

**Learning Resource Centers
Program Review
Reporting Period: 2019-2020 through 2021-2022**

Part 1: Review of Past 3 Years

1. Service Unit Outcomes Assessment

A. Summarize assessment results.

Access to library resources, materials, and services

- Circulation: As expected, circulation of traditional print materials declined dramatically during this cycle which included a shutdown due to the COVID Pandemic. Conversely, electronic book circulation increased on average 8 – 10 percent over each year in the cycle.
- Database and electronic resource usage statistics: access and use of resources in electronic format was high for the cycle and continues to increase each year.

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 the Springshare suite of library technology continues to enhance the library's engagement with all constituents. A customer relationship tool from Springshare was added during the last year of the cycle.
- Statistics indicate exceptionally high usage of library resources and services delivered in electronic format.

Student engagement

- The Springshare suite of library technology continues to boost access and usage of all library resources and services. The addition of the customer relationship tool from Springshare [LibConnect] provides another level of outreach and communication for the library. With LibConnect, the library is able to market its resources and services to students, faculty, and staff via targeted email campaigns. Students can be targeted based upon major, courses enrolled, and enrollment in a developmental course. Faculty and staff can be targeted based upon discipline or department.

- In addition to enhanced engagement capabilities, Springshare LibCal was configured to support dynamic appointment and event scheduling to several departments of the college. This was particularly beneficial to Enrollment Services during the COVID shutdown as advisors used LibCal to manage all aspects of online appointments with students.
- B. Data regularly collected and reported [and as reported to the Association of College and Research Libraries Annual Survey]

[Statistical summary for 2019-20 through 2021-22 on next page.]

Learning Resource Centers Statistical Summary			
Personnel	2019-2020	2020-2021	2021-2022
Professional Librarians [reported as FTE]	5	5	4.5
Other Professional Staff	1	1	1
Non professional Staff	1	1	1
Student Workers	0	0	0
Collection	2019-2020	2020-2021	2021-2022
Traditional Print and Audio-Visual Held	50,075	51,991	43,673
Books in Electronic Format Available	235,131	223,887	240,370
Digital Media	32,094	53,895	54,941
Print Journal Subscriptions	149	132	102
Electronic Reference & Aggregation	59	59	57
Circulation/Usage	2019-2020	2020-2021	2021-2022
Traditional Print Regular Circulation	177	6	59
Digital Media	40,331	73,959	80,092
Database Master Report [searches/requests]	225,016	244,628	269,679
Electronic Book Circulation	119,758	128,339	139,087
Information Services	2019-2020	2020-2021	2021-2022
Class Instructional Sessions	85	74	81
Virtual Instruction Sessions [LibWizard]	2,814	7,283	8,011
LibGuides Sessions	301,176	380,386	390,426
LibGuides LTI Blackboard Launches	14,090	6,825	11,383
Virtual Reference [LibAnswers; Knowledge Base]	6,331	7,673	8,527

2. Analysis (as it relates to progress in achieving unit goals)

- A. 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.

The COVID Pandemic: The Learning Resource Centers were uniquely situated to continue full library services to the campus community during the COVID Pandemic. The library has been online for fifteen years and counting. We continue to improve our resources and services including access to online instructional and research services. The only statistical category to decline dramatically during the pandemic was the circulation of print materials and it should be noted this only continued the national trend which has been occurring for many years. Classroom instructional sessions dipped only slightly during the pandemic and recovered during the last year of the cycle. Library staff did provide virtual instruction via Blackboard Collaborate for many instructors during COVID and some still prefer this method.

- B. 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.

Staffing issues continue to impact the Learning Resource Centers and it may become necessary to reduce the minimum qualifications for our part-time evening librarian positions. An evening librarian has been hired for the Jefferson Campus LRC; however, the Shelby Campus LRC position is still vacant. Students do have access to a professional librarian via our virtual reference and live chat services.

- C. 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. The LRCs also work closely with the Learning Success Centers in disseminating and promoting the learning resources and services provided by each department. With the acquisition of Springshare's LibConnect, the library has been able to expand this outreach and communication.

- A. 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.

Primary changes are in the area of student engagement as created through the integration of the Springshare technology suite. Again, the addition of LibConnect has dramatically expanded our ability to reach, interact, and engage with our students and faculty. The ability to target faculty and students based upon major or discipline makes our outreach more specific to their needs.

3. Goal Progress

- A. 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 with the exception of furniture needs at the Shelby Campus LRC. The decision was made to postpone any changes to the space at Shelby until the completion of a massive weeding/inventory project. This was completed during the last year of this reporting period; therefore, it is hoped to reconfigure the Shelby Campus LRC during the next cycle to allow for more student seating.

- B. 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.

- C. 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 library 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 Springshare technology suite

continues to revolutionize 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

- A. As a result of your evaluation, what direction do you see your unit taking in the next three years?

The Centers will 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.

- B. Are there 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 library will continue to fulfill its mission.

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

The library remains proactive in its approach to collaboration with other departments and does not anticipate any changes. Once more, the addition of LibConnect will assist us in targeting faculty and program directors with more specific information on the resources and services we can provide.

- D. Identify any areas where communication could be improved.

There is a balance between overloading with information and providing the appropriate and needed information at the right time. LibConnect will give the library the ability to customize its outreach based upon specific criteria so that communication is timely and relevant.

- E. 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 which are then cumulated for this review.

When significant conditions or changes arise, these changes are disseminated via email. Decisions regarding electronic resource subscriptions and changes to library technology are made collaboratively and this communication generally takes place through email correspondence and via the Learning Resources Committee website.

2. 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.

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

Barbara Goss, Library Director, Librarian Chilton LRC

Dusty Folds, Librarian Jefferson LRC [transferred to instruction in fall of 2022]

Sharon Stewart, Librarian Shelby LRC [transferred to Jefferson LRC in fall of 2022]

Clare King, Librarian St. Clair LRC

Heather Lawley, User Services Manager