

Program: Learning Resource Centers

Assessment period: 2020-2021

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
Library users will have access to library resources, materials, and services.	Circulation statistics for print times	Circulation of library resources and materials as compared to previous year	Circulation decreased to less than 10 print items circulated due to COVID Shutdown.	The physical removal of items withdrawn as part of the massive weeding project was completed during COVID.
	Usage statistics for e-book collections	Access and use of electronic books as compared to previous year	Electronic book usage increased by approximately 8% over last year.	The library will maintain its current ebook subscriptions. The library will use the EBSCO Collection Manager to acquire electronic versions of faculty/staff/student book requests.
	Database usage statistics as provided by individual vendors	Consistent level of access and use of research and reference databases: platform sessions; retrievals.	Continued increase in EDS sessions [9% over last period] [federated searches via library's discovery service across all databases]	Continued access will be provided for current subscriptions

				Resources will continued to be integrated at point-of-need locations [guides, Blackboard, etc.] Targeted email campaigns to market resources to specific majors, courses enrolled, etc.
Library users will have access to library resources, materials, and services.	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	26% increase in LibGuides views LibGuides LTI tool launches from within Bb for this period: 6,825.	The library software continues to provide access and engagement with our campus community and we will continue to improve upon the existing foundation. Although slightly lower than previous period, the numbers indicate Bb integration of LibGuides provides another layer of access for students. Lower launches due to the Blackboard LMS management taken over by the system office; LTI tools were not configured properly.
Library users will find collections to be sufficient in quality, depth, diversity, format, and currency to support the college's teaching and learning initiatives.	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	As the circulation of traditional print materials continues to decline dramatically, the libraries will promote electronic book collection development via EBSCO's ECM. This will augment the continuous updates to electronic book platforms provided by vendors.
	Collection development outreach to students,	Increased collaboration between faculty,	Consistent level of interactive requests; relationships with	Collection development efforts via the library

	faculty, and staff utilizing new library technology suite and tracked by same technology	students, and staff via various points of contact on the library's website [forms for collection development and the recommendation of materials]	department chairs and program directors provides the most correspondence regarding collection development.	technology will continue to be utilized. The LRCs new customer relations management tool [LibConnect] will be used to target faculty/staff for collection development opportunities.
	Online surveys	Favorable surveys regarding collections' quality, depth, diversity, and format.	Surveys on library resources and services are available to faculty, staff, and students at all times via the library website and resource guides.	Survey responses remain consistently favorable for both resources and services.
Library users will discover information in all formats through effective use of library technologies and organization of information.	Database usage statistics as provided by individual vendors via COUNTER Compliant reports	Consistent level of circulation of electronic resources and materials	Continued increase in e-book content access and usage of about 8%	Usage shows students are more often using materials in electronic formats; the LRCs will continue to market these resources via LibConnect to target specific audiences based on majors, courses enrolled, etc.
	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. Increase in direct linked content.	Views/access for this period: 380,386 Direct linking of focused content exceeded 127,000 views!	Usage indicates students are aware of and accessing the library resources via the LibGuides and focused linking to library resources..
	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. 7,283 tutorials and quizzes were completed for this reporting period. [over 50% 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.	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	LibChat and Knowledge Base Self-Service Views: 7,673 [over 60% increase]	Continued promotion of the LibChat features; create new FAQ entries in Knowledge Base; promote integration of Knowledge Base into Blackboard.
	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.	Usage remains high	Continued promotion of forms and tutorials to the campus community; continued creation of focused online forms to assist students in requesting information based upon course or program.
Library users will select among multiple options for instruction.	Classroom instructional sessions	Increase in number of sessions scheduled by instructors	Classroom sessions on campus declined only slightly as part of this reporting period was during COVID pandemic	Continue outreach efforts to faculty and other student support services.
	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 LRCs created virtual instruction to ensure students had access to library instruction although most courses were conducted online.	Continue to create new tutorials and improve existing tutorials; collaborate with faculty on assignment specific tutorials.
Submission date: September 2021			Submitted by: Library Director	