**Learning Resource Centers**

**Program Review**

**Reporting Period: 2015-2016 through 2017-2018**

Part 1: Review of Past 3 Years

1. Service Unit Outcomes Assessment
2. Summarize assessment results.

Access to library resources, materials, and services

* Circulation: usage statistics show continued decline in circulation of traditional print material with the exception of textbook reserves; electronic book circulation continues to increase each year and this trend is expected to continue
* Database usage statistics: continued increase in usage statistics; full-text retrievals increased each year of the reporting period which indicates students are finding and using resources; integration of LibGuides CMS with electronic resources has dramatically increased usage

Sufficient collections in terms of quality, depth, diversity, format, and currency

* Peer comparisons indicate collections are comparable with similar institutions and in some cases compete favorably with larger, four-year institutions in the state; collection analysis indicates age-sensitive subject areas are maintained appropriately

Effective use of library technologies and organization of information

* The acquisition and integration of Springshare’s LibGuides CMS, LibWizard, LibAnswers, and LibChat dramatically enhanced the library’s engagement with all constituents. The statistical reporting features of each Springshare module provides the hard data to support the statement above.
* Usage statistics at all levels shows active use of all resources and services with strongest usage in those resources in electronic format

Student engagement

* As mentioned above, the Springshare suite of library technology has boosted access and usage to all library resources and services. Our ability to interact with students in multiple formats and across all campuses including distance learners is just incredible. Recent enhancements to the products including screen-share and webinar capabilities will provide even more opportunities for student engagement and the libraries will continue to improve upon these services.
* The libraries were consistent in maintaining a presence at new student orientations at all campuses for this reporting period. We also participated in the various allied health/nursing program new student orientations. We believe this activity has contributed greatly to our ability to let students know what is available and, primarily, demonstrating to students how easy it is to reach a librarian through the interactive technologies on our website.
1. Data regularly collected and reported [and as reported to the Association of College and Research Libraries Annual Survey]

[Data table on next page]

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| --- | --- | --- | --- |
| **Statistical Summary** |  |  |  |
| **Personnel** | **2016** | **2017** | **2018** |
| Professional Librarians | 5.55 | 5.55 | 5.5 |
| Other Professional Staff | 1 | 1 | 1 |
| Non professional Staff | 1 | 1 | 1 |
| Student Workers | 0 | 0 | 0 |
| **Collection** | **2016** | **2017** | **2018** |
| Traditional Print and Audio-Visual Held | 63,874 | 63,660 | 63,134 |
| Books in Electronic Format Available | 181,614 | 193,910 | 241,935 |
| Digital Media [Subscription models] | 0 | 24,932 | 26,768 |
| Print Journal Subscriptions | 193 | 181 | 156 |
| Electronic Reference & Aggregation | 60 | 60 | 57 |
| **Circulation** | **2016** | **2017** | **2018** |
| Regular | 1,022 | 696 | 614 |
| Dual Enrollment | n/a | n/a | 554 |
| Reserves | 2,389 | 1,594 | 2,073 |
| Electronic Book Searches | 26,416 | 67,559 | 106,339 |
| **Electronic Resource Usage Statistics** | **2016** | **2017** | **2018** |
| Sessions | 56,549 | 67,460 | 127,735 |
| Full-Text Retrievals | 94,358 | 136,709 | 162,793 |
| **Information Literacy** | **2016** | **2017** | **2018** |
| Classroom Instructional Sessions | 85 | 106 | 150 |
| LibWizard Virtual Tutorials | n/a | 1,733 | 2,348 |
| LibGuides Sessions | n/a | 81,643 | 232,175 |
| LibAnswers [FAQs, Chats, Tickets] | n/a | 546 | 1,641 |

1. Analysis (as it relates to progress in achieving unit goals)
2. External Conditions that have impacted the unit. Describe the ones that have most significantly affected the unit and what actions the unit took to respond to those conditions.

Digital Publishing:

As usual, the uncertainty surrounding digital publishing remains a primary concern for all libraries. As publishers struggle to maintain control of their digital content, aggregators are forced to pay more for access to this content and these costs in turn are passed on to the customer in the form of increased subscription rates for research databases. We continue to work closely with two primary vendors [EBSCO Publishing and Gale-Cengage] and have thus far been able to negotiate discounts based upon the depth and breadth of resources obtained from these vendors.

Mobile Devices/Student Use of Technology:

Utilizing the mobile-friendly features in the Springshare suite of library technology has dramatically increased our engagement with students via mobile devices [smartphones, tablets, iPads, etc.]. While this issue was a serious concern in the last reporting period, the issue has simply disappeared with our enhanced abilities to interact and engage our students using LibGuides and associated products.

1. Internal Conditions that have impacted the unit. Describe the ones that have most significantly affected the unit and what actions the unit took to respond to those conditions.

The most significant internal condition to impact the Learning Resource Centers during this reporting period was staffing. We utilize part-time personnel to maintain evening hours and this has become increasingly difficult as most professional librarians desire a full-time position. It may become necessary to reduce the minimum qualifications for those positions and utilize the library technology’s most recent features to provide professional library services during evening hours without actually employing professional librarians. This is an ongoing issue that we will work to resolve.

1. Collaboration (internally and externally) – Describe the key collaborative relationships in which your unit is involved. Explain how these partnerships strengthen the unit’s capacity to advance student success and/or enhance the quality of services and programs provided.

The primary collaborative relationship for the Learning Resource Centers remains our liaison with faculty and program directors. We intend the library resources to be a source of assistance to not just our students but our teaching faculty. In particular, the libraries have worked closely with the Nursing Education Program to integrate our existing resources into the nursing curriculum in an attempt to replace certain textbook requirements and thus provide financial relief to an already expensive textbook package.

The library technology has also been utilized in the adoption of some Open Education Resources. The library has taken on the task of finding quality OER material and disseminating the tools and resources to faculty, including web-based access to full textbooks, instructor resources including test banks, lecture slides, etc. The web-based guides also provide the textbook access to students with links and downloadable PDF content for each textbook adopted. We hope to continue this service to our faculty and the incredible savings to our students.

The libraries have also been able to collaborate with Enrollment Services in the provision of interactive forms using the library technology. These forms provide sign-in services for busy areas of Enrollment Services while also providing data tracking with no additional burden on the Enrollment Services staff. We envision expanding this service to any department that would benefit. Our goal is to utilize existing tools and resources to support the college without an additional financial burden.

1. Communication – How effectively does information flow from this unit to other units on campus? How does your unit make information available to faculty/staff/students?

The Learning Resource Centers’ primary mode of communication is our library website which utilizes the Springshare suite of technology to build subject/course guides, tutorials, forms, and interactive engagement tools. The website also provides access to all other library resources and services. All library services, materials, and resources are disseminated from this platform and this platform is one of the primary means of student and faculty communication with the professional library staff.

The Learning Resources Committee also utilizes the Springshare suite and is housed solely online. Interactive forms and requests are accessible on this guide and any changes to services, resources, or materials are published to the guide immediately.

1. Primary Functions/Primary Purpose/Unit Mission
2. Note any changes in your unit’s primary functions since the beginning of the review cycle. Describe any changes that might warrant a modification of your mission statement.

There are no changes to the primary functions and/or mission of the Learning Resource Centers. We do find that we are providing information across all departments via our interactive chat and messaging service. It is often that we are directing students or others to information not necessarily related to the library as they have engaged us via our online presence. We would like to expound upon these opportunities and provide more “informational direction” for other departments via our online Knowledge Base.

1. In the past three years, have the functions/services of your unit changed in how directly or indirectly your unit supports student learning? If so, describe in detail.

Any changes to our unit are in student engagement and the opportunities presented with the utilization of the Springshare technology suite. Our ability to reach, interact, and engage with our students and faculty has expanded incredibly and will only continue to improve and grow. Our reliance on electronic content has become a real asset with our ability to then share out this content for its best use among our learners. At the end of the day, however, we are still a library whose primary purpose is to provide access to information, library resources, and library services. We are just able to accomplish this more efficiently with our current level of technology.

1. Goal Progress
2. Describe your unit’s progress in achieving its goals. Highlight achievements or areas that need continued focus and the evidence to support these claims. Indicate any factors that impacted progress toward achieving a goal.

The Learning Resource Centers met its goals for the reporting period.

1. Describe the adequacy of resources to achieve goals.

The Learning Resource Centers are satisfied with the level of funding to support its mission. It should be noted, however, that library resources require annual subscriptions to maintain access to all resources and services and any deviation in funding will dramatically impact the overall technology infrastructure.

1. Describe the impact of any resource allocations you have received over the past three years in terms of the effectiveness of your unit.

The ability to acquire and integrate electronic resources and services into the library has greatly enhanced the effectiveness of the unit. Without the expansion of our electronic content, the libraries could not have met its stated goals or those of the college in providing adequate library resources and services. As mentioned numerous times throughout this document, the acquisition, configuration, and integration of the LibGuides CMS and related products from Springshare has truly revolutionized our libraries and our ability to serve the entire campus community.

Part 2: Implications of Program Review for Developing 3 Year Plan

1. Vision and Direction of Unit
2. As a result of your evaluation, what direction do you see your unit taking in the next three years?

The Centers will be expand its engagement and interaction with the campus community and the hope is to create a true information repository of not just library resources but a resource for information related to the Jefferson State college experience. Partnerships with other departments and the continued expansion of our interactive systems will be the primary features of this expansion. The Centers believe we can provide services and resources to the college without any additional financial burden; the task will be to build those partnerships and work to determine the best use of our resources and services.

1. Are there are any anticipated conditions or trends that might impact the unit?

At this time, there are no anticipated conditions or trends that might impact the libraries. If we are able to maintain our current level of technology systems and resources and acquire upgrades as needed, the libraries will continue to fulfill its mission.

1. What changes in collaborative relationships are needed to make this unit more effective in its missions?

The LRCs have become more proactive in its approach to collaboration with other departments and our efforts have shown up on our usage statistics and our outreach accomplishments. The library participates in the maintenance and development of online presences for several college departments and this only increases awareness of the tools and resources which we are able to provide. We hope to continue and even expand these activities.

1. Identify any areas where communication could be improved.

Communication can always be improved. The Centers will continue to assess its online presence to ensure we are making the best possible use of the tools and resources at our disposal.

1. Describe the feasibility of making the plan you have outlined a reality. What are the resources or support needed? What challenges do you anticipate?

Continued funding for all library resources and technology will be necessary.

Part 3: Evidence of Staff Participation in Program Review

1. Describe how the unit staff participated in the program review process. Include specific dates for meetings held or activities conducted.

All professional librarians participate in the review process by maintaining statistics at their respective campuses. When significant conditions or changes arise, these changes are disseminated via email.

1. Attach advisory committee minutes (if applicable) and list of members. Describe any changes made in the unit as a result of input from the advisory committee.

Not applicable.

1. List names and titles of all participants in this program review.

Barbara Goss, Library Director, Librarian Chilton LRC

Dusty Folds, Librarian Jefferson LRC

Clare King, Librarian St. Clair LRC

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