

**LIBRARY**  
**REPORTING FALL 2021 – FALL 2024**

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**PURPOSE OF THE PROGRAM**

**a. Describe the purpose of program and its mission.**

The library's main purpose is to support student learning and achievement by providing library, learning, and support services to students and to faculty responsible for student learning and support. The services provided will be of sufficient quantity, currency, depth, and variety to support educational programs, including distance education and correspondence education. These services include library collections, tutoring, learning centers, computer laboratories, learning technology, and ongoing instruction for users of library and other learning support services. (Reference: PVC Administrative Procedure 4040 Library and Learning Support Services)

**b. How does the program support the College Mission?**

The library supports the College Mission by providing access to information, resources, promoting literacy, and supporting lifelong learning.

**1. POPULATION(S) SERVED**

**a. Describe the populations served by the program, identifying special populations, if any.**

The library primarily serves local learners, Rising Scholars (through correspondence requests), faculty, and staff of the college. In addition to this primary audience, the library also serves community members and visiting researchers as resources allow.

**b. Describe other populations that should be served by the program and identify plans for serving them in the future. N/A**

**2. ACCOMPLISHMENTS IN ACHIEVING GOALS**

**a. Describe progress in achieving each goal outlined in the previous Full Review, providing evidence documenting such achievements.**

There is a total of ten (10) goals from previous Full Review (2017-2021), which included current and new goals:

Goal 1: Assess the peer tutoring program: The reviewer (former librarian) determined this was infeasible without "outside entities"

Goal 2: Increase the number and consistency of tutors: The reviewer determined this goal needed "higher level support"

Goal 3: Using peer tutoring through online

Goal 4: Space reorganization of library: The reviewer determined this can be ongoing.  
 Goal 5: Increase library workshops: The reviewer determined this can be ongoing.  
 Goal 6: Develop SAO's for library services: The reviewer indicated this as 'completed'  
 Goal 7: Using Calendly/appointment scheduling software for tutoring: The reviewer determined this goal should be completed in subsequent semester.  
 Goal 8: Survey faculty. The reviewer determined this can be ongoing.  
 Goal 9 (new): Develop new library and tutoring websites  
 Goal 10 (new): Library displays

## 1. STRENGTHS, WEAKNESSES & NEW GOALS

- a. List and comment on the major strengths of the program.

### Strengths (1): Supporting Rising Scholars

Through 2021-2024, the PVC Library monitors the number of requests from various CDCR (California Department of Corrections & Rehabilitation) institutions, including Chuckwalla State Prison (now closed), Ironwood State Prison, and other facilities. Library Services tracks the number of questions associated with these requests, providing valuable insight into the need for and accessibility of library services for our Rising Scholars. This enables us to better identify areas of need and effectively allocate resources in places where engagement may be lower due to challenges with access or awareness.

2021-2022	Fall # of Requests	Fall Actual # of Questions	Spring #of Requests	Spring Actual number of Questions	Year total of Requests	Year total Actual # of Questions
Chuckawalla State Prison	29	78	4	8		
Ironwood State Prison	27	49	3	5		
All other Facilities	10	29	3	3		
<b>Total</b>	<b>66</b>	<b>156</b>	<b>10</b>	<b>16</b>	<b>76</b>	<b>232</b>

2022-2023	Fall # of Requests	Fall Actual # of Questions	Spring #of Requests	Spring Actual number of Questions	Year total of Requests	Year total Actual # of Questions
Chuckawalla State Prison	10	25	20	29		
Ironwood State Prison	8	11	18	66		
All other Facilities	11	29	9	20		
<b>Total</b>	<b>29</b>	<b>65</b>	<b>47</b>	<b>108</b>	<b>76</b>	<b>173</b>

2023-2024	Fall # of Requests	Fall Actual # of Questions	Spring #of Requests	Spring Actual number of Questions	Year total of Requests	Year total Actual # of Questions
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Chuckawalla State Prison	16	33	13	25		
Ironwood State Prison	21	22	18	41		
All other Facilities	1	2	16	37		
<b>Total</b>	<b>38</b>	<b>57</b>	<b>47</b>	<b>102</b>	<b>85</b>	<b>159</b>

## STRENGTHS (2): Increased Service Usage for Multi-media Platform

Library Services offers Kanopy, which has proven to be a significant resource for our institution. Kanopy offers films, TV shows, educational videos and documentaries for our institutional members.

KANOPY		
2021-2022		
	VISITS	37
	PAGES (video pages browsed)	46
	PLAYS	11
	MINUTES	711.53
	PAGES/VISIT	1.24
	PLAYS/VISIT	0.3
2022-2023		
	VISITS	637
	PAGES (video pages browsed)	820
	PLAYS	185
	MINUTES	13,365
	PAGES/VISIT	1.29
	PLAYS/VISIT	0.29
2023-2024		
	VISITS	2642
	PAGES (video pages browsed)	2855
	PLAYS	189
	MINUTES	8,547
	PAGES/VISIT	1.08
	PLAYS/VISIT	0.07

## WEAKNESSES: Low/Decline Usage with Electronic Guide Resources / Online Databases

At first glance, it appears that the usage of electronic guide resources and databases for e-journals, magazines, e-books, etc., has decreased, as evidenced by the engagement of users to platforms such as

EBSCO, GALE, and ProQuest.

EBSCO			
	# Searches		# Downloaded articles
2021-2022		8248	661
2022-2023		4500	519
2023-2024		3989	447
GALE			
2021-2022	Product Description	Sessions	Searches
	Gale Virtual Reference Library	43	114
	Overall	43	114
2022-2023	Product Description	Sessions	Searches
	Gale Virtual Reference Library	43	47
	Overall	43	47
2023-2024	Product Description	Sessions	Searches
	Gale Virtual Reference Library	26	55
	Overall	26	55
PRO QUEST			
2021-2022			
	ProQuest 2021-2022	Total	
	Searches Platform	20	
	Total Item Investigations	36	
	Total Item Requests	32	
	Unique Item Investigations	19	
	Unique Item Requests	16	

2022-2023		
ProQuest 2022-2023	Total	
Searches Platform		19
Total Item Investigations		11
Total Item Requests		10
Unique Item Investigations		8
Unique Item Requests		7
2023-2024		
ProQuest 2023-2024	Total	
Searches Platform		8
Total Item Investigations		10
Total Item Requests		5
Unique Item Investigations		9
Unique Item Requests		5

Another challenge is the inconsistency in student usage of NetTutor, our current online tutoring platform.

#### NetTutor Top 5 Subjects

2021-2022			
Subject	Sessions	Time(minutes)	
Writing	79		1466
English and Literature	39		686
Math (Algebra, Basic Math, and Pre-Calculus)	24		733
Psychology	19		256
Math (Statistics and Probability)	8		208
2022-2023			
Subject	Sessions	Time (minutes)	
Math (Statistics and Probability)	9		167
Math (Algebra, Basic Math, and Pre-Calculus)	8		298
Chemistry	4		77
Writing	3		99
Biology	1		30
2023-2024			
Subject	Sessions	Time (minutes)	
Math (Statistics and Probability)	219		6992
Math (Algebra, Basic Math, and Pre-Calculus)	75		1846
English and Literature	8		308
Writing	7		147
Math (Calculus and Above)	5		197

- a. List continuing and new goals. Describe activities to achieve these goals, timelines to complete these goals, and measures for evaluating success in achieving them.

**Goal 1) Space Reorganization (continuing):** The library currently shares office space with Institutional Research and Project Aloe, which provides academic advising and new student orientation. Additionally, the space is frequently utilized by student groups, such as student-athletes, for regular study sessions. These shared uses emphasize the library's evolving role as a central learning hub for both students and staff. Anecdotal information suggests that the library contains books and supplies accumulated over several decades, many of which may no longer be relevant. As part of the ongoing reorganization, the librarian should take the lead in reviewing and updating the collection, removing outdated materials to create a more efficient and purposeful learning environment. Additionally, consideration should be given to the possibility of incorporating more offices, such as those for student services and instruction, into the library space. This would foster greater cross-collaboration and increase interaction with students, enhancing the overall academic experience. Proposed Timeline: Summer 2025 – Spring 2026

**Goal 2) Increase Library Workshops (continuing, enhanced)**

To enhance library engagement and promote information literacy, the Library will expand its workshop offerings by incorporating multiple modalities of learning. This includes hosting virtual workshops via Zoom, offering recorded presentations, and providing flexible access to materials for students who cannot attend live sessions. These efforts aim to broaden the Library's reach and support students in developing proficiency with academic resources.

In addition, the Library will create and share interactive tutorials—such as short video walkthroughs and step-by-step guides—that students can access at their own pace. These tutorials will feature practical, assignment-based examples to demonstrate how to effectively navigate library platforms and databases, reinforcing real-world application of information literacy skills.

**Proposed Timeline:**

- Summer 2024: Incorporate workshops and library-focused activities into the Summer Bridge program to help incoming students become familiar with library services and resources early on.
- Fall 2024 – Spring 2025: Work closely with instructors to integrate database use into their curriculum, with targeted classroom visits, resource demonstrations, and support for assignment development.

**Goal 3) Survey faculty (continuing):** Currently, there is no dedicated survey in place to gather feedback from faculty regarding their experiences with the Library. While a general student services survey was developed in Fall 2024, it received minimal engagement and does not specifically address faculty needs or perspectives. To better understand how faculty interact with library services—both in-person and online—the Library can take the lead in developing a targeted survey designed specifically for faculty input. This will help identify areas of strength, opportunities for improvement, and ways to better support instructional and research needs. Proposed Timeline: Summer 2025 – Spring 2026

**Goal 4) Develop new library and tutoring websites/Library Displays (continuing, merged):**

The current library website is not user-friendly and presents an overwhelming amount of

information to students, staff, and faculty. As PVC transitions to a new website platform, it will be essential for the librarian to take the lead in identifying the primary audience and curating relevant, streamlined content for the Library's webpage. A well-organized and accessible website will improve user experience and increase engagement with library resources.

In addition to improving the digital presence, the librarian will also assess the current physical images and displays within the library. The goal will be to explore and implement visuals that are both inclusive and informative, ensuring the library remains a welcoming and representative space for all members of the campus community. Timeline: Fall 2025

**Goal 5) Increasing Accessibility for All Students and Diversity, Equity, Inclusion, and Accessibility (DEIA) Training for Staff (new)**

Library staff training in diversity, equity, inclusion, and accessibility is fundamental to building a supportive and responsive environment that meets the diverse needs of the campus community. Such training equips library staff with the knowledge and skills necessary to recognize and address systemic barriers, biases, and inequities that may affect access to resources and services. When DEIA principles are actively embedded into library practices, the result is a more welcoming and affirming space where individuals of all backgrounds, identities, and abilities feel seen, respected, and empowered. Trained staff are better prepared to offer personalized assistance, curate inclusive collections, and implement accessible technologies and services that ensure equitable access for all. Ultimately, prioritizing DEIA in library training enhances the overall user experience, strengthens community trust, and reinforces the library's role as a vital and inclusive center for learning, engagement, and support. Timeline: Summer 2025 – Spring 2026

- b. Describe the alignment between continuing and new program goals and institutional goals and objectives stated in the current Integrated Strategic Plan, which can be found on the college website.

The primary objective of both new and continuing goals is to significantly enhance engagement across the college campus, ensuring that students, faculty, and staff are more effectively connected with the various resources, programs, and opportunities the college has to offer, ultimately fostering a more inclusive and dynamic campus community.

The Library goals are in alignment with **Vision 2030, Goal 3: Equity in Support**

## 2. STUDENT LEARNING OUTCOMES (SAO)

### a. Revise if needed and provide metric data for Service Area Outcomes in the area or unit.

Appropriate Service Area Outcomes will be developed by each non-instructional area to reflect appropriate outcomes including Program Level Outcomes and/or Service Area Outcomes (SAO).

Service Area Outcome	Metric
<i>SAO #1: Resources: All students will have ample access to library information and technological resources, both in the physical library and online, that support and supplement the college curriculum, course assignments, student success, and lifelong learning. In addition, the library provides physical spaces that support both collaborative and independent research and learning.</i>	<i>Improved student experience and navigation with library information and technology resources</i>
<i>SAO #2: Services: The library will support student success by providing all students with appropriate library services, both in-person and online, to meet students' academic needs.</i>	<i>Increase student engagement both in-person and online.</i>

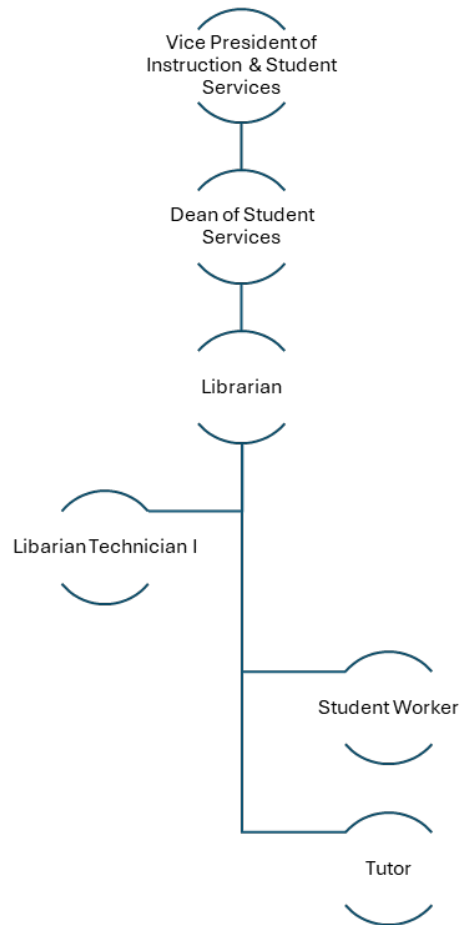
### b. What changes and initiatives were undertaken during the review period to improve SAO outcomes?

*Initiatives:* We compiled data from 2021 to 2024, ranging from usage data of electronic guide resources/databases, research requests from CDCR Rising Scholar students to the frequency of tutoring sessions and workshops offered to local learners.



### 3. PERSONNEL SUMMARY

- a. Provide an organization chart of the program, showing personnel coverage of key functions and responsibilities



- b. Are current management and staff adequate to perform functions and responsibilities satisfactorily and to achieve program goals? Explain.

*Currently PVC has one (1) full-time Librarian Technician supporting all faculty, staff members, and student patrons of the library.*

*The librarian retired in Summer 2024 and remains vacant as of March 2025. PVC aims to fill the position as soon as possible.*

- c. Describe organizational changes that would improve program performance. Provide timelines for the achievement of such changes, and describe measures that assess the effectiveness of such changes

Audit / Maximize space utilization: Conduct a comprehensive audit of the current library space to understand how it is being used. This could include tracking foot traffic, identifying

underutilized areas, and repurposing them as collaborative spaces for departments that need meeting or project space.

#### **4. STAFF DEVELOPMENT**

- a. Describe specific professional development activities in which faculty members in the program have participated over the past four (4) years and explain how such activities benefited the program and supported and facilitated service area outcomes.**

Professional development activity consists of the Librarian's attendance at the Fall Plenary Conference in November 2023, whose theme is "Journey to Vision 2030: Faculty Perspectives." The conference provides a forum for exchanging faculty experiences and views, thus resulting in a more collaborative and vision-oriented way of education. Additionally, the Librarian participated in the CCL Annual Deans & Directors Meeting held in Sacramento in March 2023, enhancing leadership capacity even more. It provides networking with peers as well. In addition, the 2022 ACTLA Virtual Conference on using peer-assisted learning to increase student engagement and retention has provided the staff with practical tips to optimize student engagement. To optimize retention rates, that is. These professional development activities have program members continually enhancing their skills, which benefits the overall program through the provision of a learning environment where students' learning is better supported, retention is increased, and education practices are continuously being enhanced to meet the needs of the students.

- b. Describe areas of unmet professional development needs among faculty in the program and identify specific plans to address those needs.**

Library staff can benefit from ongoing training in:

- Reporting Requirements/Training:
  - Alma Ex Libris: In-depth training, including data verification, analyzing reports, updates, etc to optimize system use and management.
  - Digital Library Skills: Staff can benefit from development training in digital preservation and managing electronic resources. The shift toward digital libraries requires continuous skill development in managing electronic resources, digital preservation, metadata management, and digital access.
- DEIA training is essential for libraries to foster an environment where all community members feel welcomed, respected, and supported. When library staff are well-versed in these principles, it not only strengthens their ability to deliver equitable and inclusive services, but also enables them to identify and address potential biases or barriers that may hinder access to library resources. Despite its importance, DEIA training represents an area of unmet professional development within the Library. As such, it has been identified as a new and intentional goal, aimed at cultivating a more inclusive learning and service environment for all users.

#### **5. FACILITIES & EQUIPMENT**

- a. Are current facilities, such as offices and equipment, adequate to support the program?**

The library is a shared space with other key offices and programs. They have been serving

as a significant resource for updating office equipment and enhancing student study spaces.

**b. Describe plans for future changes to support facilities or equipment.**

The Library will collaborate with the institution to assess and expand its space capacity. This may involve reorganizing the space and adding new office or study pods depending on available funding. This will require budget enhancements.

**6. FINANCIAL RESOURCES**

**a. Provide a financial report showing, for each of the preceding five (5) years, budgeted vs. actual expenditures for each line item, at a minimum: personnel salaries, personnel benefits, supplies, contract services and capital expenditures. Explain deviations from budget exceeding 10% of any line item.**

See attached.

**b. Describe whether the current budget is adequate to carry out the responsibilities of the program or operation.**

The current Library budget may not have adequate capacity to support the full scope of its expenses and resources. In the most recent fiscal year, a total of \$14,730.20 in library-related expenses was supplemented through lottery funds. To address ongoing financial needs, the Library will continue to actively collaborate with both Instructional and Student Services departments to pursue braided funding strategies that ensure the sustainability and growth of library programs and resources.

**c. Describe plans for future budget changes, if any.**

**The following question is for Counseling program review reports only**

**7. INSTITUTION-SET STANDARDS DATA**

**a. Provide the most recent, multi-year data available of number of students transferring to four- year institutions.**

**b. Provide the most recent, multi-year data available of the average number of accumulated units for students graduating with an AA or AS degree.**

