

## **Unit Strategic Plan 2016-2018**

**Name of Program / Department:** Learning Resource Centers

### **Mission Statement:**

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."\*

\*American Library Association, Presidential Committee on Information Literacy.

### **Summary of Access, Productivity and Effectiveness:**

The Learning Resource Centers maintain comprehensive statistics in five major areas: personnel, collection, circulation, information literacy, and electronic resource usage statistics. These categories are reported on national academic library surveys and allow us to compare ourselves with peer institutions and others. The library uses these comparisons as well as internal comparisons, surveys, and learning outcomes to measure effectiveness.

### **Personnel:**

Each campus library employs a professional librarian holding the Master's degree in library and information studies from an American Library Association accredited university. Each campus library also employs a part-time professional librarian for evening hours. Both the Jefferson and Shelby Campus libraries employ an additional staff member during daytime hours due mainly to the higher enrollment as well as the physical size of those locations. Each campus librarian is responsible for all facets of library services at their respective locations, including but not limited to collection development, bibliographic instruction, reference services, and circulation. Additionally, the St. Clair Campus LRC librarian is responsible for the virtual reference service which provides only reference and instruction during regular hours. She also responds to the online queries which accumulate in a queue over weekends and closed hours. The evening librarian at the Shelby Campus LRC maintains the online reference service during evening hours. The library director is responsible for cataloging, systems administration, website management, and library services at the Shelby Campus LRC.

**Collection:**

The Learning Resource Centers will continue to acquire resources in electronic/online format. Since it is not anticipated that staff levels will increase, the reliance on electronic resources and services will increase. Print resources require staff involvement for physical processing and storage. Shelby, St. Clair, and Chilton have limited space available for print resources; therefore, the shift to online content will continue to be the most feasible and cost efficient method of collection development. This includes the cancelation of various print journal titles and the acquisition of same titles in electronic format.

<b>Collection</b>	<b>FY2014</b>	<b>Change</b>	<b>Total FY2015</b>
Titles Held [traditional]	63,555	added 285	63,840
Electronic Books available	260,312	added 93,118	353,430
Print Journals	312	canceled 91	221

**Circulation:**

Circulation statistics indicate significantly reduced use of the print collection at all campus libraries. The circulation of print items in nursing, particularly in the areas concerning the NCLEX-RN exam has remained steady and it is anticipated this trend will continue.

Although circulation of traditional materials continues to decline, usage statistics show that usage of electronic resources and electronic books continues to increase.

<b>Circulation</b>	<b>Previous Cycle [Average]</b>	<b>Current [FY2015]</b>
Regular/Traditional	1,185	1,224
Reserves	2,524	4,440
Electronic Book Sessions	21,867	29,149

Please see the attached supporting documents:

- statistical summaries for 2013, 2014, and 2015

**Information Literacy:**

Library instruction is the most important service the library staff provides and it is conducted through a variety of methods: classroom instruction as scheduled by instructors; individual reference/research consultation conducted by professional librarians; and virtual reference service provided by a professional librarian via the library’s online reference software.

	<b>Previous Cycle [Average]</b>	<b>Current [FY2015]</b>
Classroom instruction	194	57
In-person reference	4,882	3,953

Virtual reference	2,383	2,164
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Classroom instruction has decreased dramatically. This service is often directly related to enrollment as well as class format [online versus on campus]. Had our usage of library resources especially those in electronic format declined dramatically, the decrease in instruction would have caused more concern. As it is, our resources continue to be used heavily so we are certain students are accessing the library in a variety of ways.

**Usage of Electronic Resources:**

The Learning Resource Centers offer a rich, comprehensive, and diverse collection of information resources through its various technologies and therefore is able to transcend the traditional boundaries of the library building. Our information and services are available 24 hours a day, seven days a week, from any internet connection. We have found that as the electronic content increases, so does the usage of that content.

<b>Electronic Resource Usage</b>	<b>Previous Cycle [Average]</b>	<b>Current [FY2015]</b>
Sessions	93,458	99,459
Full-text retrievals	115,533	162,793

Funding to maintain existing resource subscriptions and licenses along with the acquisition of additional electronic content is requested as part of this plan.

- Please see attached supporting documents:
- statistical summaries for 2013, 2014, and 2015

**Peer Comparison:**

The Resource Centers use the National Center for Educational Statistics to gather data on comparable institutions. The LRC selects comparison between this institution and the Gadsden State and Calhoun State Community Colleges. These institutions were selected due to similarities in FTE enrollment numbers. The libraries compare favorably in all categories selected with the exception staffing. We fall below the comparison group’s average and are considerably lower than the national average. It should be noted that the comparison group also falls well below the national average.

- Please see attached supporting documents:
- National Center for Education Statistics Peer Comparison Snapshot
  - National Center for Education Statistics Peer Comparison Full Report

### **2013 – 2014 Accomplishments**

- Continued funding for electronic resource subscriptions
- Continued funding for all library technology including hardware and software maintenance contracts
- Acquisition of materials in support of campus status for two instructional sites
- Increase in access/usage of electronic resources
- Increase in virtual reference sessions
- Acquisition of materials in support Radiologic Technology program

### **2014 – 2015 Accomplishments**

- Continued funding for electronic resource subscriptions
- Continued funding for all library technology including hardware and software maintenance contracts
- Acquisition of materials in support of campus status for two instructional sites
- Acquisition of materials in support Child Development and Clinical Laboratory Technology programs
- addition of key electronic titles in long-standing print series in literature so that access is available to all campus locations
- Addition of appropriate staffing for the libraries at two instructional site as part of campus status efforts
- Increase in access/usage of electronic resources
- Increase in virtual reference sessions
- Increase in face-to-face consultations with librarians
- Successful audit by the United States Government Publishing Office as part of the college's participation in the Federal Depository Library Program; commendations in the Public Access Assessment; no findings
- Complete refurbish of the Shelby LRC student computer lab to update all machines and provide 22 computers and high efficiency networked printer for student use
- Addition of student computers in the St. Clair LRC

### **Internal Conditions:**

**1. Technology** The library maintains several advanced systems which provide for the delivery of resources, services, and materials to the JSCC campus community. These systems also provide for a rich online environment for all library users, especially those whose primary mode of education is online or distance education. The cost to maintain this technology via software and hardware maintenance contracts increases approximately five to seven percent each year.

### **2. Budget**

#### **A. Integrated information technology systems**

System/Maintenance Contracts Most Recent Service Year FY2015

3M Checkpoint Security Maintenance: Jefferson, Shelby, and St. Clair systems     \$2,956.00

EBSCO Discovery Service	\$19,055.00
IBM AIX Server Maintenance	\$2,652.92*
SirsiDynix Symphony ILS	\$13,734.25
SirsiDynix Enterprise	\$5,315.61
Text A Librarian Virtual Reference	\$3,312.00
<b>TOTAL</b>	<b>\$47,025.78</b>

The cost for system and maintenance contracts increases approximately five to seven percent each year. The libraries cannot function without the continued renewal of each of these contracts.

Please see the attached supporting documents:

- Actual costs FY2105; projected costs for FY2016, FY2017, FY2018

\*The integrated library system server was purchased in 2006. The system runs on an IBM server running the AIX 5.3 platform. This server has not only aged but with subsequent required upgrades to the Symphony Library Management System, the vendor will no longer support systems on the AIX platform. The server will either need to be replaced with a Sun Microsystems Solaris with Oracle or the library move to a hosted system with the vendor. Several options can be considered; pricing for all options has been requested but was not available for inclusion in this plan. The estimates will submitted upon receipt as an addendum to this plan.

**B. Collection development**

1. Accreditations:

Replacement of aged/weeded content in programs seeking accreditation  
Addition of new resources and electronic content for those programs

2. Electronic content

Addition of content in general education/transfer; allied health  
Replacement of aged/weeded content with focus on acquiring electronic titles

**C. Current resource subscriptions, projected cost of renewals [print journals and electronic resources]**

Subscriptions and licensed content are reviewed each year to determine feasibility in retaining. Determining factors are usage statistics, cost increases, overlap analysis, and availability of resources through the Alabama Virtual Library. Cost increases are based upon 3 year average of 5 to 7 percent increase per subscription; it should be noted that decreased funding for the state funded Alabama Virtual Library results in increased costs to individual colleges.

Most Recent Service Year FY2015

Jefferson LRC	\$6,901.81
Shelby LRC	\$8,281.18
St. Clair LRC	\$4,438.29
Chilton LRC	\$1,888.52
	\$21,509.80

**3. Staffing**

**A. Jefferson LRC**

The Jefferson LRC represents the largest physical space of any of the JSCC libraries and therefore requires the largest workforce. The Learning Resource Center on the Jefferson Campus is also a designated selective depository for government documents. The LRC also houses the institutional archives. Currently, the Jefferson LRC employs one full time librarian, one part-time evening librarian, and one professional staff member.

**B. Shelby LRC**

The Shelby LRC currently employs one full time librarian who is also the library director, one part-time librarian for evenings, and one non-professional staff member.

**C. St. Clair LRC**

The St. Clair LRC currently employs one professional librarian. One part-time evening librarian was added in FY2015 as part of expanding hours in support of campus status

**D. Chilton LRC**

The Chilton LRC currently employs one professional librarian. One part-time evening librarian was added in FY2015 as part of expanding hours in support of campus status

**4. Resources**

**A. Combined Collections period ending 2015:**

<b>Collection</b>	<b>Total FY2015</b>
Titles Held [traditional]	63,840
Electronic Books available	353,430
Print Journals	221
Microform units	2,255
Archives	45 linear feet

The collection is not static and is constantly undergoing analysis and maintenance. Titles in nursing, allied health, computer information systems, and modern business require periodic weeding as these collections age faster than any other area of the Resource Centers' combined collections. Funding to maintain these areas of our collections are required every year. The

heavy use of our print collections in literature, the humanities, and technology also requires funding each year to replace damaged, lost, or missing titles, either in traditional or electronic format.

## **B. Technology**

EBSCO Discovery Service with A to Z Link Source  
SirsiDynix Symphony Library Management System  
SirsiDynix Enterprise Content Management Platform  
OCLC EZ Proxy Remote Authentication software  
Text A Librarian Virtual Reference Service  
Miscellaneous hardware/software to support systems

All technology systems work interactively to provide the rich online environment of the Learning Resource Centers. The systems also provide a means of inventory control, electronic resource management, and data collection/assessment. Funding is required each year to maintain these systems' licenses, maintenance agreements, and software agreements.

## **5. Enrollment**

The Learning Resource Centers serve the entire college community with libraries at two campuses, two sites, and the provision of resources and services to distance education.

### **Enrollment** [Data provided by JSCC IRIR]

Enrollment Headcount Fall 2014	8,518
Enrollment FTE Fall 2014	4,830

Enrollment numbers are provided here to show the number of students being served by the four libraries and the online library environment.

## **6. Facilities**

### **A. Jefferson LRC**

The Jefferson LRC represents the largest physical space in the library system. The library will continue to decrease print holdings and focus on electronic content. The Jefferson LRC also houses the government documents collection. This collection is significantly reduced as the Government Publishing Office provides a majority of its content in electronic format. Our participation in the Federal Depository Library Program was recently audited and received commendations with no findings in spite of our reduced print holdings. As the need for physical space decreases, the Jefferson LRC would be capable of housing other units within the college should the need arise.

### **B. Shelby LRC**

The Shelby LRC has a seating capacity of approximately 120 with study carrels, a group study room, individual study rooms, and an open computer lab.

C. St. Clair LRC

The St. Clair LRC facility is adequate to support the learning resource and library service needs of the St. Clair-Pell City Center. The unique design of the campus facility allows for library instruction in a multi-media computer lab.

D. Chilton LRC

The Chilton LRC facility is adequate to support the learning resource and library service needs of the Chilton-Clanton Center. The unique design of the campus facility allows for library instruction in a multi-media computer lab.

7. **Equipment**

A. Checkpoint Security Systems

1. Jefferson LRC The Checkpoint Security System at the Jefferson LRC is aged yet still functioning. An annual service contract is maintained on this unit and there are no concerns regarding repairs and/or service.

2. Shelby LRC: The Shelby LRC uses the same type system as the Jefferson LRC; there are no concerns regarding this equipment other than the continued renewal of the annual maintenance contract.

3. St. Clair LRC: Same as above.

4. Chilton LRC: The Chilton LRC does not have a security system in place as this is primarily an electronic library with a minimal print collection. It is not anticipated that a security system will be installed in this location.

B. Integrated library system

1. IBM AIX server
2. Staff clients
3. Barcode readers

While the systems above are aged, maintenance contracts are in place and will cover any repair or replacement costs as long as those contracts are renewed each year.

The integrated library system server was purchased in 2006. The system runs on an IBM server running the AIX 5.3 platform. This server has not only aged but with subsequent required upgrades to the Symphony Library Management System, the vendor will no longer support systems on the AIX platform. The server will either need to be replaced with a Sun Microsystems Solaris with Oracle or the library move to a hosted system with the vendor. Several options can be considered; pricing for all options has been requested but was not available for inclusion in this plan. The estimates will be submitted upon receipt as an addendum to this plan.

C. Photocopying:

Each Learning Resource Center provides photocopying via a coin-operated leased copy machine. The library will defer to vending services in judging the life expectancy of those leased copiers. As of end FY2015, new machines in place at all campus libraries.

D. Student Computing

The Shelby LRC student computer lab was updated in FY2015. Additional student machines were installed at the St. Clair LRC.

Updates to Windows 7 for all library and student machines were performed by the Information Technology Department.

E. Staff Computing

Staff computers were either updated with Windows 7 or new machines were acquired or purchased by the Information Technology Department. No changes in staff computing is expected for the duration of this plan.

**External Conditions**

- Continued loss of state funding for the Alabama Virtual Library which results in loss of resources to all colleges in the state; necessitates each college acquire resources themselves at significant cost
- Rising costs of all library resources
- Lack of a fiscal consortia for the two year college libraries which would allow for discount purchasing through various group models with vendors
- Student use versus knowledge of emerging technologies [using a Smartphone does not necessarily equate to adequate technology skills]
- Issues surrounding digital publishing and its continued impact on the publishing industry and subsequent effect on libraries and how we provide access to resources
- Rising cost of textbooks and other course related resources will place an additional burden on academic libraries
- Accreditations: program specific

**Considerations for Development of Unit Strategic Plans:**

1. **What can be done to improve the operation of the unit?**

Continue the successful integration of current technologies to provide seamless access to library resources and services to all library users with student engagement as the centerpiece of library services.

Continue to increase access to electronic content in all disciplines to keep pace with student demand and trends in academic libraries.

Develop and implement a comprehensive library course in Blackboard for all students in which learning outcomes can be embedded.

Provide professional development opportunities for librarians to increase knowledge and skills in the management and delivery of electronic content, the delivery of library services to a diverse audience, and the enrichment of the library's online environment.

**2. What are the desired Service Unit Outcomes for the unit?**

Library users will have access to library resources, materials, and services.

Library users will find collections to be sufficient in quality, depth, diversity, format, and currency to support the college's teaching and learning initiatives.

Library users will discover information in all formats through effective use of library technologies and organization of information.

Library users will seek engagement with librarians in a variety of ways and contexts when seeking information resources.

**3. What equipment / resources are needed to accomplish the unit's goals and objectives?**

Maintain current level of funding for existing technology systems, electronic subscriptions, and print subscriptions which support the teaching and learning initiatives of the college.

Installation of the EZ Proxy Building Block for Blackboard Learning Systems for seamless access to library resources from within each course shell. [Information and necessary script was provided to the Blackboard administrator in late FY2015 and is expected to be implemented during fall of 2015.]

The library must create and implement a campus wide library course in Blackboard for use by students not given the opportunity for library orientations in their courses.

**4. Are there any goals or objectives that were not completed from previous year that should be included in the new plan?**

See above comment regarding library course for integration into Blackboard.

## Unit Goals 2016-2017

### OBJECTIVE

Provide access to library resources, materials and services to support the curriculum by maintaining current level of electronic resources [research databases, electronic book platforms, subscriptions] and technology infrastructure [maintenance contracts on library systems].

#### Link to unit outcome:

Library users will have access to library resources, materials, and services.

#### Objective will be met when:

- Current electronic resource subscriptions are renewed with no interruption of service or delivery.
- Maintenance contracts are renewed and in place prior to expiration.
- Print journal subscriptions are renewed with no interruption in service or delivery.
- Access remains available via the library's content management platform [website].
- Building Block for EZ Proxy installed within the Blackboard Learning System for seamless access to library resources [fee-based resource with authorization requirements]

#### Additional Funding Request:

Electronic resource and print journal subscription renewals estimate cost increase:

FY2015:\$154,065.69

Estimated 7 percent publisher increase \$10,784.60

**Total: \$164,850.29**

Maintenance contracts:

FY2015: \$29,315.78

Estimated 7% increase: \$2052.00

**Total: \$31,367.78**

### OBJECTIVE

Provide library resources and services to support the scheduled accreditation renewals of the following programs:

Associate Degree in Nursing [accreditation visit fall 2016]

#### Link to unit outcome:

Library users will find collections to be sufficient in quality, depth, diversity, format, and currency to support the college's teaching and learning initiatives.

#### Objective will be met when:

- Collection analysis is performed on each program and deficiencies addressed.
- Additional resources are researched, reviewed, and added to support each program.

- Resource pages on the library's content management platform are updated to reflect new resources.

**Additional Funding Request:**

Replace aged or damaged print titles in human anatomy & physiology:

**Estimate: \$750.00**

Replace aged or damaged print titles in areas most used by nursing students as indicated by print circulation statistics [care plans, NCLEX-RN review guides and sample questions, dosage calculations, medical surgical nursing]

**Estimate: \$1,850.00**

Addition of electronic subject set in nursing geared toward the nursing student

**Estimate: \$3,250.00**

**Unit Goals 2017-2018**

**Objective:**

Provide access to library resources, materials and services to support the curriculum by maintaining current level of electronic resources [research databases, electronic book platforms, subscriptions] and technology infrastructure [maintenance contracts on library systems].

**Link to unit outcome:**

Library users will have access to library resources, materials, and services.

Library users will find collections to be sufficient in quality, depth, diversity, format, and currency to support the college's teaching and learning initiatives.

**Objective will be met when:**

- Current electronic resource subscriptions are renewed with no interruption of service or delivery
- Maintenance contracts are renewed and in place prior to expiration
- Print journal subscriptions are renewed with no interruption in service or delivery
- Access remains available via the library's content management platform [website]
- Additional electronic content is acquired
- Traditional materials acquired for instructional site libraries as they seek campus status

**Additional Funding Request:**

Electronic resource subscription renewals estimate: **\$176,647.86**

Maintenance contracts renewal estimate: **\$33,563.64**

## **OBJECTIVE**

Provide library resources and services to support the scheduled accreditation renewals of the following programs:

Funeral Service Education [accreditation visit in 2018]

### **Link to unit outcome:**

Library users will have access to library resources, materials, and services.

Library users will find collections to be sufficient in quality, depth, diversity, format, and currency to support the college's teaching and learning initiatives.

### **Objective will be met when:**

- Collection analysis is performed on each program and deficiencies addressed
- Additional resources are researched, reviewed, and added to support each program
- Resource pages on the library's content management platform are updated to reflect new resources

### **Additional Funding Request:**

Replace aged or damaged print titles in human anatomy & physiology; microbiology:

**Estimate: \$750.00**

Replace aged or damaged titles specific to funeral service industry:

**Estimate: \$1,750.00**

## **OBJECTIVE**

Develop and implement a comprehensive multi-disciplinary library course in Blackboard for all students in which discipline-specific learning outcomes can be embedded.

### **Link to unit outcomes:**

Library users will discover information in all formats through effective use of library technologies and organization of information.

Library users will seek engagement with librarians in a variety of ways and contexts when seeking information resources.

Library users will select among multiple options for instruction.

### **Objective will be met when:**

- Professional development occurs
- Development of Blackboard course is finalized
- Integration of Blackboard course is implemented

- Discipline specific learning outcomes regarding information literacy are embedded, tracked, assessed and made available to instructors for their use in assessing their own courses and programs

**Additional Funding Requests:**

Professional development for librarian in charge of Blackboard course development and integration:

Blackboard Workshops [local and statewide]: \$800.00

Site visits and consultation with other local and regional libraries: \$250.00 travel expense only

Miscellaneous e-learning and instructional software: \$1,100.00 or existing campus licenses