



**Internal Program Review
Self-Study Report**

Program Name

Helena College Library

Credentials Offered

NA

Self-Study Completed by:

Della Dubbe

Date Completed:

September 30, 2018

A. Introduction

Mission:

The mission of the Helena College Library is to enable student success in the programs and degrees offered at the college. Professional librarians will achieve this mission by collaborating with faculty and the library community in the selection, purchase, and creation of information resources and services; and by providing information literacy instruction targeted to the curriculum. In addition, the library exists as a quiet place of study and inquiry, fostering the concepts of lifelong learning, intellectual freedom, and cultural enrichment. The library reference desk is staffed with a professional librarian 98% of open hours – 8:00 a.m. to 6:00 p.m. Monday through Thursday, and 8:00 a.m. to 5:00 p.m. on Friday. Librarians can be reached by email, telephone, and chat through “Ask a Librarian” on the website.

The library collection provides access to the appropriate materials and resources necessary for undergraduate and technical education in the programs, degrees, and areas of study offered. The library’s materials, holdings, and operating procedures strive to provide students with access to information necessary to achieve academic success, to provide the faculty with resources to attain excellence in instruction, and to provide the campus community with opportunities to strengthen knowledge and information literacy skills for academic achievement and lifelong learning. In FY18, the library staff worked with Barb McAlmond and IT to update our library website to improve accessibility and usability.

Over the past five years, library resources and expenditures have progressively moved from print to digital and will continue to do so. In response to this, we are selecting and purchasing more digital content each year. To increase affordability and allow purchase of necessary digital resources, we work closely with the University of Montana Mansfield Library. In addition, two years ago we worked with other Montana academic libraries to form the Treasure State Academic Information and Library Services (TRAILS) Consortium to allow the purchase of new Unified Resource Management (URM) and Discovery tools – Alma and Primo from ExLibris. These allow all materials, print or digital, to be cataloged, managed, and discovered in one system. TRAILS also allows us to negotiate more affordable digital resource pricing through group purchase.

This is the first time the library has completed an internal program review, so statistics and other data are often baseline.

B. Alignment with Mission, Strategic Goals and Core Themes

College Mission:

Helena College University of Montana, a comprehensive two-year college, provides access to and support of high quality lifelong educational opportunities for our diverse community.

Library’s response to the college mission:

The library resources and services are selected, purchased and created in support of lifelong educational opportunities for our diverse community. We provide access and support during all open



hours through email, telephone, chat, book a librarian, and library instruction. 90% of our resources are available 24/7 through the library website.

College Vision Statement:

Helena College will be recognized as a responsive regional provider of comprehensive educational opportunities, as a partner in economic and community development, and as a diverse and accessible community of learners. Helena College will promote excellence in education, maintain fiscal and operational integrity; and cultivate an environment of fellowship, inclusiveness, and respect.

College Core Themes:

Through an inclusive campus and community-wide discussion of Helena College’s purpose and goals, three core themes have been identified that represent, individually and collectively, fundamental aspects of the College’s mission:

- Student Access and Success
- High Quality Education
- Community Enrichment

Library’s response to the core themes and vision statement:

The library’s community borrower card, along with services offered to the Helena community, reflect the inclusiveness of the core themes and vision statement. The library fosters lifelong learning for enrichment of the greater Helena community as well as the College; however, by providing materials, and services in support of student access and success in the programs offered, we are first and foremost ensuring the College’s ability to offer a high-quality education and to “be recognized as a responsive regional provider of comprehensive educational opportunities, as a partner in economic and community development, and as a diverse and accessible community of learners.”

Library response to College Strategic Goals: (goals listed here, http://www.helenacollege.edu/abouthc/institutional_research/default.aspx)

Goal #1

- 2: The Director of Library Services collaborated with the Mansfield Library, the TAACCCT Grant Coordinator and the eLearning Director in the development of the “One Button/Light Board Studio” to enable excellence in online instruction and a venue for student learning and presentation.
- 3: The library collaborates with TRIO in the circulation of iPads on campus. The library works with 22 other libraries in the TRAILS consortium to make sure that students have access to the information they need across 16 campus libraries in the state.

Goal #2

- 1: The library offers classroom instruction, book a librarian (one-on-one instructional research sessions with students), and resource guides by subject, class or course.
- 3: The library developed a five-part information tutorial with before and after tests to make sure that students have the information literacy skills they need for academic excellence at the college and beyond. All resources are selected, developed, and purchased in support of the education goals of our different programs and lifelong learning.

Goal #3

1. Along with other libraries and cultural entities in the community, the library has partnered with the Lewis & Clark Public Library in the implementation of the Big Read for the Helena community for the past five years. We attend planning meetings, disperse the chosen book for that year, and serve as a venue for two related programs each year.

3: The Director of Library Services serves on the Montana Campus Compact Advisory Committee to share statewide service learning examples and resources, and VISTA and AmeriCorps opportunities with Helena College.

Goal #4: The library adheres to the “Diversity Standards: Cultural Competency for Academic Libraries (2012)” as put forth by the Association of College and Research Libraries (ACRL) – <http://www.ala.org/acrl/standards/diversity> . The Librarian serves on the Helena College Diversity Committee to develop displays and presentations on campus.

Goal #5: We use our library statistics and “Collection Management Plan” to inform all library purchases and to create an effective and equitable budget. In support of transparency, this Plan and our statistics are available on the library website.

C. Alignment with Community Needs (Academic Programs Only)

The Library Advisory Council is made up of diverse members from Helena College, the larger Helena community, and the local library community.

Members:

- General Education Division Chair, Helena College
- Trades Division Chair, Helena College
- Faculty Member (at least one), Helena College
- Public Library Representative, Helena community
- Academic Library Representative, Academic library community
- Student Representative, Helena College
- Director of Continuing Education, Helena College Program
- Director of Nursing, Helena College Program

Annual Reports are on the “About Us” page of the library website:
<http://www.helenacollege.edu/library/about.aspx>

D. Student Participation and Success

For calculations, I will be using the library usage and engagement statistics for the past five years which are included in Appendix A.

Usage and percentages are based on student FTE, but usage includes staff, faculty & community users as well. This skews the statistics by a negligent amount as faculty usage often involves students.

- Physical items (books, journals, iPads, reserve materials, Dvds) checked out – five-year average of 3.4 per student FTE, FY18 average of 4.2 per FTE
- eBook views/downloads – two-year average of 3.7 per FTE (prior years inconsistent)

- Database full-text articles accessed – FY18 average of 12.2 per FTE (prior years impacted by inaccurate EBSCO statistics)
- Usage of resource guides (Libguides) created by librarians for research help – five-year average of 13 views per FTE
- Primo OneSearch sessions – four-year average (Primo was implemented in FY15) 17.4 sessions per FTE
- Book a librarian (one-on-one research help) – five-year average of 71 students per year, 8% per FTE
- Classroom instruction – FY18 = 22 classrooms, 356 students, 43% of student FTE (students might have been in more than one classroom session)
- Students engaged by a librarian through BAL, instruction, tours & orientation – five-year average of 1,097 per year (students often have more than one type of engagement)
- Reference desk transactions – five-year average of 2,599 per year, 2.9 per FTE
- Completions of the full five-part Library Research Tutorial since redesign in FY17 – 112 in FY17, 282 in FY18
- Facebook reach – five-year average 6,495; Facebook engagement – five-year average 561
- Website visits – five-year average of 24,379; 27 visits per FTE per year
- Group study room use – FY18 Headcount = 681, FY18 hours signed in = 546
- Library occupancy – five-year average 39,742; FY18 42,503

E. Student Learning Outcomes and/or Program Goals

Overall student learning outcome for the Library Program:

Students will effectively access and use library resources and services in support of academic success.

Outcome:

Student information literacy competency will improve and thereby advance academic excellence.

Goals:

Increased usage of library instruction and reference services

Development of new collaborative instruction services for students and faculty

Continue rewarding academic excellence through the Library Research Prize

Assessment:

Numbers and percentages for Book a librarian, instruction, reference engagements, and new services developed

Growth of student use of electronic resources

Number of certificates acquired by students for completion of the Library Research Tutorial

Integration of library resources and services in onsite and online classes (will begin counting in FY19)

Outcome:

Student learning will be enriched and improved through collaboration with other campus programs, departments and services.

Goals:

- Collaborate to enable a writing center
- Collaborate to combine tutoring and library research help
- Offer more group study space
- Develop a Library Learning Commons

Assessment:

- Success in enabling said goals
- Usage statistics gathered (as seen in D.)

Outcome:

Student community involvement, in Helena College and the larger community, will improve.

Goal:

Partner to provide more opportunities (at least 2 more) for culturally enriching programs on campus.

Assessment:

Increase in programming and attendance numbers.

Outcome:

Research and show how student library engagement impacts retention and completion.

Goal:

Tie library engagement to retention and completion

Assessment:

Ability to do so and results of actions taken

F. Curriculum and Instruction (Academic Programs Only)

Library instruction is included in D.

G. Faculty/Staff Profile

Library staff is encouraged to participate in events and committees offered on campus and in the larger Helena community. Library staff is encouraged to take advantage of professional development opportunities, both in-person and online, and both on campus and when offered by the larger library associations (Montana Library Association (MLA), Pacific Northwest Library Association (PNLA), and TRAILS) in state and beyond. Listed below are several examples, but not a comprehensive list, of community activities and professional development opportunities each employee has participated in over the last five years. The ability and professionalism of our library staff is exemplified by degrees of MLIS, MLS, and MSED with a Library Media Endorsement.

Della Dubbe, Director of Library Services, Master of Library and Information Science (MLIS) – full-time

- Community activities:
Della Dubbe serves on the Academic Standards and Curriculum Review Committee (ASCRC), the Faculty Senate, the Director’s Council, Montana Campus Compact (MTCC) Advisory Committee, Treasure State Academic Information and Library Services (TRAILS) General Council, TRAILS Collection Development Committee, TRAILS Discovery Committee, The Helena College Scholarly Research Council, the Cates Committee for MLA, and the State Librarians’ Roundtable.
- Professional Development:
Member and periodically hosts the quarterly meetings of the State Librarians’ Roundtable
PNLA conferences August 2013 & 2018
MLA conferences April 2014, 2015 & 2018
Academic Library Symposium for Montana academic libraries each year – co-host fall 2016
Academic & Special Library Division and Public Library Division Retreat 2014
Presented on “Embedded Librarianship: A Necessary Outreach at the “Global Perspective: Academic Library Directors’ Forum 2014 in Shanghai, China
Calls and facilitates Helena College Library Advisory Council meetings fall and spring semesters
Workshop on Contextual Learning at Helena College 2016
Helena College Instructional Council Retreats (2016, 17, & 18)
TRAILS General Council meetings each semester
TRAILS bi-monthly Collection Development meetings
Bi-weekly meetings/trainings to implement the Primo Discovery Tool - 2016
20 hours of training for Administrative Certification of Alma ExLibris, our URM – Fall 2016

Jessie Pate, Librarian, Master of Library Science (MLS) – full-time

- Community Activities:
Jessie Pate serves on the e-Resources and Overdrive Committees for TRAILS, the Helena College Diversity Committee, the Montana Library Association Awards Committee, the Montana Book Award Committee, and is President of Staff Senate.
- Professional Development:
Montana State Library Workshops 2014
Extended Learning Institute (Xli) Conference 2015 & 2016
Academic Library Symposium 2015, 2016 & 2018
MLA Offline Conference 2016
MLA Conferences 2015, 2016 & 2017
Moodle Mountain Moot conference followed by presentation to faculty 2017
PNLA Conference August 2017
20 hours of training for Administrative Certification of Alma ExLibris, our URM – summer 2017

Mary Ann George, Library Technician II, Master of Science in Education (MSEd), Library Media Endorsement – ¾ time.

- **Community Activities:**
Mary Ann George is a member of Staff Senate, serves as Chair of the Quality of Work Life Committee, is co-conference planner for the 2019 MLA Conference, serves as Chair of the Fulfillment and Resource Sharing Committee for TRAILS, serves as acting President of MPEA Helena College Chapter, and is a Wellness Champion.
- **Professional Development:**
MLA Offline Retreat at Carroll College 2014
Training and transition to OCLC Worldshare for ILL 2014
Montana State Library Workshops 2014
Alma/Primo ExLibris training in Bozeman 2017
MPEA Bargaining 2017
Library Technicians’ Conference in Banff, Alberta 2017

H. Fiscal and Physical Resources

Fiscal:

Our operating budget comes from a student library fee, H60601, and the college general fund, H01070. This table shows our actual expenditures for the last five years for each of these indexes, as well as the cost per student FTE. Our service to the staff, faculty, and the larger Helena Community is not taken into account with this cost data. The student fee, \$1.50 per credit with an \$18.00 maximum, is for core educational resources, physical and digital (books, ebooks, dvds, informational databases). We need to review and maintain the Library fee at the level appropriate for the purchase of core physical and digital resources necessary for support of our programs and lifelong learning.

	Index-H01070				
Year	Personal Services	General Fund	Total	FTE	Cost per FTE
FY14	155,332	34,915	190,247	970	\$196.13
FY15	163,656	17,945	181,601	940	\$192.63
FY16	172,371	8,703	181,074	857	\$211.28
FY17	188,332	7,866	196,198	856	\$229.20
FY18	182,692	6,381	189,073	835	\$226.43
					5-year average
					\$211.13
	Index-H60601				
Year	Library Fee	Total materials cost	Percentage from fee	FTE	Fee Spent per FTE
FY14	33,249	61,292	54%	970	\$34.28
FY15	43,229	56,863	76%	940	\$45.99
FY16	43,562	45,560	96%	857	\$50.83

FY17	43,499	53,482	81%	856	\$50.82
FY18	41,457	41,710	99%	835	\$49.65
					5-year average
					\$46.31
	5 –year Student Average Cost				
	H01070+H60601=	\$257.44			

Physical:

Space: 3,200 square feet of space, 12 computers, 11 study carrels, 5 study tables, seating for 40

Physical collection: 11,393 books & dvds, 92 print periodicals

Digital collection: 122,315 electronic journals, 82,231 unique journal titles, 529,471 eBooks, 145 database collections

Resources are selected and purchased with guidance from our Collection Management Plan last updated July 1, 2017. (on the “About Us” page of our website:

<http://www.helenacollege.edu/library/about.aspx>)

Fiscal and physical resources have been adequate in fulfilling the library and college missions over the past five years. However, most of our shelving and furniture at both campus libraries was donated to us. Within the next two years, we will need furniture and more compact shelving to enable a learning commons in the library (see sections E. and I. for goals and recommendations). Also for the learning commons, we will need additional space for group study and quiet study areas as well as appropriate additional technology. We do not anticipate any additional needs in regards to staff unless duties are added to job descriptions.

I. Recommendations and Preliminary Implementation Plan

Overall, under the direction of the Director of Library Services, the library staff strives to create and maintain library resources and services that are organic, responsive, and targeted to the curriculum. We work with faculty on an ongoing basis to connect with students and coursework in a meaningful way. Jennifer Bergner’s Anatomy & Physiology course is a good example of this. We will continually try to improve our collaborative relations with faculty for student success. In addition, to improve mission fulfillment, we need to improve collaboration on the program and departmental level as well. The library has partnered with TRIO on a few occasions for instruction and iPad management. We need to continue to collaborate with other departments, programs, and services in an innovative way.

1. **Key recommendation:**
Improve student engagement with library resources and services for improved academic success, retention, and completion
2. **Student participation and success targets over the next five years:**
Show an increase in usage and engagement statistics for existing and new library services
3. **Strategies to achieve recommendations and targets:**
Work with faculty to integrate resources and increase library classroom instruction



Develop innovative library services upon recognition of need
Develop a Library Learning Commons to combine services across departments and programs

Tie library engagement to retention and completion numbers

4. **Human, fiscal and physical resources needed to implement recommendations:**
Specifics regarding human, fiscal and physical resources will be developed for the "Shark Tank" RFP for a learning commons area (or upon request of senior administration)

J. Program Review Data Summary

K. Appendix (Additional data or exhibits)

Appendix A – Usage Statistics FY14-FY18