



Program: Learning Resource Centers

Assessment period: 2019-2020

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
<p>Library users will have access to library resources, materials, and services.</p>	<p>Circulation statistics for print items:</p> <p>Specific circulation reports to target items in collection with zero circulation for more than three years.</p> <p>Usage statistics for e-book collections</p>	<p>Circulation of library resources and materials as compared to previous year</p> <p>Access and use of electronic books as compared to previous year</p>	<p>Circulation down 72% from last year’s already low number; targeted reports indicated a large percentage of print collection had not been circulated in previous three years.</p> <p>Electronic book usage increased by approximately 12% over last year.</p>	<p>Based on circulation reports, the libraries executed a massive weeding project during this reporting period and removed over 11,000 outdated and unused print items.</p> <p>The library will maintain its current ebook subscriptions. The library will also investigate Patron Driven Acquisition models</p>

				to add more electronic books outside of its regular subscription models.
	2. Database usage statistics as provided by individual vendors	Increase in access and use of research and reference databases: platform sessions; retrievals.	18% increase in EDS sessions [federated searches via library's discovery service across all databases] 27% increase in retrievals which indicates successful searches	Continued access will be provided for current subscriptions Resources will continue to be integrated at point-of-need locations [guides, Blackboard, etc.]
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 views Bb LTI Tool: track Guide launches from within Blackboard E-Reserves: this module provides Fair Use access to text related content as well as OER content [content is embedded into Bb courses]	16% increase in LibGuides views LibGuides LTI tool launches from within Blackboard for this period: 7,243. 6,847 E-reserves LTI launches within Blackboard Total LTI Launches: 14,090 [30% increase from previous reporting period]	The library software continues to provide access and engagement with our campus community and we will continue to improve upon the existing foundation. The numbers indicate Bb integration of LibGuides provides another layer of access for students. Blackboard integration is a critical component in providing access to relevant resources at point-of-need.
Library users will find collections to be	1. Collection analysis via library technology suite and holdings	Print content maintained appropriately, weeding and maintenance of age-	Print items withdrawn based upon weeding policies and any programs under accreditation	Based on circulation reports, the libraries executed a massive

<p>sufficient in quality, depth, diversity, format, and currency to support the college's teaching and learning initiatives.</p>	<p>management software as well as usage reporting available through our electronic book subscription platforms.</p>	<p>sensitive subjects [medicine, business, technology]</p>	<p>self-studies or actions; also weeded based upon collection reports and analysis of circulation history.</p> <p>Electronic book collection maintains broad coverage in all disciplines</p>	<p>weeding project during this reporting period and removed over 11,000 outdated and unused print items.</p> <p>EBSCO continuously updates the electronic book platform; usage is favorable in all disciplines.</p>
	<p>2. Collection development outreach to students, faculty, and staff utilizing library technology suite and tracked by same technology</p>	<p>Collaboration between faculty, students, and staff via various points of contact on the library's website as indicated by usage reports generated with the library software.</p>	<p>Outreach to the Nursing Education Programs resulted in the creation of content specific guides for each semester to replace resources for which students previously had to pay.</p> <p>Course specific guides were accessed 18,003 instances.</p>	<p>The success of the course-specific guides has led to increased integration and use of nursing specific resources; these resources are free to students thus relieving the financial burden of supplemental content previously required.</p> <p>Collaboration with the NEP faculty will remain a priority for the library. The library will also reach out to other allied health programs to provide similar services.</p>
<p>Library users will discover information in all formats through effective use of library technologies and organization of information.</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>Continued decline circulation of traditional library materials; 11% increase in e-book 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>Continue integration of library and resources into</p>

			The Bb LTI Tool launch count for this reporting period: 14,090 [30% increase]	campus learning management system [Blackboard].
Library users will discover information in all formats through effective use of library technologies and organization of information.	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.	Current cycle views 301,176 for a 16% increase	The library will continue to promote the Guides and their interoperability.
Library users will discover information in all formats through effective use of library technologies and organization of information.	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. 2,814 tutorials and quizzes were completed for this reporting period. [16% 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 [chat, self-service Knowledge Base, interactive forms].	FAQ views, chats, and tickets combined for 6,331 points of contact for a 79% increase from the previous period.	The library's online traffic increased dramatically with the COVID-19 shut down. This was the perfect opportunity for the library to improve upon existing modes of engagement and these will remain in place moving forward.
	2. Consultation with librarians via in-person, email, telephone tracked via activity logs.	Steady or increased interaction/assistance.	Interaction on pace to exceed last year's numbers despite the COVID-19 shut down.	Prior to the COVID-19 shut down, librarians were actively engaged in assisting students. Since the shut down, librarians have remained accessible via the library's web platform. Interactive forms were placed in a prominent

				location on the library's home page [previously embedded in Research and Services pages].
Library users will select among multiple options for instruction.	1. Classroom instructional sessions	Steady or increased requests for instructional sessions in any format.	<p>Instructional sessions were on pace to match or exceed last period's numbers; however, the COVID-19 shut down eliminated our ability to provide "in-person" instructional sessions.</p> <p>The library software suite was utilized to move all instructional content online.</p>	With the COVID-19 shut down, the library developed alternative methods for providing instructional sessions including the following: Blackboard Collaborate sessions with "live librarians"; comprehensive video tutorial on using the library website and resources posted inside Blackboard; interactive tutorials and targeted tutorials for specific groups [nursing and other allied health; general studies].
	2. Virtual instruction utilizing the library technology suite.	Increased access, usage, and assessment as tracked by the software along with feedback from students and faculty.	The library was able to conduct 2,814 virtual sessions which is a 16% increase from the previous period.	Continue to create new tutorials and improve existing tutorials; collaborate with faculty on assignment specific tutorials.
Submission date: 18September20			Submitted by: Library Director	

The library's suite of technology is uniquely suited to online engagement. As such, when the college moved to the online-only environment in March 2020 due to COVID-19, the JSCC Libraries offered assistance to the following departments:

Chilton Campus

- Web guide for faculty which provides access to forms required of faculty each term
- Interactive forms for uploading of all required documents and posting to shared folder for the Campus Chair
- These options allow instructors to complete necessary documents without coming to campus

Enrollment Services: Advising, Financial Aid, and New Student Orientation

- Provision of online, live chat services for Advising which included chat widgets, LibAnswers accounts, and training. The Advising chat service logged 2,495 chat messages since its launch in April 2020.
- Provision of interactive forms to schedule Zoom meetings with advisors which included forms creation. The following areas utilize this service:
 - Jefferson & Shelby Campus Advising: 1,581 submissions
 - St. Clair Campus Advising: 142 submissions
 - Chilton Campus Advising: 171 submissions
- Provision of interactive forms to schedule Zoom meetings with the Financial Aid Office which included forms creation: 306 submissions
- Online, interactive platform for New Student Orientation including:
 - Website for all content including videos, instructional content, access to key documents and deadlines, help pages for campus technology, and more.
 - Chat widget for live chat monitored by the NSO staff [Recruiters] including Ticketing System queue
 - Frequently Asked Questions Knowledge Base which can be queried by students seeking answers to the most common questions of new students.

Jefferson Communications and Liberal Arts Department

- Web guide for faculty which provides access to forms required of faculty each term
- Interactive forms for uploading of all required documents and posting to shared folder for the Campus Chair
- These options allow instructors to complete necessary documents without coming to campus

Learning Success Centers

- The LSCs entire platform has operated on the library technology since March 2017; enhancements to the chat services and interactive forms were added to increase access for students in the online-only environment.

Nursing Education Program

- The library technology was used to create online, interactive platforms for incoming nursing student orientation for each campus cohort. This platform provides the following:
 - Access to critical information and key documents required for new nursing students.
 - Access to forms and upload options for those forms required of new nursing students.
 - Posting of all documents to shared folders for all NEP campus chairs.
 - Provision of tutorials and quizzes on the following required elements:
 - Bloodborne Pathogens
 - Health Insurance Portability and Accountability Act
 - Human Anatomy & Physiology
 - Math and Dosage Calculations
 - Professionalism
 - Data on all above provided to NEP campus chairs
 - Various forms and surveys for use by NEP faculty including:
 - Technology Survey
 - “Hands free” attendance/check-in forms for simulation labs and other “on campus” activities
 - COVID-19 Screening form [utilized prior to the Full Measure screening]
 - Course specific web guides using the library resources to offset the cost of supplemental course materials students were previously required to purchase. These guides include direct access to library resources based upon the concepts as required in the “Plan of Instruction”. Course guides were created in collaboration with NEP faculty and include the following:
 - NUR112
 - NUR113
 - NUR114
 - NUR211

Physical Therapist Assistant Program

- The library technology was used to create a fully online, interactive “Introduction to PTA Seminar”; launch of the site is scheduled during Fall 2020 term.