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| jscc logo | **Assessment Record** |

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| **Program:** | **Learning Resource Centers** |  **Assessment period:** | **2017-2018** |

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| **Program or Department Mission:**  |

The primary purpose of the Learning Resource Centers is to provide library materials, services, and facilities necessary to support the College’s instructional programs, to meet student course and non‐course related library needs, and to meet administrative and public service requirements. In addition, the Learning Resource Centers accept the responsibility for providing materials and services to all members of the College community including traditional and nontraditional students, online, and distance learners. We further strive to promote the teaching and learning process through an information literacy program designed to enable users to “recognize when information is needed and have the ability to locate, evaluate, and use effectively the needed information.”\* |

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| **Service Unit Outcomes & Assessment Plan** |
| **Intended Outcomes** | **Means of Assessment** | **Criteria for Success** | **Summary & Analysis of Assessment Evidence** | **Use of Results** |
| **Library users will have access to library resources, materials, and services.** | 1. Circulation statistics [print and electronic books] | Circulation of library resources and materials as compared to previous yearAccess and use of electronic books as compared to previous year | Continued and expected decline in circulation of traditional library materials; course reserves circulation has actually increased from the previous year – the soaring costs of textbooks is the primary driving force in this increase.Electronic book usage continues to increase; key titles are featured via the library technology which also increases usage as students are directed to titles based upon research needs for specific courses. | With the significant decline in circulation, the libraries have begun weeding in order to create more space for students. Items with zero circulation over a three year period will continue to be been removed. The Shelby Campus LRC was able to remove two full stacks of shelving to make space for additional student seating.Ebooks are obtained via a subscription model and updates are continuous and automatic. The library will maintain its current ebook subscriptions. |
| 2. Database usage statistics as provided by individual vendors  | Increase in access and use of research and reference databases: platform sessions; retrievals.  | 41% increase in platform sessions; 26% increase in retrievals | Continued access will be provided for current subscriptions; new library technology suite will continue to be used to provide focused integration of databases and other online resources  |
| **Library users will have access to library resources, materials, and services.** | 3. LibGuides access information as generated by the library technology suite | Access: maintain high number LibGuides viewsBb LTI Tool: track Guide launches from within BlackboardBoth the ADA Accommodiations Office and the Learning Success Center websites run on the LibGuides CMS technology – since these are student resources, the views for each will also be included in this assessment. | Access: Baseline numbers set for the 2016-2017 period [25,165]; 2017-2019 numbers represent a 46% increase [46,799]LibGuides LTI tool was implemented for this reporting period; launches from within Bb: 4,225Baseline numbers: ADA previous period 344; this reporting period 8,362.LSC previous period: 3972; current period: 10,637 | Individual Guide access will be used to determine focus areas and content for outreach to students and faculty; college success Guides’ access will be used to improve outreach in providing learning skills & learning success to our studentsBb integration of LibGuides puts the library resources “inside” the students’ courses. The library will continue to promote embedding LibGuides content via the Bb LTI tool.The library technology is a tremendous tool for reaching students in the provision of services and resources. Both the ADA and LSC experienced dramatic increases in their respective site activity.  |
| **Library users will find collections to be sufficient in quality, depth, diversity, format, and currency to support the college’s teaching and learning initiatives.** | 1. Collection analysis via library technology suite and holdings management software  | Print content maintained appropriately; weeding and maintenance of age-sensitive subjects [medicine, business, technology] | Print items withdrawn based upon weeding policies and any programs under accreditation self-studies or actions.Electronic book collection maintains broad coverage in all disciplines | Continue de-accessioning of age-sensitive items; acquisition of items to support any accreditation efforts.EBSCO continously updates the electronic book platform; usage is favorable in all discplines. |
| 2. Collection development outreach to students, faculty, and staff utilizing new library technology suite and tracked by same technology | Increased collaboration between faculty, students, and staff via various points of contact on the library’s website [forms for collection development and the recommendation of materials] | Baseline numbers set for the 2016-2017 period: 11 interactive requests; current period: **83 requests [86% increase].**  | Resources can be analyzed for acquisition based upon students’ point of need via integration of forms into LibGuides and search results; collection development efforts via collaboration with faculty streamlined via use of forms in LibGuides and the college website. |
| 3. Online surveys | Favorable surveys regarding collections’ quality, depth, diversity, and format. | Simple surveys were not implemented for this period; the library is developing focused surveys for each program area and those will launch in the next reporting period. | Develop focused surveys at point of contact based upon courses, programs, services, etc. in order to obtain meaningful data and information regarding library services and resources. |
| **Library users will discover information in all formats through effective use of library technologies and organization of information.** | 1. Database usage statistics as provided by individual vendors via COUNTER Compliant reports | Steady or increased circulation of library resources and materials | Continued decline circulation of traditional library materials; continued steady increase [**17%**] in e-book content access and usage | Usage shows students are provided information in various formats; the LRCs will continue to maintain resources in traditional and electronic format.Focus efforts on increasing integration of library and resources into campus learning management system [Blackboard]; the Bb LTI Tool was implemented for this reporting period with **4,225** launches to Guide content from within Bb course shells. |
|  | 2. LibGuides access and statistics as provided by the new library technology suite. | Increase in access and views of LibGuides and increase in statistics on content in Guides as tracked by the software. | 80,000 views for the previous period; current period **229,436** views representing a **65%** increase. | Usage indicates students are aware of and accessing the library resources via the LibGuides. With this in mind, the library technology was used to create focused guides on college success, online learning readiness and strategies, information literacy, career resources, and English as a Second Language. The library will continue to promote the Guides and expand custom guides to the college’s dual enrollment initiatives.  |
|  | 3. LibWizard tutorial use, access, and assessment as provided by the new library technology suite | Statistics and assessment as provided by the software. | LibWizard allows for the creation of surveys, forms, and tutorials. **2,649** tutorials and quizzes were completed for this reporting period. [**34%** increase] | Continued development of tutorials and focused learning tools based on courses, programs, or faculty assignments.Focused outreach to faculty to promote the LibWizard tutorials and quizzes. |
| **Library users will seek engagement with librarians in a variety of ways and contexts when seeking information resources.** | 1. LibAnswers statistics for online chat and Knowledge Base queries [new library technology] | Steady or increased access and usage of virtual services of live chat and self-service Knowledge Base | FY2018 LibChat and Knowledge Base Self-Service Views: **1,641** [**22%** increase] | Develop outreach strategy for promoting the new LibChat features; create new FAQ entries in Knowledge Base; promote integration of Knowledge Base into Blackboard. |
| 2. Various modes of contact on the library website using the new library technology. | Steady or increased access and use of the online forms for requesting library assistance. | Baseline numbers set [see above]; usage has been favorable. | Continue promoting the forms and tutorials to the campus community; develop focused online forms to assist students in requesting information based upon course or program. |
| **Library users will select among multiple options for instruction.** | 1. Classroom instructional sessions | Increase in number of sessions scheduled by instructors | Number of sessions increased by **47%** over the last cycle | Continue outreach efforts to faculty and other student support services. |
| 2. Virtual instruction utilizing the new library technology suite which allows for the creation of self-guided tutorials. | Increased access, usage, and assessment as tracked by the software along with feedback from students and faculty. | The library was able to conduct **830** virtual sessions which is a **43%** increase from the previous period.  | Continue to create new tutorials and improve existing tutorials; collaborate with faculty on assignment specific tutorials. |
| **Submission date: 8October18** | **Submitted by: Library Director** |