



Program: Learning Resource Centers

Assessment period: 2014-2015

**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.”\*

**Service Unit Outcomes & Assessment Plan**

Intended Outcomes	Means of Assessment	Criteria for Success	Summary & Analysis of Assessment Evidence	Use of Results
<b>Library users will have access to library resources, materials, and services.</b>	1. Circulation statistics as generated by library system [print] and COUNTER Compliant reports [electronic]	Steady rate or increase in circulation of library resources and materials as compared to previous year	<a href="#">13% decline</a> in circulation of traditional library materials with continued high usage of reserve textbook and other materials <a href="#">[reserves circulation increased by 58%]</a>  <a href="#">2% increase in usage of electronic books</a>	Continued maintenance of print material; replacement of damaged/lost titles only.  Subject specific collection development for electronic content
	2. Database usage statistics as provided by individual vendors	Increase in access and use of research and reference databases	<a href="#">19% increase</a> in database access and usage as indicated by full-text retrievals	Continued access will be provided for current subscriptions

<p><b>Library users will find collections to be sufficient in quality, depth, diversity, format, and currency to support the college's teaching and learning initiatives.</b></p>	<p>1. Collection analysis via integrated library system [print] and holdings management software [electronic]</p>	<p>High use areas maintained appropriately; weeding and maintenance of age-sensitive subjects [medicine, business, technology]</p>	<p>Print items withdrawn based upon weeding policies has remained steady with previous period</p> <p>Electronic book collection maintains broad coverage in all disciplines</p>	<p>Continue de-accessioning of least-used print content and replacement of high-use print items [literature criticism; nursing]</p> <p>Continue acquisition of e-book content with possible patron driven acquisition module integrated</p>
<p><b>Library users will discover information in all formats through effective use of library technologies and organization of information.</b></p>	<p>1. Database usage statistics as provided by individual vendors via COUNTER Compliant reports</p>	<p>Steady or increased circulation of library resources and materials</p>	<p><a href="#">13% decline</a> in circulation of traditional library materials; continued steady increase <a href="#">[2%] in e-book</a> content access and usage</p>	<p>Usage shows students are provided information in various formats; the LRCs will continue to maintain resources in traditional and electronic format.</p> <p>Focus efforts on increasing integration of library and resources into campus learning management system [Blackboard]</p>
<p><b>Library users will seek engagement with librarians in a variety of ways and contexts when seeking information resources.</b></p>	<p>1. Reference consultations as tracked by professional librarians; these do not include directional queries but actual reference and research assistance</p>	<p>Steady rate of consultations with professional librarians</p>	<p>Number of consultations with professional librarians remained <a href="#">steady</a> during reporting period which is indicative of continued use/access by students.</p>	<p>Continue to refine tutorials and FAQs for online guides and most common questions/queries.</p>
	<p>2. Virtual reference statistics as tracked virtual reference software</p>	<p>Increase in access and use of the Mosio Virtual Reference Service available on all library webpages</p>	<p>7% increase in number of virtual reference queries and research assistance</p>	<p>Continue subscription for this service without interruption</p>

<b>Library users will select among multiple options for instruction.</b>	1. Classroom instructional sessions	Increase in number of sessions scheduled by instructors	Number of sessions have declined by <a href="#">70%</a>	Increase outreach efforts to faculty  Integrate library and resources into Blackboard
	2. Usage statistics from virtual reference service	Increase in number of virtual reference queries	<a href="#">7% increase</a> in number of virtual reference queries and research assistance	License agreement with Mosio will be maintained for the virtual reference service; any upgrades or enhancements will be implemented immediately.
<b>Submission date: 13October 15</b>			<b>Submitted by: Library Director</b>	

<b>Circulation</b>	<b>2013</b>	<b>2014</b>	<b>2015</b>	<b>% Change</b>
Regular	957	1,413	1,224	13% decrease
Reserves	2,252	2,796	4,440	58% increase
Electronic Book Searches	19,642	24,093	24,456	2% increase
<b>Electronic Resource Usage Statistics</b>				
<b>Electronic Resource Usage Statistics</b>	<b>2013</b>	<b>2014</b>	<b>2015</b>	<b>% Change</b>
Sessions	77,832	109,084	99,459	N/A
Full-Text Retrievals	94,358	136,709	162,793	19% increase
<b>Information Literacy</b>				
<b>Information Literacy</b>	<b>2013</b>	<b>2014</b>	<b>2015</b>	<b>% Change</b>
Classroom Instructional Sessions	197	191	57	70% decrease
In-Person Reference/Research Consultation	4,992	4,773	4,953	3% increase
Virtual Reference/Research Consultation	1,826	2,941	3,164	7% increase

[Back to document](#)