LIBRARY & LEARNING RESOURCES PEER COMPARISON

City College of San Francisco, Fall 2011

INTRODUCTION

The Library has incorporated a peer comparison survey into the Library's assessment cycle to be conducted every six years prior to the college's self study. This new assessment will improve the evaluation and planning of library resources and services.

The peer group comparison process is outlined in the ACRL's *Standards for Libraries of Higher Education*. Peer comparison is used to demonstrate whether a library is funded and staffed at levels comparable to similar institutions in a geographic area or within a particular segment of education, such as community colleges. Once a peer group is selected, points of comparison can be identified to measure the strength of the library with its peers.

METHOD

To gather data for comparison, a 14 question survey was developed. Librarians used the Skyline College Library Peer Comparison Survey conducted in 2009 as an example to draw questions from.[1] Additional questions were added. The survey instrument is provided in Appendix 1.

Finding true peers to compare is difficult because CCSF is a large institution with multiple campus libraries. During fall semester 2011, a peer group comprising 16 California community colleges with FTES figures over 8,000 was selected. The survey was developed in SurveyMonkey© and sent to a library administrator or chairperson. A follow up email was sent two weeks later. Because of the low response rate in the initial two weeks (3 in total), additional colleges were added to the list of peers. The additional peers included colleges with FTES above 7,000, local community colleges with FTES below 7,000, and approximately 10 out-of-state community colleges with similar FTE enrollment. The survey was sent to thirty-three colleges in total (see Appendix 2 for list of peers).

[1] http://www.skylinecollege.edu/aboutskyline/assets/midterm_report_2010/EvidenceIIC1a_Library_Group_Peer_Review.pdf

RESULTS

Seven libraries completed the survey. The data were compiled in tables; raw and cleaned up data sets can be found in Appendix 3. The data tables are labeled:

Table A: Materials Expenditures
Table B: Library Staff
Table C: Library Resources
Table D: Facilities, Access and Equipment
Table E: SLOs and Innovative Services

Because some respondents provided answers for the given semester rather than academic year, the following table was added after the survey was closed to provide a clearer comparison.

Academic Year 2010-11 FTE Data

Source: California Community College Data Mart

College Library	FTES (Credit)	FTE (Noncredit)	FTE (Credit/Noncredit)	Head Count (Credit/Noncredit)
Sierra College	15,509	405	15,914	27,498
Portland Community College	31354	1339	32,693	92,537
Orange Coast College	19,773	52	19,825	31,263
Modesto Junior College	14,904	175	15,079	25,086
East Los Angeles College	20,930	1368	22,298	58,104
Saddleback College	23,588	1085	24,673	39,600
Fresno City College	19,778	76	19,854	32,837
Average	**17,607**	**643**	**21,477**	**43,846**
CCSF	**27,711**	**10,759**	**38,470**	**89,525**

DISCUSSION

The low response rate (21%) and respondent interpretation of some questions is an issue with the survey instrument. A later section discusses ways to improve upon the survey instrument and method of delivery for future comparisons. Nevertheless, several noteworthy conclusions can be drawn from the data.

Expenditures on Materials

- CCSF spends less than the average per year on printed books (CCSF= $61,092; Survey average= $78,571).
- CCSF spends significantly less than the average per year on eBooks (CCSF= $6,100; Survey average= $14,104).

- CCSF spends significantly more than the average per year on periodicals (CCSF= $44,197; Survey average= $17,217).
- CCSF spends significantly less than the average per year on database subscriptions (CCSF= $62,167; Survey average= $87,143).

TABLE A: Materials Expenditures

College Library	Printed Books	eBooks	Periodicals	Databases
Sierra College	$110,000	$5,000	$13,000	$45,000
Portland Community College	$156,000§	see above	see below	$200,000∞∞
Orange Coast College	$60,000	$5,000	$35,000	$80,000
Modesto Junior College	$51,000	$11,623	$17,000	$35,000
East Los Angeles College	$30,000	$0	$14,000	$100,000
Saddleback College	$33,000	$43,000	$9,300	$110,000
Fresno City College	$110,000	$20,000	$15,000	$40,000
Average	**$78,571**	**$14,104**	**$17,217**	**$87,143**
CCSF	**$61,092**	**$6,100**	**$44,197**	**$62,167**

§ 156K covers both print and electronic book budget

∞∞ 200K covers both print periodicals and databases

It should be noted that CCSF Library supports a larger institution with more campus libraries than any of its peers. Yet, in all instances, except periodicals, the amount CCSF spends on materials is significantly less than average.

Library Staffing

In all instances, CCSF has a significantly higher number of staff members, most likely because CCSF has three times the average number of campus libraries. In fact, in terms of staffing, CCSF is on par with Portland Community College; CCSF has twice the staff members and twice the number of campus libraries.

TABLE B: Library Staffing

College Library	Head Count (Credit/Noncredit)	Number of full-time librarians	Number of part-time librarians	Number of paraprofessional staff	Number of campus locations
Sierra College	27,498	5	7	8	4
Portland Community College	92,537	10	9	16	3
Orange Coast College	31,263	6	3	10	1

Modesto Junior College	25,086	4	0	10	1
East Los Angeles College	58,104	7	2	8	2
Saddleback College	39,600	5	5	10	1
Fresno City College	32,837	7	3	7	1
Average	**43,846**	**6**	**4**	**10**	**2**
CCSF	**89,525**	**21**	**7**	**40**	**6**

Library Resources

- CCSF houses a significantly higher number of volumes in its collection than the average (CCSF=171, 925; Survey Average=105,510)
- CCSF houses a significantly higher number of print periodical titles than the average (CCSF= 386; Survey Average: 219
- CCSF houses twice the number of databases than the average (CCSF= 60; Survey Average: 31)

TABLE C: Library Resources

College Library	Number of volumes in the collection	Number of print periodical title subscriptions	Number of proprietary databases subscribed to
Sierra College	124000	200	20
Portland Community College	228,423	516	62
Orange Coast College	101148	270	15
Modesto Junior College	42000	196	61
East Los Angeles College	100000	110	18
Saddleback College	47000	105	21
Fresno City College	96000	133	19
Average	**105510**	**219**	**31**
CCSF	**171, 925**	**386**	**60**

Library Facilities, Access & Equipment

- CCSF has more library locations than any of the other libraries surveyed and thus a larger amount of square footage on average (CCSF=93,437; Survey Average=63,971)

- CCSF has more library locations than any of the other libraries surveyed and thus the number of computer workstations in the libraries is far greater (CCSF=295; Survey Average=110)
- CCSF has 3 times the average number of campus library locations.
- CCSF's library hours at Rosenberg (the main campus library) are significantly less than the survey average (CCSF=59; Survey Average=65)

TABLE D: Facilities, Access & Equipment

College Library	Square footage of library	Number of public-use computer workstations in library	Number of campus locations	Library Hours (Main campus only):
Sierra College	75,000	50	4	66.5
Portland Community College	131,000	150	3	71.5
Orange Coast College	88,000	59	1	64
Modesto Junior College	55,100	75	1	69
East Los Angeles College	47,000	240	2	64
Saddleback College	21,700	75	1	66
Fresno City College	30,000	124	1	54.5
Average	**63,971**	**110**	**2**	**65**
CCSF	**93,437**	**295**	**6**	**59**

Student Learning Outcomes & Innovative Services

- CCSF Library has developed program level student learning outcomes tied to the college's mission and general education goals. The SLO's are: 1) Students demonstrate information competency and critical thinking skills through their ability to effectively acquire, interpret, critically evaluate and use information for oral and written purposes, with some understanding of its ethical and legal ramifications; 2) Students build understanding of, appreciation for, and sensitivity to diverse peoples and cultures through the practice of using LLRC resources, services and facilities; 3) Students build on technology skills by using LLR computers, software programs and electronic media to search for and use information; and to create work required for courses that advances understanding; 4) Students learn to obtain and apply information to meet

practical needs, such as information for careers/employment, citizenship and GED exams, and English language acquisition.

- CCSF Library does not use social media such as Facebook and Twitter; however, it offers reference services via instant messaging and email. It would be helpful to research the use of reference via text messaging and the creation of a mobile library website, as well as utilizing social media for outreach and communication.
- CCSF Library is in the process of creating more online instructional materials.
- CCSF Library does not offer circulation of technology devices such as iPad's, laptops, and cameras.

TABLE E: SLOs and Innovative Services

	Does your library have program level student learning outcomes? If so, please share.	**Please share anything unique about your library and/or new innovative services (e.g. e-readers, social media) offered at your library.**
Sierra College	Students will understand how to do research effectively. Students will be able to critically evaluate sources.	unique mining collection materials mobile apps for eBooks in Ref collection and catalog---more being added
Portland Community College	No, but it has a mission statement that is tied to the college goals.	Our website is very good for a community college. Many community college websites are inadequate. We have chat, subject guides, social media, and a lot more.
Orange Coast College	Yes. Find information, in print and online, about the library's resources, services, and facilities. Access a broad range of quality library and information resources available both locally and remotely. Use effectively a broad range of quality library services. Access and effectively use the library equipment or facility to support learning.	
Modesto Junior College	We have SLOs and Administrative Unit Outcomes. We are not considered a Title V program.	
East Los Angeles College	No	Library workshops and Online tutorial
Saddleback College	No	FB page; planning to use QR codes soon;

Fresno City College	Only drafts, nothing with final approval	Research Assistance Program (RAP): By appointment students receive a half-hour of instruction from a librarian in how to research electronic sources, including OPAC & online databases for a topic they are writing on.

SURVEY INSTRUMENT ANALYSIS

For future peer comparison survey instruments, the following changes should be incorporated:

Q 1: What is the college's current FTE enrollment?

This question needs to specify a time frame (e.g. current semester or Academic Year 2012-13). Alternatively, data can be retrieved from the CCC Data Mart.

Q7: How many public use work stations are in your library?

This question needs to specify at all library locations and whether to include tutoring centers.

Additional Question:

How many campus libraries does your college have?

CONCLUSION

Though difficult to find peers with similar FTEs, especially in California, the data retrieved is quite telling. It is noteworthy that all of the California community colleges that responded had larger materials budgets and longer open hours at their main campus libraries yet each were substantially smaller in overall size, had fewer volumes in the collections and a smaller number of campus libraries. This data validates City College's need for longer library hours and an increase in the library's materials budget. Recent CCSF library student and faculty surveys also identify these needs.

Additionally, the peer comparison stands as a baseline for future comparisons. It can not only help substantiate future budget requests when the College's financial situation improves but it can also provide significant data to hold off additional cuts during years of budget decline.