Part 2 – Comprehensive Program Review Fall 2009

Program Name: **Library Technician Program**

A. PAST: Review of Program Performance, Objectives, and Outcomes for the Three Previous Academic Years: 2006-07, 2007-08, 2008-09

1. List the objectives developed for this program during the last comprehensive program review.

This is the first program review for the Library Technician Program. Objectives for the Program include:

1. Student will demonstrate knowledge of library services and programming for a variety of people and in different types of libraries.
2. Student will demonstrate knowledge of ethics involving information access and privacy.
3. Student will demonstrate ability to search print and online resources, evaluate the information, and use it in a presentation or in written work.
4. Student will demonstrate ability to read, write and speak by requiring reading assignments, written assignments, and a presentation or speaking in each course.
5. Student will gain and demonstrate knowledge of a wide range of information sources.
6. Student will demonstrate knowledge of technical services, including cataloging.

Outcomes for specific courses within the program have been developed:

LBRY 151: Outcome 1 – Research and make an oral presentation on an aspect of library services.
Outcome 2 – Write a bibliography using proper MLA format.

LBRY 152: Outcome 1 – Research and write a paper about one aspect of library technical services.

LBRY 153: Outcome 1 – Develop and implement an age-appropriate children's story hour.
Outcome 2 – Conduct a bibliographic instruction session with an original handout.

LBRY 154: Outcome 1 – Identify common types of media equipment and formats.
Outcome 2 – Demonstrate the operation of, troubleshoot and minor repairs on various types of media equipment.
Outcome 3 – Explain various systems of scheduling and tracking of media equipment.

LBRY 155: Outcome 1 – Create an accurate MARC record for a book.
Outcome 2 - Research and write a paper on one aspect of cataloging and classification.

LBRY 156: Outcome 1 – Identify core reference sources in a variety of subject areas.
Outcome 2 – Understand freedom of information and the ethics of providing information.
Outcome 3 – Demonstrate knowledge of the reference interview.

2. Present program performance data in tabular form for the previous three years that demonstrates the program's performance toward meeting the previous objectives. Include the following standard program performance metrics as well additional program specific metrics, if any.
   a. For teaching programs this data should include at least the following: Enrollment at census, number of sections, fill rate, retention rate, success rate, and grade distribution for each course in the program, during each semester and session of the previous three academic years. In addition, the Full Time Equivalent Faculty (FTEF) and Full Time Equivalent Students (FTES) and the ratio of FTES per FTEF should be presented for the program for each semester and session.
   b. For non teaching programs this data should include the following: TBD

Library Technician Program
Enrollment Count at Census

Course	Fall				Spring				Summer				Winter				Grand Total
	2006	2007	2008	Total	2007	2008	2009	Total	2007	2008	2009	Total	2007	2008	2009	Total	
LBRY 151	14	8		22			15	15									37
LBRY 152	12			12		8		8									20
LBRY 153			12	12	7			7									19
LBRY 154		12		12			10	10									22
LBRY 155						15		15									15
LBRY 156		11	13	24													24
Total	26	31	25	82	7	23	25	55									137

Library Technician Program
Number of Sections

Course	Fall				Spr.				Sum.				Win.				Grand Total
	2006	2007	2008	Total	2007	2008	2009	Total	2007	2008	2009	Total	2007	2008	2009	Total	
LBRY 151	1	1		2			1	1									3
LBRY 152	1			1		1		1									2
LBRY 153			1	1	1			1									2
LBRY 154		1		1			1	1									2
LBRY 155						1		1									1
LBRY 156		1	1	2													2
Total	2	3	2	7	1	2	2	5									12

Library Technician Program
Fill Rate

Course	Fall				Spring				Summer				Winter				Grand Total
	2006	2007	2008	Total	2007	2008	2009	Total	2007	2008	2009	Total	2007	2008	2009	Total	
LBRY 151	93%	53%		73%			100%	100%									82%
LBRY 152	80%			80%		53%		53%									67%
LBRY 153			80%	80%	47%			47%									63%
LBRY 154		80%		80%			67%	67%									73%
LBRY 155						100%		100%									100%
LBRY 156		73%	87%	80%													80%
Total	87%	69%	83%	78%	47%	77%	83%	73%									76%

Library Technician Program
Student Success Rate

Course	Fall				Spring				Summer				Winter				3-Year Average
	2006	2007	2008	Avg.	2007	2008	2009	Avg.	2007	2008	2009	Avg.	2007	2008	2009	Avg.	
LBRY151	50%	88%		69%			87%	87%									75%
LBRY152	50%			50%		63%		63%									56%
LBRY153			42%	42%	100%			100%									71%
LBRY154		75%		75%			100%	100%									88%
LBRY155						80%		80%									80%
LBRY156		91%	69%	80%													80%
Avg.	50%	84%	55%	66%	100%	71%	93%	86%									74%

Library Technician Program
Student Retention Rate

Course	Fall				Spring				Summer				Winter				3-Yr. Average
	2006	2007	2008	Avg.	2007	2008	2009	Avg.	2007	2008	2009	Avg.	2007	2008	2009	Avg.	
LBRY151	79%	100%		89%			93%	93%									91%
LBRY152	58%			58%		63%		63%									60%
LBRY153			67%	67%	100%			100%									83%
LBRY154		75%		75%			100%	100%									88%
LBRY155						87%		87%									87%
LBRY156		91%	69%	80%													80%
Avg.	68%	89%	68%	77%	100%	75%	97%	89%									82%

Grade Distribution

Term	Sem.	Year	Program	Course	A	B	C	CR	D	F	Other	W	Total	# Succeed	Success Rate	Retention Rate
200710	Fall	2006	LBRY	LBRY151	1	4	2			4		3	14	7	50.0%	78.6%
200710	Fall	2006	LBRY	LBRY152	2	2	2			1		5	12	6	50.0%	58.3%
200720	Spr.	2007	LBRY	LBRY153	4	1	2						7	7	100.0%	100.0%
200810	Fall	2007	LBRY	LBRY151	5	1	1		1				8	7	87.5%	100.0%
200810	Fall	2007	LBRY	LBRY154	7	1	1					3	12	9	75.0%	75.0%
200810	Fall	2007	LBRY	LBRY156	5	3	2					1	11	10	90.9%	90.9%
200820	Spr.	2008	LBRY	LBRY152	5							3	8	5	62.5%	62.5%
200820	Spr.	2008	LBRY	LBRY155	8	3	1				1	2	15	12	80.0%	86.7%
200910	Fall	2008	LBRY	LBRY153	3	2			2		1	4	12	5	41.7%	66.7%
200910	Fall	2008	LBRY	LBRY156	4	5						4	13	9	69.2%	69.2%
200920	Spr.	2009	LBRY	LBRY151	8	3	2		1			1	15	13	86.7%	93.3%
200920	Spr.	2009	LBRY	LBRY154	4	4	2						10	10	100.0%	100.0%
					56	29	15		4	5	2	26	137	100		

Library Technician Program
Full Time Equivalent Student (FTEs)

Course	Fall				Spring				Summer				Winter				Grand Total
	2006	2007	2008	Total	2007	2008	2009	Total	2007	2008	2009	Total	2007	2008	2009	Total	
LBRY 151	1.5	0.7		2.2			1.4	1.4									3.6
LBRY 152	1.2			1.2		0.8		0.8									2.1
LBRY 153			1.2	1.2	1.5			1.5									2.7
LBRY 154		1.2		1.2			0.9	0.9									2.2
LBRY 155						1.4		1.4									1.4
LBRY 156		1.1	1.3	2.5													2.5
Total	2.7	3.1	2.6	8.4	1.5	2.2	2.3	6.0									14.3

Library Technician Program
Full Time Equivalent Faculty (FTEf)

Course	Fall				Spring				Summer				Winter				Grand Total
	2006	2007	2008	Total	2007	2008	2009	Total	2007	2008	2009	Total	2007	2008	2009	Total	
LBRY 151	0.2	0.2		0.4			0.2	0.2									0.6
LBRY 152	0.2			0.2		0.2		0.2									0.4
LBRY 153			0.2	0.2	0.2			0.2									0.4
LBRY 154		0.2		0.2			0.2	0.2									0.4
LBRY 155						0.2		0.2									0.2
LBRY 156		0.2	0.2	0.4													0.4
Total	0.4	0.6	0.4	1.4	0.2	0.4	0.4	1.0									2.4

Library Technician Program
FTEs per FTEf

Course	Fall				Spring				Summer				Winter				OverallAvg.
	2006	2007	2008	Avg.	2007	2008	2009	Avg.	2007	2008	2009	Avg.	2007	2008	2009	Avg.	
LBRY 151	7.3	3.7		5.5			6.9	6.9									5.9
LBRY 152	6.2			6.2		4.1		4.1									5.1
LBRY 153			6.2	6.2	7.5			7.5									6.8
LBRY 154		6.2		6.2			4.6	4.6									5.4
LBRY 155						6.9		6.9									6.9
LBRY 156		5.7	6.7	6.2													6.2
Avg.	6.7	5.2	6.4	6.0	7.5	5.5	5.7	6.0									6.0

3. Present student learning or service area outcomes data that demonstrate the program's continuous educational and/or service quality improvement. Include the following standard information and metrics as well as additional program specific metrics, if any.

A.) List the program level outcomes, goals or objectives and show how these support the Institutional Student Learning Outcomes. B.) Identify the method(s) of assessment used for each of the program level outcomes. Provide a summary of the outcome data for the program, including course and program level data as appropriate.

A.) The program level outcomes support the Institutional Learning Outcomes.

1. Personal Responsibility – This is supported by students' regular participation and completion of assignments in each course. In addition, this is supported by demonstration of knowledge of ethics in information access and privacy. (Program Outcome 2 - *Student will demonstrate knowledge of ethics involving information access and privacy.*)
2. Global/Multicultural awareness – This is supported through exercises in courses that require sensitivity to and recognition of diversity of programming for people of different languages, backgrounds, ages, and abilities. Reference sources providing international information are also stressed. (Program Outcome 1: *Student will demonstrate knowledge of library procedures, services and programming for different types of people and in different types of libraries.*) (Program Outcome 5: *Student will gain and demonstrate knowledge of a wide range of information sources.*)
3. Communication Skills – This is supported by requiring writing and speaking in each course in the Program. (Program Outcome 3: *Student will demonstrate ability to search print and online resources, evaluate the information, and use it in a presentation or in written work.*)
4. Information Literacy – This is supported by the research, critical thinking, and presentation or speaking required in each course in the Program. (Program Outcome 3: *Student will demonstrate ability to search print and online resources, evaluate the information, and use it in a presentation or in written work.*)
5. Analytical/Critical Thinking – This is supported by discussion and student assessment of library programming and services for different types of people in various types of libraries. (Program Outcome 1: *Student will demonstrate knowledge of library procedures, services and programming for different types of people and in different types of libraries.*)

B.) Identify the method(s) of assessment used for each of the program level outcomes.

1. Student will demonstrate knowledge of library services and programming for a variety of people and in different types of libraries. – Assessment is conducted by evaluating and grading exercises, tests, and presentations given by the students.
2. Student will demonstrate knowledge of ethics involving information access and privacy.
   - Assessment is conducted by evaluating and grading exercises, tests, and presentations given by the students.
3. Student will demonstrate ability to search print and online resources, evaluate the information, and use it in a presentation or in written work. – Assessment is conducted by evaluating and grading the relevant presentation or written work.
4. Student will demonstrate ability to read, write and speak by requiring reading assignments, written assignments, and a presentation or speaking in each course. – Assessment is conducted by evaluating and grading written assignments and presentations.
5. Student will gain and demonstrate knowledge of a wide range of information sources. – Assessment is conducted by exercises in the reference services course, where international as well as United States information sources are used.
6. Student will demonstrate knowledge of technical services, including cataloging. – Assessment is conducted through evaluating in-class exercises and grading exams.

4. Analyze the data presented visually (graphs, diagrams, etc.) and verbally (text) as appropriate, present any trends, anomalies, and conclusions. Explain the program's success or failure in meeting the objectives presented above in item one. Explain the ways that the program utilized the student learning or service area outcome data presented in item three to improve the program (changes to curriculum, instructional methodology, support services, etc.)

The Program has been successful in educating Library Technician students in Imperial Valley. Outside evidence of this exists through the Desert Valley Library Media Association. The paraprofessionals have all come through the IVC Library Technician Program.

Analyzing the data presented visually, it is clear that the there has been a steady, though low, enrollment in the Program. Two courses per semester have been offered each fall and spring session. The fill rate averages approximately 76%. The 3-year average retention rate was 82%. There were a total of 137 students in the Program from Fall 2007 through Spring 2009.

PRESENT: Snapshot of the State of the Program in the Current Semester: Fall 2009

1. Give a verbal description of the program as it exists at the present time. Include information on current staffing levels, current student enrollments, student learning or service are outcome implementation, number of majors, and/or other data as appropriate.

   This current 09/10 academic year, two courses per semester are given. In Fall 2009, there are twelve students in LBRY 155 and fifteen students in LBRY 152. In Spring 2010, LBRY 153 and LBRY 156 will be offered. Four students will be able to graduate with their Library Technician Certificate in Spring 2010. After Spring 2010, the Library Technician Program will be suspended as a result of budgetary issues. There will be no Library Technician courses in 2010/11 and 2011/12. At the end of this two year period, the status of the Program will be evaluated, taking into consideration the budget situation and potential library employment openings.

2. Verbally describe any outside factors that are currently affecting the program. (For example: changes in job market, changing technologies, changes in transfer destinations, etc.)

   The budget situation and reduced employment opportunities are affecting the program. It is the budget situation that requires us to shut down the Program for two years.

3. List any significant issues or problems that the program is immediately facing.

   Since the enrollment in Library Technician classes is normally 15 or fewer students, it is a low enrollment program that still requires the same faculty as a high enrollment program. The budget will not allow us to continue with this situation at present.

C. FUTURE: Program Objectives for the Next Three Academic Years: 2009-10, 2010-11, 2011-12

1. Identify the program objectives for the next three academic years, making sure these objectives are consistent with the college's Educational Master Plan goals. Include how accomplishment is to be identified or measured and identify the planned completion dates. If any objectives are anticipated to extend beyond this three-year period, identify how much is to be accomplished by the end of this review period and performance measures.

   The Library Technician Program will be suspended for two academic years, 2010-11 and 2011-12. At the end of this period, an assessment will be made whether or not the budgetary situation and the employment situation warrant restarting the program.

2. Identify how student learning or service area outcomes will be expanded and fully implemented into the program. Include a progress timeline for implementation and program improvement.

   The Library Technician Program will be suspended for two academic years.

3. Identify any resources needed to accomplish these objectives. Identify any obstacles toward accomplishment and the plan to surmount these obstacles.

   There are no resources, nor obstacles, because the Program will be suspended for two years. Clearly, the budgetary situation is an obstacle for the success of the Library Technician Program.

4. Identify any outside factors that might influence your program during the next three years.

   A change in the budgetary situation would influence the program, as would an upswing in library employment opportunities.