for students to discover and experiment with new generative AI tools for research and learning.

Outcomes Related to this Goal:

Outcome 2a - "Overall student success rate among students after checking out technology (e.g., laptops, Wi-Fi hotspots) per semester"
Goal: Between 70% and 75% (the higher the better)
Fall 2023: 82%
Comment: We exceeded our target goal.
Reporting Period: 2023 - 2024
Status: In Progress - will carry forward into next year
Action steps for this academic year.:

- Add new research database and eBook subscriptions to support multiple academic programs.

- Add new eBook titles to support ZTC efforts at the college.

- Renovate the Library's Canvas module to better support student research assignments and projects.

- Explore building a virtual reality technology collection.

- Submit a new faculty position request for an Electronic Resources Librarian.

Summary of Progress or Results
- Administer a survey to students who have utilized the technology lending service to identify areas of strength and areas for improvement.   - Update the library's OneSearch search box to better support student research and access to electronic resources.   - Participate in the Student Printing Options Taskforce to identify and implement a new printing system for students on campus.

Improve training, hiring, and retention of library employees. (Goal 3)

Program Goal: Improve training, hiring, and retention of library employees
Goal Status: Active

Mapping
2022 - 2028 Strategic Plan: *(X)*
- **Increase Hiring and Retention of Diverse Employees:** Improve training, hiring, and retention of library employees (**X**)

Summary of Progress or Results
Summary Date: 11/13/2024

Summary of Progress or Results

Summary of Progress or Results: The success of the library relies on the efforts and skills of its employees. We support a wonderful team of faculty librarians and classified staff at the College. Strengthening our library team in numbers, knowledge, and efficiency is foundational to meeting the diverse needs of our campus community. Employee training, retention, and hiring contribute to increasing equitable access and eliminating equity gaps in course success. During the 2023-2024 academic year, we:

1. Supported library staff and faculty to attend professional conferences and activities, including the American Library Association Annual Conference, the Medical Library Association, the Library Classified Staff Spring Workshop, and the AI Revolution in Education conference.

2. Had a librarian present a poster titled, "Multicultural Family Night at the Academic Library", at the American Library Association annual conference.

3. Had a librarian present a session titled, "Scoping Reviews in LIS", at the Medical Library Association conference.

4. Had a librarian invited to present a professional development webinar titled, "Community Engagement in the Virtual Library", for the Medical Library Association.

5. Had a librarian publish a peer-reviewed article titled, "Academic Libraries Can Develop AI Chatbots for Virtual Reference Services with Minimal Technical Knowledge and Limited Resources", in the Evidence Based Library and Information Practice journal.

6. Had a librarian publish a peer-reviewed article titled, "Teaching Intersectionality in Instructional Librarianship: Asynchronous Information Literacy Instruction in the Health Sciences", in the Issues in Science and Technology Librarianship journal.

7. Had a librarian publish a peer-reviewed article titled, "Scoping Reviews in LIS: A Process for Collaboration and Learning", in the Reference and User Services Quarterly journal.
Reporting Period: 2023 - 2024
Status: In Progress - will carry forward into next year
Action steps for this academic year.:
- Publish a peer-reviewed article on OER initiatives at academic libraries.

- Submit a new faculty position request for an Electronic Resources Librarian.

- Send a librarian to attend the 2025 AI in Education conference.

Assess library resources and services for continuous improvement (Goal 4)

Program Goal: Assess library resources and services for continuous improvement
Goal Status: Active

Mapping

<u>2022 - 2028 Strategic Plan:</u> *(X)*
- **Eliminate Equity Gaps in Course Success:** Assess library resources and services for continuous improvement (**X**)

Summary of Progress or Results
Summary Date: 11/13/2024 **Summary of Progress or Results:** To continue growing and adapting to the ever-changing needs of our students and the College, it is important to assess our efforts to know what to improve and thoughtfully plan for next steps. Outcomes assessment contributes to increasing equitable access and eliminating equity gaps in course success. 1. Revised the Library's Outcomes Assessment Plan to reflect the findings of the 2022-2023 program review report, including updated SAOs and new performance indicators. 2. Incorporated assessment of the library's new food pantry for student use, course success, and equity gaps; starting 2024-2025 academic year. 3. Incorporated assessment of the library's electronic resources for student use, course success, and equity gaps; starting 2024-2025 academic year. 4. Assessed Interlibrary Loan requests by students for potential resource acquisitions. 5. Withdrew outdated and non-relevant library materials based on careful assessment of collection use, currency, and availability of better resources for replacement. **Reporting Period:** 2023 - 2024 **Status:** In Progress - will carry forward into next year **Action steps for this academic year.:**   - Conduct a student focus group evaluating the user experience of the library website.   - Trial new databases for students and faculty to share their feedback on their relevance and effectiveness.   - Administer a survey to students who have utilized the technology lending service to identify areas of strength and areas for improvement.

Service Area Overview and Update

Lead Author
Matthew Chase

Collaborator(s)
Maria Gearhart, David Shamoon, Erika Stuart, Mark Cassano, Rita Ghazala, Jessica Hurtado, Ross Takasugi, Juliet Howard, Joel Bakker

Initial Collaboration Date with Service Area Team
09/17/2024

Dean/Manager(s)
Jessica Hurtado

Initial Collaboration Date with Dean/Manager
09/17/2024

Please summarize the significant changes and achievements that have occurred in your service area since the last program review.
The 2023-2024 academic year marked a time of growth and accomplishment for the library, in which we:

- Hired new classified professionals, a Library Technician II and a Library Technician III, to support technical services and student services.

- Transitioned to EZproxy Hosted for online library resource access, becoming one of the first departments to integrate the Microsoft Single-Sign On platform.

- Increased laptops and Chromebooks in the Library's technology lending service for students through partnerships with EOPS, Rising Scholars, UMOJA, Engineering program, CalWorks, Graphic Design program, and Ornamental Horticulture program.

- Conducted a full inventory of the book collections for the first time in four years.

- Added nine new databases to support new and growing programs to support ZTC efforts and student research.

- Created new resource collections (e.g., tabletop gaming, fiction books), focusing on BIPOC and queer creators, to engage students with personal reading interests and incorporate into the curriculum.

- Hosted more than 50 library events and outreach activities during the 2023-2024 academic year, with more than 1,400 students in attendance.

- Established new outreach partnerships with programs (e.g., DSPS, Athletics, Music, Graphic Design) and student clubs such as the Young, Black, and Gifted; Brown Students United; Secret Coyotes; and Cuyamaca Association of Paralegal Students.

- Supported library classified professionals and faculty to attend and present at multiple professional conferences; and publish peer-reviewed articles and book chapters.

- Established a food pantry satellite in the library in partnership with Cuyamaca Cares.

Student Learning Outcome/Service Area Outcome Assessment and Student Success

Student Access, Learning, and Achievement

Student Services areas collect data in many different ways. This may include the number of students, employees, or community members served, survey results, or other reports prepared by the department and external organizations. Which data was used for your service area?

Guided by our 2022-2026 outcomes assessment plan, the library has been collecting valuable data to inform and improve our service area outcomes. We revised the plan to streamline our performance indicators, standard and target goals, and data collection methods to better reflect our points of success and areas for improvement. During the 2023-2024 academic year, we collected data in the form of:

- Fall 2023 Library Event Survey submissions

- Fall 2023 Technology Lending Service - Course Success and Equity Data

- Fall 2023 Library Events – Course Success and Equity Data

- 2023-2024 Library Instruction Request Statistics

- 2023-2024 Library Event Statistics

- Spring 2024 Library Collections Survey Results

Please discuss any equity gaps in access or success the data revealed.

We collected research data in partnership with the IESE Office from Fall 2023, evaluating the impact of the library's outreach efforts and technology lending service on students' success and equity rates.

We collected the data from 13 students who participated in library outreach efforts during the Fall 2023 semester. Compared to all students in Fall 2023, the data showed an underrepresentation of Asian students, Native American students, and Pacific Islander students in our outreach efforts. Black students, Latinx students, Middle Eastern students, and students who identify with two or more races or ethnicities were well represented among the participants of library events and/or programs.

White students who participated in library events and/or programs experienced a 100% success rate in Fall 2023. In comparison, Latinx students experienced an equity gap of nine percentage points (91% success rate), whereas Middle Eastern students experienced an equity gap of 27 percentage points (73% success rate).

We also collected data from 211 students who utilized the library's technology lending service. Compared to all students in Fall 2023, the data showed an underrepresentation of Black or African American students, Latinx students, and students who identify with two or more races or ethnicities. None of the students who received technology identified as Pacific Islander. A large percentage of the students who utilized the technology lending service in Fall 2023 identified as Middle Eastern (40%).

Middle Eastern students who utilized the technology lending service experienced an 89% success rate, while White students experienced a 79% success rate. In comparison to White students, Asian students experienced an equity gap of 29 percentage points (50% success rate), Black students experienced an equity gap of 26 percentage points (53% success rate), and Latinx students experienced an equity gap of three percentage points (76% success rate).

What action will the department or discipline take to address these equity gaps? If equity gaps have been reduced or eliminated, please share what the program did to achieve this. If equity gaps still exist, consider the specific steps your department will take to address equity gaps.

While the student success and equity gap data for the library's outreach efforts derives from a sample too small to be representative of the student population and therefore cannot support conclusive findings, we can still gain some insights into how we can address equity gaps.

The emerging data suggest a need to engage Asian, Native American, and Pacific Islander students, which reflects the college's overall strategic enrollment and outreach priorities. Like our partnerships with Latinx and Black student clubs, we will explore collaborative opportunities with other campus partners such as the Ethnic Studies department and the Kumeyaay Studies department. We will also administer a survey in partnership with the IESE Office to all students, gathering feedback about student needs and interests, communication strategies, and event scheduling and modalities.

Annual Update

Student success and equity data for the library's technology lending service were collected from a larger sample size (211 students), which better reflects our successes and our challenges to address equity. From the data, we have identified areas for improving equitable access to technology for Black, Native American, and Pacific Islander students. We can explore opportunities to raise awareness through targeted outreach efforts, partnering with Umoja, Together We Rise Center, and the Kumeyaay department to share information with students about this service. We will also administer a survey to students who have utilized the technology lending service to understand what worked for them, what did not work, and areas for additional support with the technology.

What has this data revealed about the progress of the program review goals you set?
Our 2023-2024 data has demonstrated a great deal of growth with the Library program as well as strong themes of impactful partnership with students and faculty.

In the service area of library instruction, we have made great strides in partnering with faculty to reach students in their classrooms. The 2023-2024 academic year data showed that we exceeded our target goal of eight library instruction sessions per semester during Fall 2023 (n=14) and Spring 2024 (n=13). These numbers are exciting compared to the 2022-2023 academic year, in which we only met our goal during Spring 2023. This steady increase is likely attributed to the extensive faculty outreach that the library has been dedicating through FLEX workshops, department meeting visits, and individual faculty consultations.

In the area of library outreach, we have enjoyed positive growth. We exceeded our target goal of leading and supporting 12 events per semester, with 15 library events in Fall 2023 and 38 events in Spring 2024. This trend can be attributed in part to the active partnerships with multiple partnerships across campus departments (e.g., DSPS, Health and Wellness Center, Graphic Design department) and student groups (e.g., Brown Students United, Secret Coyotes). Overall, students have positively received the outreach efforts, with an overall survey score of 4.2 in Fall 2023, exceeding our standard goal of 4. Taking into account the small sample size (13 students), the overall student success rate for students who attended a library event was 89% in Fall 2023, compared to all students who did not attend a library event (75%). This result is very promising, exceeding our target of 75%, but more data is needed to determine whether this outcome is consistent in future semesters.

We also experienced success in the area of technology. The overall student success rate for students who utilized the library's technology lending service was 82% in Fall 2023, compared to all students who did not use the service (75% success rate). We exceeded our target goal (75%). This result is a two percentage point increase from Spring 2023 (80%) and a 17 percentage point increase from Fall 2022 (65%), so it is a promising trend that we will work to maintain. We may need to increase our standard and target goals for the 2024-2025 academic year.

Service Area Assessment

Did your program complete and submit SLO/SAO assessment in the last year?
Yes

Please share any outcomes assessment projects your service area has completed in the last year and how the service area used the results for improvement.
We have continued to expand assessment efforts at the library to better evaluate the impact and effectiveness of our services and resources for the college community.

During the Spring 2024 semester, we conducted a college-wide student survey regarding their awareness and use of library collections as well as recommendations for improvement.

Several respondents were Automotive Technology students, emphasizing the need for more resources at the library to support their education. This need has inspired us to explore opportunities for relevant electronic resources to address the gap. In consultation with Automotive Technology faculty, we have identified a database that would support their students and the curriculum, which we are working to implement during the 2025-2026 academic year.

Some respondents also noted that their faculty do not direct them to the library for research help and services. While we have been expanding outreach efforts and information sharing with faculty, these responses demonstrate that there are areas where we can improve. The plan is to host library workshops during Flex week, disseminate updates and new resources to department chairs, and collaborate with the Distance Education coordinator to promote library support for our online instructors.

67% of respondents expressed interest in accessing a physical fiction book collection at the library. We have addressed this interest by building a new fiction collection for students to support their recreational reading activities as well as be incorporated in the curriculum when relevant. We intentionally curated fiction materials that were authored by BIPOC and queer communities.

Annual Update

46% of respondents expressed interest in utilizing tabletop gaming materials (e.g., board games, card games) at the library. In response, we have created a new tabletop gaming collection for students and other campus community members to borrow for personal and educational purposes. The collection intentionally focuses on creators belonging to BIPOC and queer communities.

Program Goals

Program Goals Status
I have updated the progress on my previous goals.

Program Goals Mapping
Mapping for all active Program Goals complete.

Submission

Program Review response is complete and ready for review.
Yes - Response is complete and ready for review