

Program Name Library **Academic Year** 2024/2025

Core Topic: Academic and Services Support

Yearly Planning

1. Has your program mission or primary function changed in the last year?
No.
2. Were there any noteworthy changes to the program over the past year? (e.g. new courses, degrees, certificates, articulation, agreements)
There were modest changes, including the creation and approval of one non-credit course and two new credit LBRY courses were developed (one on internet searching and one on advanced research skills). The department hopes to offer these courses in the coming year and beyond.

Learning Outcomes Assessment

1. Please summarize key results from this year's assessment.
As mentioned in our previous program review, we simply do not have the sample size, data or staff to capture student learning data from our user population. Our department has been in a state of flux for the past 2 years with the hiring, onboarding and loss of librarians and unfortunately things such as this have fallen by the wayside. With the return of a full-time librarian on leave and the hiring of a new LVC librarian in spring 2025, the goal is to re-orient ourselves toward a more formulaic cycle of planning and assessment.
2. Please summarize your reflections, analysis, and interpretation of the learning outcome assessment and data.
N/A
3. Please summarize recommendations and/or accolades that were made within the program/department.
Recommendations:
 1. Review the embedded librarian program- we have paused this program until a funding source can be identified, and the program is better aligned with Guided Pathways.

2. Streamline the capture of CSLO data for library courses with multiple instructors and sections.
3. Work with IE and LOAC to determine a consistent way to capture data and assess program outcomes.

Accolades:

1. Library orientations and tours are still very popular with faculty and students and numbers continue to grow to pre-pandemic numbers.
2. The library continues to offer very popular programming such as Kids' Corner where students with children have the opportunity to bring them in for in-library activities while they study. This program expanded from one Thursday per month to every Thursday. Collaborative film screenings and lectures with the Film department. Hosting the now annual Kate Adams Poetry Symposium.
3. The library continues to expand our resources to meet the diverse interests of students- from a robust original zine collection in the library to an online research guide and book collection on AI. Staff and faculty have also expressed an interest in library guidance with learning more about AI and how to use it as a teaching tool.

4. Please review and attach any changes to planning documentation, including PLO rubrics, associations, and cycles planning.

N/A

3. Were there any staffing changes?

Yes, our new full-time librarian at LVC, Nathaniel Mahon, hired in Aug. 2023, resigned in Jan. 2025. Trevor Passage, a full-time librarian at SM, returned from leave in Jan. 2025. A full-time library technician at SM campus, Barry Lewis, retired in Jan. 2025. A lateral transfer from the weekend library technician position, Blain Bedrosian, began Feb. 2025. A new part-time evening technician role was created at LVC and Denise Martinez was hired. There have also been various changes in hours (reductions/additions) for some part-time librarians.

4. What were your program successes in your area of focus last year?

We are very confident that our outreach efforts are working. Students have indicated they are familiar with the library, they use our services often, in person and online, and they are very satisfied with our services (attachment A). Our own internal data supports these conclusions as well. Fall 2024 we saw 77 classes (2,187 students) for library orientations. Students are using our materials- we've loaned over 8,000 items since last July; almost 17,000 online (CDL) textbooks have been borrowed in the same period; laptops continue to be popular with all Chromebooks checked out every semester; and the Books for Bulldogs program has loaned over 600 textbooks the past 2 semesters (attachment C).

In addition to the materials and services we provide, we have also created a welcoming space for students to come to while on campus (attachment B). Our building is open the latest on campus (10 p.m. Mon-Thurs) and we're one of the few open on weekends (both Saturday and Sunday). We know our students like to spend time in our libraries not just studying so we recently upgraded some of our lounge furniture to accommodate more group meetings and hangout space.

Core Topic Review: Academic and Services Support

1. What data were analyzed and what were the main conclusions?

The Student Services Survey from spring 2024 and Student Success and Academic Resources Survey Open-Ended Theme Comments from spring 2024. Also analyzed were the 2023 Facilities Master Plan and internal data from the library. All are attached at the end of this review. The technical services staff and librarians maintain statistical data in a variety of ways intended for both internal and external reporting. Physical counts for orientations are taken by all librarians. Usage stats for materials such as books and laptops are accessed via our library management system and analytics module.

Main conclusions are that the library continues to be a campus hub. Faculty and students rely on the library. After expanding both our inventory and services with the pandemic, students now expect to get a laptop and their textbooks through the library and the data shows that it is an expectation we must continue to meet, or some program must be created on campus to fill this demand. Another conclusion, supported by the student survey and the Facilities Master Plan, is that the library has specific infrastructure needs- specifically, we need more space, furniture and study rooms.

2. Based on the data analysis and looking through a lens of equity, what do you perceive as challenges with student success or access in your area of focus?

We know that a top concern for our AHC students is access to technology and textbook affordability/access (attachment B). Specifically regarding our own library resources, “Students appreciated alternative resources such as the Books for Bulldogs program, library resources, and online materials provided by instructors. They find these resources helpful in reducing the financial burden of purchasing textbooks. However, some students also mention challenges in accessing these resources, such as limited availability or delays in obtaining materials.” We fully understand this frustration- we do have a limited number of textbooks per course (they can vary from 1 to 20) in our course reserves, Books for Bulldogs and online textbook collections. We do make every effort to provide as much access as possible but short of providing a textbook to every enrolled student, we cannot meet this challenge. We provide everything to every student at the same time- requests open for *everyone* with no preferential treatment for any group; it’s all first come, first served. Students’ expectations are high, and they don’t understand that we don’t have an infinite inventory of textbooks and Chromebooks, and many simply get in line too late. Ultimately, we have to agree with the students in the survey, “they suggest the college explore options for reducing the financial burden on students, including the creation of free textbooks and increased access to online resources.” What this looks like is not for the library to decide but we do argue that programs like Books for Bulldogs are not sustainable and not the answer. We are an academic research library, and our purpose is to provide research materials and reference assistance. The pandemic, and campus changes leading to it, have moved our purpose to a lending library/ITS provider. Placing the burden of housing, lending and maintaining hundreds of textbooks and laptops has fundamentally altered us.

As for infrastructure needs, the library has been asking for an expansion for years as we’ve outgrown our space. We simply can’t be a campus gathering place, a quiet study space, an ITS help center, a lending library, a computer lab, a research center and everything else students and the campus need us to be in our current state. From the survey (attachment B), “some students highlight specific infrastructure needs...improvements to facilities like the gym, dance room, or library study rooms to better serve student needs.” And, “increasing library space and resources, including more tables and access to textbooks.” The Santa Maria library has 2 study rooms, both of which are very popular, but we need more quiet study areas. The Facilities Master Plan reached the same conclusion as us, “The ability to focus is important so spaces need to be designed for ideal sound transmission and isolation. The FMP suggests a

renovation to the current Library building to better accommodate expanding student services in technology, and address the need for sound isolated spaces for remote class attendance.” From the same FMP, on the User Groups Summary Matrix, the library was ranked in the top 5 buildings with a “Priority” rating and a specific high rating for what users noted as “desire for more ‘3rd space’ informal meeting, studying spaces both inside and outside to support collegiality.” In conclusion, the FMP final recommendation aligns with the student survey, “Modernization of Building L, Library is recommended. The building needs to be up to date with technology and modes of instruction and learning.” While it is heartening to see the library on the current 5-year construction plan after not being on the 2023 list, we realize we’re not the college’s top priority and have no control over the final determination of if or when the library’s infrastructure needs will be addressed. In response to this, for years we have been requesting study pods (attachment E) but have been denied. These pods could accommodate one person or a few depending on the configuration; they are ADA compliant, easily cleanable, and as we argued during the pandemic, they will be useful when we inevitably have another pandemic and students need single-use study spaces. These pods could solve some of the issues outlined above immediately without the need for renovation or expansion- they could at least be a temporary stopgap that will fulfill the students’ requests for more quiet space in the library.

3. What are your plans for change or innovation?

According to that same student service survey (attachment B), “Many students express a desire for more affordable options for textbooks, such as free online resources or lower cost alternatives.” The library has tried to answer this call with our CDL (controlled digital lending) collection of online textbooks. With this collection we are providing loans through our online library catalog of course textbooks. This is an equity-minded library service, providing 24/7 access to all students on any device, eliminating the need to visit the library or wait for a print book to become available. The collection helps alleviate the issue of having multiple copies of every textbook in print to loan through the Books for Bulldogs program as well. As stated above, this collection has seen almost 17,000 loans from July 2024 to April 2025- it's extremely popular. However, this is another stopgap of sorts. These books are 2-hour loans only- students aren’t able to borrow these books for weeks or a semester so they can’t qualify as OER or ZTC texts. Students, according to these surveys, really want affordable, or free, *print* textbooks. Again, the Books for Bulldogs program has been one way to help but it is not sustainable- the cost, waste, storage, oversight, etc. and it serves only a small percentage of our student population. There needs to be something implemented on a

larger scale for *all* students *outside* of the library. At this point, we plan to continue as is until the college comes up with a replacement for the Books for Bulldogs program. There are no current plans for change or innovation now that we have the CDL collection up and running. As for technology, we now see that there are no foreseeable plans for phasing out or moving Chromebooks back under ITS or under a Student Service program so we will continue loaning and maintaining the current collection but will not be purchasing more.

As for the library building and study rooms, we will continue with the current space, but we will continue to advocate for our renovation and expansion. We will request study pods and noise cancelling headphones to accommodate students that need a quiet study space. We have recently replaced some outdated lounge furniture with new pieces but would like to add charging furniture such as lounge chairs with outlets and standalone charging stations. We would also like to expand the library classroom. We have asked many times to reclaim the ITS server room but as we have been denied this request we would like to pursue expanding out to the south and west of the building from the existing room. We currently do not have the space to accommodate many classes, though we do have the demand. We realize the path for this will require approval from several councils, planning, funding, bids, construction, etc but we do believe this is essential. Along with the classroom, we would like to see a designated space where our students with children can study and watch their children. Our Kids' Corner program has been popular; we have 10 children attend every Thursday and the program is expanding to Saturdays. The space we envision would include some modular furniture and maybe a study pod or room with visibility. This too may have to wait for a library redesign or expansion but we believe it is a key feature needed for our students depending on programs like Kids' Corner.

Another innovative plan the library has been working on is bringing food options to the library. We know (from direct feedback and surveys) that students would like to be able to eat in the library lobby, especially after hours when the cafeteria has closed. We have been able to secure snacks from our Basic Needs office to help provide some food to students and we have discussed with various campus contacts (Student Engagement, ASBG, and others) having food trucks or some means of food available to students at the library for our evening student population but nothing has come of this yet.

The full-time librarians will continue to advocate for the library and these particular challenges on the various committees they serve on.

4. How will you measure the results of your plans to determine if they are successful?

We will continue to gather and analyze available data such as attendance and item circulation. If any of these library-led programs such as Books for Bulldogs were moved, phased-out or replaced, student and faculty surveys would be used to determine the success. We already have the student survey data requesting more space, furniture and study rooms so if the library is expanded to include these things we will survey students to be sure we have met their needs.

Based on the narratives for the prompts above, what are some program planning initiatives (objectives) and resources needed for the upcoming years? Use the tables below to fill in **NEW** planning initiatives. ***This section is only used if there are new planning initiatives that pertain to the Core Topic only.***

New Program Planning Initiative (Objective) – Core Topic Only	
Title (including number):	<i>LIB Obj-1 Quiet options for studying</i>
Planning years:	<i>2025-2027</i>
Description: Students have indicated the need for more quiet study space in the library. Until we are able to provide that space through a physical expansion, we'd like to provide 2 things: add quiet study pods and give them the option to borrow noise-cancelling headphones. The library can purchase the headphones but due to the cost, the pods will require approval from the Facilities Council and installation by the facilities department. Headphones are estimated to be \$3200 pre-tax for 40 pairs; study pods will require quotes with specs but estimates are generally \$15k per pod with an estimate of 3 pods for the Santa Maria library (\$45k total pre-tax and without installation).	
What college plans are associated with this Objective? (Please select from the list below):	
Ed Master Plan	Student Equity Plan
Technology Plan	Facilities Plan
Strong Workforce	Equal Employment Opp.
Title V	

New Program Planning Initiative (Objective) – Core Topic Only	
Title (including number):	<i>LIB Obj-2 Charging furniture and stations</i>
Planning years:	<i>2025-2027</i>
Description:	

Everyone has at least one device and will need to charge during their time on campus. Many students spend hours in the library and often borrow chargers from the checkout desk but the library has limited available outlets accessible to students. We need furniture such as lounge chairs and tablet chairs, and freestanding charging stations spread throughout the library so that students have multiple options of where and how to charge their devices while continuing to work in the library. Estimates for these items are around \$10-15k total and ordering can be done by the library. Installation will be required by facilities.

What college plans are associated with this Objective? (Please select from the list below)

Ed Master Plan

Student Equity Plan

Guided Pathways

AB 705/1705

Technology Plan



Facilities Plan

Strong Workforce

Equal Employment

Opp.

Title V

Program Review Signature Page:



Program Review Lead

4/29/2025

Date

*

Program Dean

Date

*

Vice President, Student Services

Date

*see page 19 for signatures

Attachment A: Student Services Survey Spring 2024

Full Survey:

https://www.hancockcollege.edu/ie/documents/Student%20Services%20Survey_Results_S24.pdf

Q59 - The AHC Library supports students and staff with immediate research needs, academic resources and development of literacy. Please tell us how familiar you are with AHC Library services.

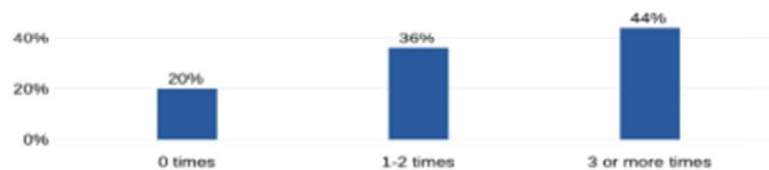
647 Responses



Q60 - How many times have you used AHC Library services this academic year?

23

557 Responses



Q61 - Where have you accessed AHC Library services this academic year? (Select all that apply)

446 Responses



Q61 - Where have you accessed AHC Library services this academic year? (Select all that apply)

446 Responses



24

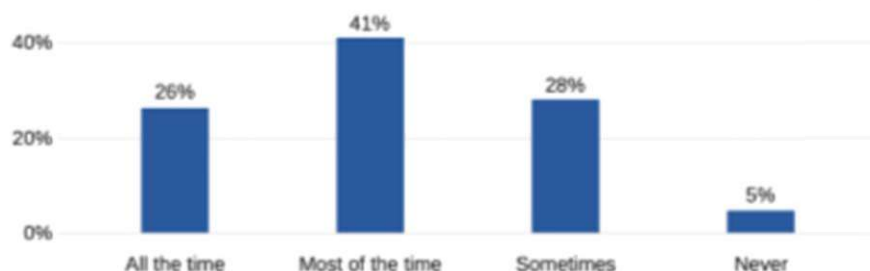
Q62 - How satisfied were you with AHC Library services?

445 Responses



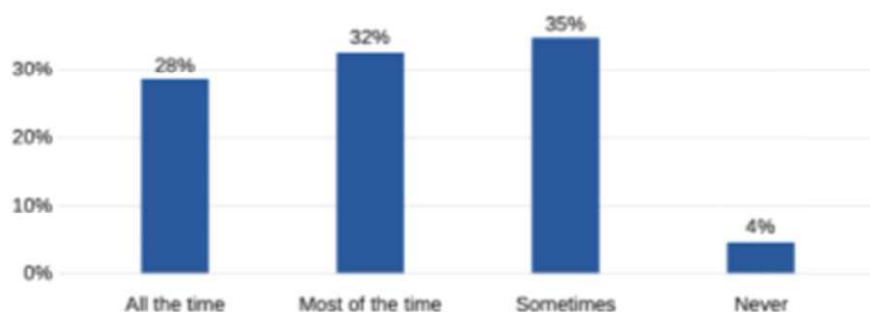
Q94 - Have your classes required you to buy textbook(s) and/or materials?

539 Responses



Q95 - Did you end up using the textbook(s) and/or materials you were required to purchase for your class?

514 Responses



Attachment B: Student Success and Academic Resources Survey Open-Ended Themed Comments- Spring 2024

Full survey:

<https://www.hancockcollege.edu/ie/documents/Themes%20for%20improving%20student%20services%20and%20academic%20resources%20at%20Allan%20Hancock%20College.pdf>

Themes for improving student services and academic resources at Allan Hancock College:

Increasing library space and resources, including more tables and access to textbooks.

Themes regarding course textbooks and materials:

Alternative Resources and Accessibility:

- Students appreciate alternative resources such as the Books for Bulldogs program, library resources, and online materials provided by instructors. They find these resources helpful in reducing the financial burden of purchasing textbooks. However, some students also mention challenges in accessing these resources, such as limited availability or delays in obtaining materials.

Desire for Affordability and Free Options:

- Many students express a desire for more affordable options for textbooks, such as free online resources or lower-cost alternatives.
- They suggest that the college explore options for reducing the financial burden on students, including the creation of free textbooks and increased access to online resources.

Themes regarding physical spaces on campus that needs more development:

Specific Infrastructure Needs:

- Some students highlight specific infrastructure needs, such as the installation of more benches, picnic tables, or umbrellas for outdoor dining areas. Others suggest improvements to facilities like the gym, dance rooms, or library study rooms to better serve student needs.

Themes regarding popular spots where students hang out:

Library:

- Many students mentioned the library as a place where they see people gathering, both inside and outside the building.

Quad/Area Outside Buildings:

- Areas such as the quad, courtyard, and outdoor spaces outside various buildings were noted as popular spots for students to hang out and socialize.
- Tables, benches, and seating areas outside buildings like the bookstore, cafeteria, and library were mentioned as common gathering places.

Themes regarding amenities that could enhance their time on campus:

Study Spaces and Study Rooms:

- Many students mentioned the need for more study spaces and study rooms, particularly at the Santa Maria (SM) campus.
- They expressed a desire for quiet areas where they can focus on their work without distractions.

Lounge Chairs and Relaxation Areas:

- Many students expressed a desire for comfortable lounge chairs and relaxation areas where they can unwind between classes or during breaks.
- They emphasized the importance of creating inviting spaces for socializing and relaxation.

Attachment C: Internal Library Data and Statistics

Online textbook collection (CDL) loans (aka sessions) July 2024-April 2025:

CDL sessions by month		
Num of Sessions	Avg Actual Session Length (Min)	Session Year-Month
1,042	118	2024-07
1,913	108	2024-08
2,389	110	2024-09
2,190	111	2024-10
1,506	112	2024-11
1,650	115	2024-12
2,275	109	2025-01
1,967	112	2025-02
1,566	114	2025-03
425	114	2025-04
16,923		

Books for Bulldogs loans (all of 2024-April 2025):

	Loans (Year)	
Library Name (Active)	2024	2025
Santa Maria Campus Library	1,494	549

Averaging 600-700 textbooks loaned per semester

Total items loaned (July 1, 2024- April 2025):

Loans	Library Name
979	Lompoc Valley Center
7,498	Santa Maria Campus Library
8,477	Grand Total

Orientation Statistics: Santa Maria Campus

July 2024—June 2025

Dates /Semesters	Number of Classes	Number of Students
July 24 – Dec 24	77	2187

Breakdown by disciplines:

Discipline / Courses	# of Sections July-Dec 2024
English	41
ESL	3
Personal Development	12
Psychology	2
Fine Arts	3
Early Childhood Studies	
Life / Physical Sciences	2
Health Sciences/Nursing	2
Sociology/Anthropology	2
Social Justice Studies	3
Family & Consumer Science	
Ethnic Studies	1
Speech	1
Public Service (AJ)	2

Campus Tours: Grade Schools & Grizzley Acad. & Bulldog Bound/Puente	3
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Attachment D: Facilities Master Plan 2023-2033

Full plan:

https://www.hancockcollege.edu/facilities/documents/AHC%20Facilities%20Master%20Plan%202023%20-%2020233_Abridged%20LowRes.pdf

Specifically pages 17: 02 Technology Support; pg. 18: 05 Academic Support LVC; page 28, page 37; page 71; page 90: Paper Reduction Goals; Facility Assessments: pages 123-124

Attachment E: Program Planning Initiative and Resource Request from 23/24 Program Review

Study pods also requested in 22/23 Program Review, 2022 Annual Update, 2019-2020 Comprehensive 6 year Review: <https://www.hancockcollege.edu/ie/programreview.php>

Ongoing Program Planning Initiative 3	
Title:	Student Study Pods
Planning years:	2019-20 to 2024-25
Description: As identified in the Library's last comprehensive program review, student study pods would assist in alleviating the loss of the library's second set of quiet study corrals after the move of the popular reading section. The pop read section was moved to accommodate more computers for students to use in the library as well as the overflowing children's book collection. Overall, there was a reduction from two sections of approximately 40 study spaces, down to one section of 20. We have had students request to use the 2 study rooms for additional quiet study space, but these are meant to accommodate groups, not single students, and have found and identified study pod devices that could serve this need. There are many different styles, and the suggestion had been made that the college could build them in-house—the only additional consideration to give would be to mobile/modular designs, which could be moved to other locations/outdoors as needed.	
Resources: Priority Level: Low <u>Medium</u> High Resource Type: <u>Equipment</u> Staff Faculty Supplies and Materials Quantity: 5 Per Item Price: Between \$8,000-\$20,000/pod Price with taxes/shipping, etc.: \$40,000-\$100,000 Description: Finding an exact quote without prior approval has been difficult; HEERF funds were requested for such a purchase during the COVID-19 shutdown and return to limited operations, but Business Services and Academic Affairs rejected the proposal. No reason was given; the library assumes it must have been related to cost. Examples of study pods can be found: https://room.com/pages/meeting-room https://workspace.snapcab.com/	

Signature: 

Email: mary.patrick@hancockcollege.edu

Signature: 

Email: rcurry@hancockcollege.edu

LIBRARY Academic and Services Support









24_25 1

Final Audit Report

2025-07-18

Created:	2025-04-29
By:	Kellye Cohn (kellye.cohn@hancockcollege.edu)
Status:	Signed
Transaction ID:	CBJCHBCAABAAz5n56RzD7XlzhJFU_mFD5qxPMmNIZGw7

"LIBRARY Academic and Services Support 24_25 1" History

-  Document created by Kellye Cohn (kellye.cohn@hancockcollege.edu)
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-  Document emailed to Mary Patrick (mary.patrick@hancockcollege.edu) for signature
2025-04-29 - 5:51:54 PM GMT
-  Email viewed by Mary Patrick (mary.patrick@hancockcollege.edu)
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-  Document e-signed by Mary Patrick (mary.patrick@hancockcollege.edu)
Signature Date: 2025-04-29 - 6:47:30 PM GMT - Time Source: server- IP address: 209.129.94.61
-  Document emailed to Robert Curry (rcurry@hancockcollege.edu) for signature
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