

2011-2012 Tactical Plan

Create Action Items

Mission Statement

Shatford Library is committed to providing quality services and resources for Pasadena City College's diverse community and residents of the Pasadena Area Community College District.

The librarians and library staff strive to:

- Provide quality information resources that support the academic curriculum;
- Provide prompt, unbiased, and knowledgeable responses to requests for assistance, placing student, faculty and staff information needs above other library and campus responsibilities;
- Encourage and facilitate information competency, critical thinking, intellectual independence, and lifelong learning skills in students and other library users;
- Provide quality instructional services and programs that promote the use of information resources;
- Explore innovative information technologies in support of education and learning;
- Promote Shatford Library as the focal point of quality information resources, regardless of format;
- Provide professionally qualified librarians and a skilled technical staff that support the college and the curriculum;
- Provide a comfortable and safe learning environment for all library users;
- Administer fair and objective service policies;
- Provide assistance and access to collections and services to persons with special needs;
- Preserve historical documents and archives that relate to the college's history;
- Protect each individual's right to privacy with respect to information requested and materials consulted.

Overview/Summary

Characteristics:

- * The Library is the campus center for information, information literacy, instructional activities and connectivity for the campus. The focus is on student-centered learning and student success. The Library emphasizes accessibility for diverse populations and learning styles.
- * The Library provides a wide range of service options that adapt to changing needs and increasing demand. Librarians and Library Technicians work closely with faculty, staff and students to ensure quality services and collections (print, media and electronic) to support the curriculum.
- * Library orientations, workshops and tours are customized to meet the specific needs of the students, instructors and curriculum.
- * The Library provides availability and access to quality online information resources (i.e., subscription databases, customized research guides, reference assistance, subscription databases, and e-books) on and off campus via its web site <http://www.pasadena.edu/library>. The Library Computer Labs provide students access to subscription electronic resources, the Internet, and office software. Wireless Internet access is also available.
- * The Library continues to explore and expand information delivery and service options to incorporate new technology, new formats and resources. Innovations include digitization projects (i.e., electronic reserves, college archives), online access to resources, the development of online curriculum for library-related courses and the incorporation of other campus learning resources into a central database (Voyager).
- * Information competency and assessment of student learning outcomes are incorporated in Library services.

* Knowledgeable professionals and paraprofessionals are responsible for a wide range of expertise and functions. Staff participates and provides leadership on campus-wide committees for technology planning and implementation, student learning outcomes, curriculum, faculty development, basic skills, accreditation, classified and academic senates, hiring and other committees.

Performance:

* The Library received the 2008 Association of College and Research Libraries (ACRL) Excellence in Academic Libraries Award.

* The Library maintains high quality specialized services and collections to meet the needs of a diverse student population, including library orientations, research instruction, online research guides, off-campus database access, collection development, direct service to users at the public service desks and technical assistance in the computer labs.

* In 2008 the Institutional Research Office found in its initial research that library use has a positive effect on the retention and success rates of Basic Skills students, as well as traditional students.

* During Academic year 2009/2010 there were 940,838 patron visits to the library. A total of 63,322 items were checked out of the library, with 23,874 renewals. By reshelving counts, a total of 58,410 items were used in-house. During this period 447 library orientations were conducted for 11,850 students. Library web pages were viewed 337,779 times.

* In the 2009 Fall Student Survey, PCC students rated the improvement in their research proficiency as between "Quite a bit," and "Very Much."

* In the most recent results available (Fall 2008), respondents gave the PCC Library and the Library Reference desk respectively the 2nd and 3rd highest ratings of student support services.

* In Fall 2007 through Spring 2008 the library conducted a survey of full and part-time faculty opinion on library use, services and resources. Of those faculty who had used library services, the following percentages rated them as either excellent or good: Reference Services (96.7%); Course Reserves (97.6%); Library Website (94.3%); Library Orientations (97.0%); Library Facilities (93.9%).

* The Third-Floor Orientation Room has been upgraded with 30 laptops for student use, workshops, and Library courses. This is in addition to three computer labs on the first floor.

* The Library's four computer labs are heavily used and students rely on lab access for their coursework, information needs and access to Student Online Services. The Library has 120 stations and four flatbed scanners in its computer labs. These stations provide access to the Library's databases, the Internet, office software and accessibility software. The three labs on the first floor use PCReservation self-serve software to facilitate checking out a computer - where students can just walk up to an available computer to check it out themselves using their IIN, versus waiting in line at a service desk. In addition, there are thirty computers located throughout the building with access to the Library web site, its databases and the PCC web site.

* The Fall 2007 IPRO Campus Student Survey revealed that for the seventh year in a row, the Shatford Library and the Library's Reference Desk scored the two highest rankings among all campus services.

* Strong course retention and completion rates continue in the Library Technology Certificate program.

* An ongoing survey of Library Technician Program Alumni has been conducted since 2008. A survey of area library employers was conducted in 2010. The responses and comments from these surveys are incorporated into Advisory Committee discussions and program review. In Fall 2010, the Library Division worked with the program teachers to refine the course outlines.

* Since 2006, the program faculty, Advisory Committee members and local employers have participated in an annual Mock Interview/Job Clinic for Library Technology students and program alumni to assist students with interview, resume and job seeking skills. Approximately 30 students participate in this activity each year. We plan to offer this again in Winter 2011.

Trends:

* The Library continues to expand its information delivery and service options. New services include wireless Internet access, and the addition of new databases including Gale Virtual Reference Library and World Book Web.

* New concepts for delivering resources continue to be incorporated into library services (e.g., blogs, wikis, RSS feeds, Twitter, and Facebook) as well as digital resources.

Funding:

* The Library's base budget remains inadequate. Self-studies in 1984, 1995 and 2001 as well as planning documents since 2001 have clearly articulated the need for consistent, reliable funding for the library materials and services in the base

budget.

* While the Library has benefited from categorical funding (PFE, Lottery, TTIP and ARCC), these sources have been unpredictable.

Actions

Participate in the Strategic Plan

Personnel

SSO/SLO Assessment *No actions specified*

Provide Input

Mission Statement

▼ Action: Program Review

Action details: The Library will complete the Library Technology Program Review.

Implementation Plan (timeline): August 2012

Key/Responsible Personnel: Mary Ann Laun; Krista Goguen

Steps - what are the steps in implementing this action?:

Budget approval required? (describe):

Budget request amount: \$0.00

Priority: Medium

▼ Action: Provide input to IEC

Action details: The Library Division will provide input to the Institutional Effectiveness Committee regarding the role of the Library and Distance Education in the College's missions and goals, and regarding their needs for allocated resources.

Implementation Plan (timeline): continuing

Key/Responsible Personnel: Krista Goguen

Steps - what are the steps in implementing this action?:

Budget approval required? (describe):

Budget request amount: \$0.00

Priority: Medium

▼ Action: SLO/SSO Assessments

Action details: The Library Division will have developed and implemented SLO/SSO assessments for its program and services.

Implementation Plan (timeline): November 2011

Key/Responsible Personnel: Mary Ann Laun

Steps - what are the steps in implementing this action?:

Budget approval required? (describe):

Budget request amount: \$0.00

Priority: Medium

Student academic,
career and personal
goals

▼ Action: Provide Input regarding Basic Skills, English, and ESL

Action details: The Library Division will provide input regarding the role of the Library and Distance Education in the Basic Skills, English and ESL curriculum, especially in the area of information literacy.

Implementation Plan (timeline): December 2011

Key/Responsible Personnel: Mary Ann Laun

Steps - what are the steps in implementing this action?: Re-run IPRO reports in July.

Budget approval required? (describe):

Budget request amount: \$0.00

Priority: Medium

Assess Effectiveness

▼ Action: Job Descriptions

Action details: The Library Division will review and revise as necessary all job descriptions in the Library, the Library Technician Program, and the Distance Education Department to ensure that they align with the College's core mission.

Implementation Plan (timeline): December 2011

Key/Responsible Personnel: Mary Ann Laun

Steps - what are the steps in implementing this action?:

Budget approval required? (describe):

Budget request amount: \$0.00

Priority: Medium

▼ Action: Provide input regarding funding levels

Action details: The Library Division and Distance Education Department will analyze historical expenditures to determine an appropriate level of funding needed to accomplish their missions.

Implementation Plan (timeline): September 2011

Key/Responsible Personnel: Mary Ann Laun

Steps - what are the steps in implementing this action?: Analysis done. Results will be presented to VP of Administrative Services.

Budget approval required? (describe):

Budget request amount: \$0.00

Priority: High

▼ Action: Provide Input Regarding Organizational Needs

Action details: The Library Division will conduct an organizational needs assessment for faculty, classified, and management employees, especially in regard to college assistants and student workers.

The Library Division will provide to the Office of Human Resources evidence indicating the organizational needs of the Library, the Library Technician Program and the Distance Education Department necessary to implement the College's academic policies and procedures.

Note: This will be partially based on the revised job descriptions.

Implementation Plan (timeline): December 2011

Key/Responsible Personnel: Mary Ann Laun Jennifer Cooper

Steps - what are the steps in implementing this action?:

Budget approval required? (describe):

Budget request amount: \$0.00

Priority: High

▼ Action: Provide Input Regarding Professional Learning

Action details: The Library Division will provide to the Office of Human Resources evidence indicating those aspects of professional learning that are needed to implement the College's academic policies and procedures.

Implementation Plan (timeline): June 2011

Key/Responsible Personnel: Mary Ann Laun

Steps - what are the steps in implementing this action?:

Budget approval required? (describe):

Budget request amount: \$0.00

Priority: Medium

▼ Action: Provide Input Regarding the Campus Facilities Master Plan

Action details: The Library Division will develop a Library Division Facilities Master Plan and will provide a copy of this plan to the Vice President of Administrative Services for inclusion in the Campus Facilities Master Plan.

Implementation Plan (timeline): June 2012

Key/Responsible Personnel: Mary Ann Laun

Steps - what are the steps in implementing this action?:

Budget approval required? (describe):

Budget request amount: \$0.00

Priority: Medium

▼ Action: Provide Input Regarding the ERP

Action details: The Library Division will provide input into the ERP system selection process regarding how such a system will affect the Library, the Library Technician Program and Distance Education. This input will include, but are not limited to the following: the interface between the ERP and library patron data; rosters and grading for the Library Technician Program and distance education courses; employee personnel data.

Implementation Plan (timeline): December 2011

Key/Responsible Personnel: Mary Ann Laun Dan Haley

Steps - what are the steps in implementing this action?:

Budget approval required? (describe):

Budget request amount: \$0.00

Priority: High

Provide Library Collection

Personnel

Acquisitions Staff
Acquisitions includes ordering and receiving materials

▼ Action: Ordering and Receiving

Action details: The Library has an ongoing process of ordering, tracking and receiving new information resources. These resources include but are not limited to print materials, audio visual materials, ebooks, and online databases.

Implementation Plan (timeline): Continuous

Key/Responsible Personnel: Judy Ohye Debbie Smith

Steps - what are the steps in implementing this action?:

Budget approval required? (describe):

Budget request amount: \$0.00

Priority: High

Technical Services Staff

▼ Action: Process new materials

Action details: Processing new materials including cataloging and preparation of the materials for standard library use.

Implementation Plan (timeline): Continuous

Key/Responsible Personnel: Dorothy Potter, Carol Cooper, Mane Hakopyan, Jitka Hora

Steps - what are the steps in implementing this action?:

Budget approval required? (describe):

Budget request amount: \$0.00

Priority: High

▼ Action: Processing - Expand functions of YBP

Action details: The Library Division will expand the services contracted for with YBP to include paperbacks, reference books, and books from Quality Books Inc.

Implementation Plan (timeline): June 2012

Key/Responsible Personnel: Mary Ann Laun, Judy Ohye, Debbie Smith, Dan Haley

Steps - what are the steps in implementing this action?:

Budget approval required? (describe): Expansion of services will require additional funding.

Budget request amount: \$2,500.00

Priority:

Circulation Service
Desks Staff

▼ Action: Provide circulation services, reserve retrieval, and directional assistance to students

Action details: The Circulation staff maintains and facilitates student access to the Instructor Reserves, the Textbook Reserves, and various Telecourse materials.

Implementation Plan (timeline): Continuous

Key/Responsible Personnel: Celina Lee, Jared Burton, Diana Lopez

Steps - what are the steps in implementing this action?:

Budget approval required? (describe):

Budget request amount: \$0.00

Priority: High

Stacks Maintenance
Staff

▼ Action: Maintain materials collections

Action details:

Implementation Plan (timeline): Continuous

Key/Responsible Personnel: Jo Ann Ohanesian

Steps - what are the steps in implementing this action?:

Budget approval required? (describe):

Budget request amount: \$0.00

Priority: High

Librarians

▼ Action: Maintain currency and quality of the collection

Action details: Recommend new materials, select outdated materials for discard.

Implementation Plan (timeline): Continuous

Key/Responsible Personnel: Librarians

Steps - what are the steps in implementing this action?:

Budget approval required? (describe):

Budget request amount: \$0.00

Priority: High

Equipment

Staff Computers

▼ Action: Acquire sheet-fed scanner

Action details: The Library is planning on conversion of large portions of the collection from ink-on-paper to digital formats. The acquisition of a sheet-fed scanner would greatly enhance this project.

Implementation Plan (timeline): June 2012

Key/Responsible Personnel: Mary Ann Laun Jared Burton

Steps - what are the steps in implementing this action?: Requisition Funding
Order and install equipment.

Budget approval required? (describe): Yes. Funding is needed for equipment purchase.

Budget request amount: \$5,000.00

Priority: Medium

▼ Action: Maintain staff computers and printers

Action details: Staff computers are part of the campus replacement program.

Implementation Plan (timeline): Continuous

Key/Responsible Personnel:

Steps - what are the steps in implementing this action?:

Budget approval required? (describe):

Budget request amount: \$0.00

Priority: High

▼ Action: Maintain student-access photocopier machines

Action details:

Implementation Plan (timeline): Continuous

Key/Responsible Personnel: Celina Lee, Jared Burton, Diana Lopez

Steps - what are the steps in implementing this action?:

Budget approval required? (describe):

Budget request amount: \$0.00

Priority: High

Self-Checkout Terminal

▼ Action: Maintain Self-Checkout Terminal

Action details:

Implementation Plan (timeline): Continuous

Key/Responsible Personnel: Celina Lee

Steps - what are the steps in implementing this action?:

Budget approval required? (describe):

Budget request amount: \$0.00

Priority: Medium

Equipment for Student Access

Includes online public access computers (OPACs), photocopy machines, microfilm reader/printers, shredder.

▼ Action: Add printer to 3rd Floor

Action details: A printer is needed for student use on the 3rd floor.

Implementation Plan (timeline): June 2012

Key/Responsible Personnel: Mary Ann Laun, Jennifer Cooper, Dan Haley, Roger Banh, Maureen Davidson, Computing Services

Steps - what are the steps in implementing this action?:

Budget approval required? (describe):

Budget request amount: \$2,500.00

Priority: Medium

▼ Action: Maintain student-access equipment

Action details: Troubleshoot problems with equipment. This equipment includes Public Access Stations and lab computers.

Replace equipment as necessary. The online public access terminals are replaced periodically as part of the campus replacement program.

Implementation Plan (timeline): Continuous

Key/Responsible Personnel:

Steps - what are the steps in implementing this action?:

Budget approval required? (describe):

Budget request amount: \$0.00

Priority: High

Facilities

General Library Facilities

▼ Action: Enclose Library atrium with dome

Action details: In order to provide better functionality of the atrium area for students it needs to have a dome to protect it from adverse weather conditions and to resolve water damage issues

Implementation Plan (timeline): June 2012

Key/Responsible Personnel: Mary Ann Laun

Steps - what are the steps in implementing this action?: Discuss project with Facilities.
Requisition needed parts and labor.
Schedule project during periods when the library is closed.

Budget approval required? (describe): Yes. Funding is needed for parts and labor.

Budget request amount: \$150,000.00

Priority: Medium

▼ Action: Maintain General Library Facilities

Action details: Maintain general library facilities including power and data lines.

Implementation Plan (timeline): Continuous

Key/Responsible Personnel:

Steps - what are the steps in implementing this action?:

Budget approval required? (describe):

Budget request amount: \$0.00

Priority: High

▼ Action: Modify library rotunda area

Action details: Modify Library entrance to block noise and aid temperature control.
Install Lucite barrier between rotunda and circulation desk to block noise, heat, and cold.
Redesign and install new entrance doors to allow for high use and still maintain adequate climate control.

Implementation Plan (timeline): June 2012

Key/Responsible Personnel: Mary Ann Laun

Steps - what are the steps in implementing this action?: Discuss project with Facilities.
Requisition needed parts and labor.
Schedule project during periods when the library is closed.

Budget approval required? (describe): Yes. Funding is needed for parts and labor.

Budget request amount: \$70,000.00

Priority: Medium

▼ Action: Redesign of circulation service counter

Action details: Existing desk is deteriorating, is not ergonomic for staff, and is not user-friendly for patrons.

Implementation Plan (timeline): June 2012

Key/Responsible Personnel: Mary Ann Laun

Steps - what are the steps in implementing this action?: Discuss project with facilities staff.
Requisition necessary parts and labor.
Schedule upgrade for periods when the library is closed.

Budget approval required? (describe): Yes. Funds are needed for parts and labor.

Budget request amount: \$20,000.00

Priority: Medium

Supplies

Book Processing Supplies

▼ Action: Maintain supplies for book processing

Action details:

Implementation Plan (timeline): Continuous

Key/Responsible Personnel: Dorothy Potter, Carol Cooper, Mane Hakopyan, Jitka Hora

Steps - what are the steps in implementing this action?:

Budget approval required? (describe):

Budget request amount: \$0.00

Priority: High

General Office Supplies

▼ Action: Maintain general office supplies

Action details:

Implementation Plan (timeline): Continuous

Key/Responsible Personnel: Jennifer Cooper

Steps - what are the steps in implementing this action?:

Budget approval required? (describe):

Budget request amount: \$0.00

Priority: Medium

Outside Services

The library contracts with outside vendors to supply goods and services necessary to maintain the library collection.

Endeavor Voyager

Voyager is the integrated library system used for cataloging, circulation, and reference.

▼ Action: Explore other delivery options

Action details: New options for the delivery of online content are being rapidly developed. An example is WorldCat Local. The library staff will seek out new options and analyze their feasibility for Shatford Library.

Implementation Plan (timeline): Continuous

Key/Responsible Personnel: Entire Staff

Steps - what are the steps in implementing this action?:

Budget approval required? (describe):

Budget request amount: \$0.00

Priority:

▼ Action: Maintain service contract with Endeavor for integrated library system

Action details: Funding for this service contract is provided by Management Information Systems.

Implementation Plan (timeline): Continuous

Key/Responsible Personnel: Dan Haley, Mary Ann Laun, Jennifer Cooper

Steps - what are the steps in implementing this action?:

Budget approval required? (describe):

Budget request amount: \$0.00

Priority: High

YBP

YBP is the vendor providing book processing for the library.

▼ Action: Maintain service contract with YBP for book processing

Action details:

Implementation Plan (timeline): Continuous

Key/Responsible Personnel: Debbie Smith

Steps - what are the steps in implementing this action?:

Budget approval required? (describe):

Budget request amount: \$5,000.00

Priority: High

Acquisitions

Acquisitions refers to the purchasing of library books, periodical subscriptions, online database subscriptions.

Acquisitions

No actions specified

Acquisitions include the purchase of library books, periodical subscriptions, and online database subscriptions

Provide Library-Related Courses

Personnel

Course Instructors

▼ Action: Maintain Support Pool of Course Instructors

Action details:

Implementation Plan (timeline): Continuous

Key/Responsible Personnel: Krista Goguen; Mary Ann Laun

Steps - what are the steps in implementing this action?:

Budget approval required? (describe):

Budget request amount: \$0.00

Priority: High

Equipment

Staff Computers and Printers

▼ Action: Add printer to Orientation Room

Action details: The Orientation Room has been converted to a laptop computer lab and classroom. A printer would greatly assist the students using this room

Implementation Plan (timeline): June 2012

Key/Responsible Personnel: Mary Ann Laun, Jennifer Cooper, Krista Goguen, Dan Haley, Roger Banh

Steps - what are the steps in implementing this action?:

Budget approval required? (describe):

Budget request amount: \$3,500.00

Priority: Medium

▼ Action: Maintain Staff Computers and Printers

Action details: includes laptops in Orientation Room and circulating laptops.

Implementation Plan (timeline): Continuous

Key/Responsible Personnel: Dan Haley; Maureen Davidson; Computing Services

Steps - what are the steps in implementing this action?:

Budget approval required? (describe):

Budget request amount: \$0.00

Priority: High

Computer Lab
Computers and Printers

▼ Action: Maintain Lab Computers, Laptops and Printers

Action details:

Implementation Plan (timeline): Continuous

Key/Responsible Personnel: Roger Banh

Steps - what are the steps in implementing this action?:

Budget approval required? (describe):

Budget request amount: \$0.00

Priority: High

Facilities

General Library
Facilities

▼ Action: Maintain Library Facilities for Course Instruction

Action details:

Implementation Plan (timeline): Continuous

Key/Responsible Personnel:

Steps - what are the steps in implementing this action?:

Budget approval required? (describe):

Budget request amount: \$0.00

Supplies

Class Instruction Supplies

▼ Action: Maintain classroom instruction supplies

Action details:

Implementation Plan (timeline): Continuous

Key/Responsible Personnel:

Steps - what are the steps in implementing this action?:

Budget approval required? (describe):

Budget request amount: \$0.00

Priority: High

General Office Supplies

▼ Action: Maintain general office supplies

Action details:

Implementation Plan (timeline): Continuous

Key/Responsible Personnel: Krista Goguen

Steps - what are the steps in implementing this action?:

Budget approval required? (describe):

Budget request amount: \$0.00

Priority: Medium

Program Improvements

Improve program

▼ Action: Administer Program Alumni Survey

Action details: The Library Technician Program will have administered the PCC alumni survey to their certificate of achievement recipients.

Implementation Plan (timeline): September 2011

Key/Responsible Personnel: Krista Goguen

Steps - what are the steps in implementing this action?:

Budget approval required? (describe):

Budget request amount: \$0.00

Priority: Medium

▼ Action: Conduct Job Clinic/Mock Interview sessions

Action details:

Implementation Plan (timeline): Continuous

Key/Responsible Personnel: Krista Goguen

Steps - what are the steps in implementing this action?:

Budget approval required? (describe):

Budget request amount: \$0.00

Priority: Medium

▼ Action: Develop and promote field practice, internships, and volunteer opportunities

Action details:

Implementation Plan (timeline): June 2011

Key/Responsible Personnel: Krista Goguen

Steps - what are the steps in implementing this action?:

Budget approval required? (describe): Yes

Budget request amount: \$0.00

Priority: Medium

▼ Action: Develop New Certificate Program in Digitization for Libraries and Archives

Action details: Submit program to Curriculum and Instruction (C&I) Committee for approval.

Implementation Plan (timeline): December 2011

Key/Responsible Personnel: Krista Goguen Mary Ann Laun

Steps - what are the steps in implementing this action?:

Budget approval required? (describe): Yes

Budget request amount: \$0.00

Priority: Medium

▼ Action: Develop program and student assessment method

Action details:

Implementation Plan (timeline): June 2012

Key/Responsible Personnel: Krista Goguen

Steps - what are the steps in implementing this action?:

Budget approval required? (describe): Yes

Budget request amount: \$0.00

Priority: Medium

▼ Action: Establish system to track continuing and former students

Action details: The program will establish a system to track student progress to assist in program completion and to track former students to measure program effectiveness. This system may make use of the Microsoft Access application. It is anticipated that the new ERP system may greatly support this endeavor.

Implementation Plan (timeline): June 2012

Key/Responsible Personnel: Krista Goguen

Steps - what are the steps in implementing this action?:

Budget approval required? (describe): Yes

Budget request amount: \$0.00

Priority:

▼ Action: Identify and promulgate employment opportunities

Action details:

Implementation Plan (timeline): Continuous

Key/Responsible Personnel: Krista Goguen

Steps - what are the steps in implementing this action?:

Budget approval required? (describe): Yes

Budget request amount: \$0.00

Priority: Medium

Provide Network Capabilities and Proprietary Online Resources

Personnel

Question Point Coverage

▼ Action: Maintain Staff Obligated Hours for Question Point

Action details:

Implementation Plan (timeline): Continuous

Key/Responsible Personnel: Dona Mitoma

Steps - what are the steps in implementing this action?:

Budget approval required? (describe):

Budget request amount: \$0.00

Priority: High

Equipment

Staff Computers and Printers

▼ Action: Maintain staff computers and printers

Action details:

Implementation Plan (timeline): Continuous

Key/Responsible Personnel: Dan Haley

Steps - what are the steps in implementing this action?:

Budget approval required? (describe):

Budget request amount: \$0.00

Priority: High

Equipment for Student Use

▼ Action: Maintain Wireless Routers and Hubs

Action details:

Implementation Plan (timeline): Continuous

Key/Responsible Personnel: Dan Haley

Steps - what are the steps in implementing this action?:

Budget approval required? (describe):

Budget request amount: \$0.00

Priority: High

Facilities

General Library Facilities

▼ Action: Inspect lighting and temperature control in the computer labs

Action details:

Implementation Plan (timeline): September 2011

Key/Responsible Personnel: Mary Ann Laun

Steps - what are the steps in implementing this action?:

Budget approval required? (describe):

Budget request amount: \$0.00

Priority: Medium

▼ Action: Maintain general library facilities including power and data lines.

Action details:

Implementation Plan (timeline): Continuous

Key/Responsible Personnel:

Steps - what are the steps in implementing this action?:

Budget approval required? (describe):

Budget request amount: \$0.00

Priority: Medium

Supplies

General Office Supplies

▼ Action: Maintain general offices supplies

Action details:

Implementation Plan (timeline): Continuous

Key/Responsible Personnel: Dan Haley

Steps - what are the steps in implementing this action?:

Budget approval required? (describe):

Budget request amount: \$0.00

Priority: Medium

Outside Services

The Library contracts with many vendors to supply online reference and periodical databases, and online services for students.

Reference and Periodical Databases

▼ Action: Maintain access to subscribed databases

Action details: Troubleshoot problems with access.

Implementation Plan (timeline): Continuous

Key/Responsible Personnel: Dan Haley

Steps - what are the steps in implementing this action?:

Budget approval required? (describe):

Budget request amount: \$0.00

Priority: High

▼ Action: Maintain Contracts for online periodical and reference databases

Action details: Review databases for utility and usage.

Recommend new database acquisitions.

Recommend termination of databases due to utility and/or budget constraints.

Note: Subscriptions to these databases are dependent on ARCC funding.

Implementation Plan (timeline): Continuous

Key/Responsible Personnel: Mary Ann Laun, Judy Ohye

Steps - what are the steps in implementing this action?:

Budget approval required? (describe): Yes

Budget request amount: \$140,000.00

Priority: High

Online Services

Online services include:
Serials Solutions Federated Search; online periodical holdings capability; EZProxy; Question Point

▼ Action: Maintain Online Services

Action details: Maintain and troubleshoot Federated Search, EZProxy, QuestionPoint

Implementation Plan (timeline): Continuous

Key/Responsible Personnel: Dan Haley

Steps - what are the steps in implementing this action?:

Budget approval required? (describe):

Budget request amount: \$0.00

Priority: High

Provide Reference and Research Instruction Services

Personnel

Librarians

Includes both full-time and adjunct librarians

▼ Action: Maintain Reference Chat

Action details: The Reference Chat provides reference and research assistance through an IM application.

Implementation Plan (timeline): Continuous

Key/Responsible Personnel: Dona Mitoma

Steps - what are the steps in implementing this action?:

Budget approval required? (describe):

Budget request amount: \$0.00

Priority: High

▼ Action: Maintain Virtual Reference Desk

Action details: The Virtual Reference Desk provides reference and research assistance through email.

Implementation Plan (timeline): Continuous

Key/Responsible Personnel: Dona Mitoma

Steps - what are the steps in implementing this action?:

Budget approval required? (describe):

Budget request amount: \$0.00

Priority: High

▼ Action: Provide Library Orientations, Workshops, and Tours

Action details:

Implementation Plan (timeline): Continuous

Key/Responsible Personnel: Dorothy Potter Full-Time Librarians Adjunct Librarians

Steps - what are the steps in implementing this action?:

Budget approval required? (describe):

Budget request amount: \$0.00

Priority: High

▼ Action: Staff Reference Desk

Action details: The reference desk is staffed by a librarian during all hours that the library is open

Implementation Plan (timeline): Continuous

Key/Responsible Personnel: Dona Mitoma, Full-time librarians, adjunct librarians

Steps - what are the steps in implementing this action?:

Budget approval required? (describe):

Budget request amount: \$0.00

Priority: High

Equipment

Computers and Printers

▼ Action: Maintain reference desk computers and printer

Action details:

Implementation Plan (timeline): Continuous

Key/Responsible Personnel: Dona Mitoma, Reference Coordinator

Steps - what are the steps in implementing this action?:

Budget approval required? (describe):

Budget request amount: \$0.00

Priority:

Facilities

General Library Facilities

▼ Action: General Library Facilities

Action details:

Implementation Plan (timeline):

Key/Responsible Personnel:

Steps - what are the steps in implementing this action?:

Budget approval required? (describe):

Budget request amount: \$0.00

Priority:

Supplies

Standard Office Supplies

▼ Action: Standard Office Supplies

Action details: Standard office supplies will be maintained at the reference desk for use by the librarians and students.

Implementation Plan (timeline): Continuous

Key/Responsible Personnel: Jo Ann Ohanesian

Steps - what are the steps in implementing this action?:

Budget approval required? (describe):

Budget request amount: \$0.00

Priority: High

Review and Revise Emergency Response Plan

Personnel

Librarians (including Adjuncts) & Library Technicians

▼ Action: Review and Revise Emergency Response Plan

Action details: The existing Emergency Response Plan will be reviewed and revised

Implementation Plan (timeline): June 2012

Key/Responsible Personnel: Mary Ann Laun

Steps - what are the steps in implementing this action?:

Budget approval required? (describe):

Budget request amount: \$0.00

Priority: High

Equipment

Emergency Response Equipment

▼ Action: Revise Equipment needs for emergency response

Action details: Equipment needed to respond to an emergency will be identified and procured.

Implementation Plan (timeline): June 2012

Key/Responsible Personnel: Mary Ann Laun, Jennifer Cooper

Steps - what are the steps in implementing this action?:

Budget approval required? (describe): Possibly, based on identified equipment needs.

Budget request amount: \$0.00

Priority: High

Facilities

Library Building

▼ Action: Examine Library facilities in regard to emergency response

Action details: The building and grounds will be examined to identify areas of possible danger in regard to an emergency.

Implementation Plan (timeline): June 2012

Key/Responsible Personnel: Mary Ann Laun

Steps - what are the steps in implementing this action?:

Budget approval required? (describe): Possibly, based on review of facilities

Budget request amount: \$0.00

Priority: High

Supplies

Emergency Response Supplies

▼ Action: Review emergency response supplies

Action details:

Implementation Plan (timeline): June 2012

Key/Responsible Personnel: Mary Ann Laun, Jennifer Cooper

Steps - what are the steps in implementing this action?:

Budget approval required? (describe): Possibly, based on identified needs.

Budget request amount: \$0.00

Priority: High

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