



The University of Montana-Helena  
COLLEGE OF TECHNOLOGY

## FY 2011 Library Program

### 1. PROGRAM MISSION—What is our purpose?

The mission of the Library at University of Montana – Helena is to enhance instruction and learning by providing resources and access to information in support of the college's programs.

**Overall Student Learning Outcome for Program:** Students will use Library resources.

**Indicator:** Library Service Transactions<sup>1</sup> per FTE

### 2. AVAILABLE RESOURCES—What is available to us to achieve purpose?

**Personnel:** Director of Library (.83 FTE), Librarian (.5 FTE), Library Technician (.75FTE)

**Operating Budget:** Book Budget \$55,000 + \$5,000 Leisure Reading; Subscriptions \$5,800; E subscriptions \$5,300; Contract Services \$2,900; Supplies \$2,000.

**Facilities:** 3,200 square feet of space, 8 computers, 9 study carrels, 5 study tables, seating for 31, AV equipment, 8,000 item collection, 86,000 e-books, 38,000 full text journals, 90 print subscriptions.

### 3. GOALS—ACTION PLAN INTO STRATEGIC PLAN

#### **PROGRAM OUTCOME #1**

**Contribute to STUDENT SUCCESS by providing information literacy instruction and reference assistance.**

**Formulate educational initiatives that improve the ability of students to independently search for and evaluate information.**

Goal: Provide Book a Librarian service and curriculum integrated instruction with a target of reaching 5% and 25% respectively of all FTE. *(Pending statistics)*

Goal: Continue dialog with Academic Dean and General Education Department to promote integrated research instruction and to explore one initiative by May 2011 to incorporate information literacy as a student success strategy. *(Goal partially met. Information Literacy has been incorporated into Core Themes as an indicator. Pending May meeting with Gen Ed.)*

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<sup>1</sup> Reference questions, research help, copier and computer assistance, AV reservations, circulation of materials, instruction, interlibrary loan, use of databases, room reservations, etc.

**Provide self-help tools and individualized assistance to help students at point of need .**

- Goal: Front Desk reference and research service will be improved by committing desk coverage by paid staff 95% of all hours open. *(Goal met.)*
- Goal: Improve independent use of library by adding signage to at least two new areas by May 2011. *(Goal met; Book Return, Group Study Room, Periodicals)*
- Goal: Create at least three additional course or program related pathfinders/research guides by May 2011. *(Goal met: Anthropology, Intro to Marriage & Family, Intro to Sociology)*
- Goal: Incorporate Library into question 13 of CCSSE to be able to continue to assess importance of and satisfaction with library services.

**PROGRAM OUTCOME #2**

**CONNECT WITH COMMUNITY by creating an attractive, inviting library environment for use by UM-Helena students and the community.**

**Maintain an area with an appropriate atmosphere for study and contemplation.**

- Goal: Remove copier from library by May 2011. *(Goal not met, but complaints about noise have been rare this year.)*

**Be available to school and larger community by maintaining consistent staffing of library.**

- Goal: Examine the feasibility and value of continuing weekend hours by fall 2010.
- Goal: Examine the feasibility and value of continuing evening hours by fall 2010. *(Goals not met; staffing request for FY2012 would provide for one of these options.)*

**Integrate cultural opportunities into the library for the college campus and the community.**

- Goal: Examine the feasibility and value of continuing scheduling of exhibits and community events. *(Goal minimally met; continued book displays but did not host any community events.)*

**Improve communication with various clientele groups.**

- Goal: Meet with each senate (student, faculty, and staff) once a semester to report on library issues, to answer questions, and to solicit suggestions. *(Goal not met.)*

**PROGRAM OUTCOME #3**

**CREATE ACCESS to information for our students, focusing on programs and degrees offered by the College.**

**Integrate library resources into weekend, online and distance learning coursework.**

- Goal: Collaborate with an instructor to incorporate customized library information links within at least one online class. *(Goal met. Worked with Water Resources instructor (Hunter) to create a research pathfinder to be integrated into class.)*
- Goal: Create online lesson to substitute for classroom integrated instruction for online classes. *Goal Met. Added UM-Helena Library Research Tutorial Course via Moodle that can be used by all students, including online students.*

**Foster use of electronic resources by improving usability and appearance of web presence.**

- Goal: Re-design webpages to direct students to discipline/course related materials. *(Goal met; added 14 "[Subject Guide](#)" webpages, giving discipline and program specific research guidance to available library resources.)*
- Goal: Re-implement web based form for submitting ILL requests. *(Goal met through implementation of "On shelf hold" process.)*

**PROGRAM OUTCOME #4****DEVELOP RESOURCES by continually improving the quantity and quality of information resources in the library collection that support instructional programs and by developing the human resources that support all library activities.****Select specific purchases to support instruction in targeted programs.**

- Goal: Using RCL Web tool, select and acquire items to fill the needs identified by faculty in the areas of Metals Technology and life and physical sciences by May 2011. *(Goal not met.)*

**Evaluate growth of the collection.**

- Goal: Explore implementation of purchasing books preprocessed with bibliographic records with the goal of cataloging all received materials by end of year. *(Goal met; program was able to absorb process of additional materials purchased with library fee through the use of work study. Expense judged to not be necessary at this time.)*
- Goal: Build the core collection by adding relevant volumes to the collection at a rate of at least .6 volumes per FTE per semester. *(Goal nearly met Fall 2010 with .57 items added per FTE. Spring data pending.)*
- Goal: Continue to update and maintain Leisure Reading Collection, adding on average 20 refreshed titles per month. *(Goal met.)*

**Support the excellence and growth of library staff through professional development.**

Goal: Secure tuition waiver for Library Technician to take UM classes toward Library Media Specialist Certification. *(Goal partially met. UM course ineligible for tuition waiver, but Professional Development Committee funded tuition for course.)*

#### **4. ASSESSMENT W/CHANGES—Measurement of our progress toward goals and resulting revisions**

**Overall Student Learning Outcome for Program:** Students will use Library resources.

**Indicator:** Library Service Transactions<sup>2</sup> per FTE

Fall semester there were 16.21 Library Service Transactions per FTE, a dramatic increase over any previous semester.<sup>1</sup> This was the result desired by our goal to provide professional reference service at the desk at all times. We were able to reach this staffing goal and by this indicator we see that our goal appears to have impacted our stated student learning outcome.

**Outcome#1**

**Educational Objective:** Contribute to STUDENT SUCCESS by providing information literacy instruction and reference assistance.

**Student Learning Outcome:** Students will demonstrate basic skills in researching topics.

The library was able to achieve its target in four of these five approaches. The first approach involved providing Book a Librarian service and classroom library research instruction. Use of Book a Librarian service increased over past semesters but remained at a constant 2% of FTE due to increased enrollment. Classroom instruction met the target of %25 of FTE and was the highest percentage since Fall 2008. Partial progress was made on the second approach in that information literacy has been incorporated into the Core Themes institutional document, but we have not yet worked with the General Education Department to promote integrated research instruction. Our third approach of professional desk staffing was achieved and had a significant impact on the increase in student/library transactions. (see graph at end of report.) The fourth approach was achieved by adding new library signage at the book drop and in the Group Study Room. The fifth approach was achieved by producing new research pathfinders and updating existing ones. All pathfinders were also added to "[Subject Guides](#)" on website.

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<sup>2</sup> Reference questions, research help, copier and computer assistance, AV reservations, circulation of materials, instruction, interlibrary loan, use of databases, room reservations, etc.

**The library plans on continuing this four pronged approach to instructing students with the following actions for improvement.**

1. Develop a library research skills course through continued discussions with the General Education Department.
2. Explore best practices for information literacy instruction and implement SAILS assessment, budget allowing.
3. Augment and revise course specific handouts to encourage independent use of library resources.
4. Maintain Front Desk reference and research service by committing desk coverage by paid staff 95% of all open hours.

**Outcome #2**

**Educational Objective:** CONNECT WITH COMMUNITY by creating an attractive, inviting library environment for use by UM-Helena students, faculty, and the community.

**Student Learning Outcome:** Students will utilize a space that promotes learning, study, and inquiry.

The library was not able to completely achieve its target with any of these four approaches. As to the first approach, the copier continued to be a source of disruptive noise, though complaints about noise were rare. Despite this, average occupancy by hour of day increased from 6.64 in FY2010 to 7.99 in FY2011. On the third approach, we did not participate in any community events and did not host any art exhibits. Book displays were numerous and timely, most notably the one on earthquakes, tsunamis, and Japan. The library did not meet its goal of meeting with all the senates.

**The Library plans on continuing these approaches to creating a learning environment with the following actions for improvement.**

1. Remove copier from library by May 2012.
2. Increase shelving capacity and arrangement of collection for ease of use.
3. Will examine feasibility and value of adding weekend hours.
4. Will examine the feasibility and value of adding evening hours.

**Outcome #3**

**Educational Objective:** CREATE ACCESS to information for our students, focusing on programs and degrees offered by the College.

**Student Learning Outcome:** Students will operate electronic databases and online public access catalogs to locate resources for their coursework.

The library was able to achieve the target in all three of the above approaches. For the first approach, the library worked with Water Resources instructor, Chris Hunter, to create a research pathfinder to be integrated into his course. Also, per the suggestions of the Advisory Committee, an online library research tutorial was created and accessible to all students via Moodle. For the second approach, usability and appearance of library electronic resources was improved by creating 14 “[Subject Guides](#),” giving students discipline and program specific research guidance to available library resources. For the third approach, implementation of the “On shelf hold” function of our online catalog enabled user-generated requests for materials anywhere in the UM system.

**The Library plans on continuing these approaches to facilitating use of electronic resources by students with the following actions for improvement.**

1. Collaborate with an instructor to improve and promote use of the online library research tutorial.
2. Monitor library web pages through Google Analytics and edit or remove pages or links receiving less than 10% of overall traffic.
3. Explore implementation of a discovery tool in cooperation with UM-Western and Montana Tech.

#### **Outcome #4**

**Educational Objective:** DEVELOP RESOURCES by improving the library’s collection and services in support of offering quality programs.

**Student Learning Outcome:** Students will utilize current print and recorded materials to succeed in their learning.

The library was able to achieve its target in three of the five approaches. RCL Web tool was implemented and was used as part of a comprehensive, targeted collection development strategy for the nursing program. The Metals Technology and life and physical sciences programs were not addressed. However, by reading standard reviews and by responding to requests from faculty and students, the target of adding .60 volumes per FTE was nearly reached during the fall semester, with spring data pending. The third approach was achieved, as the library constantly renewed and refreshed the selection of leisure reading materials, at a rate of at least 20 items per month. Finally, both the Librarian and the Library Technician were able to attend more than one local, state or regional professional development opportunity.

**The Library plans on continuing these approaches to developing the library resources available to students with the following actions for improvement.**

1. Target 2 areas of collection for development (Life Sciences and Metals Technology) using RCL Web Tool.
2. Explore implementation of electronic module within existing Library Management System for efficient acquisition of books/DVDs.
3. Continue to build the core collection by adding relevant volumes to the collection at a rate of at least .6 volumes per FTE per semester.

## 5. SYNOPSIS—State of the Program Summary

### a. STRENGTHS

- i. Space is adequate, though occasionally full to capacity
- ii. Staff is approachable, knowledgeable, and responsive.
- iii. The collection supports the programs.
- iv. Electronic databases add a great deal to the library's offerings.
- v. The information on the web pages, including the information to patrons about services and research.
- vi. Well organized and administered -- staff is able to do much with limited human/fiscal resources.

### b. WEAKNESSES

- i. Growing but small core collection.
- ii. No weekend or evening hours during academic semesters.
- iii. Lack of comprehensive information literacy instruction curriculum component/program/course.

## ACADEMIC PROGRAMS

### Strategic Directions/Assessment

#### Student Success

How did we improve student learning?

- Provided professional reference service during all library hours of operation.
- Added [UM-Helena Library Research Tutorial Course](#) via Moodle.
- Created Library website "[Subject Guides](#)"

What programs/courses did we develop?

- Added [UM-Helena Library Research Tutorial Course](#) via Moodle.
- Developed new introduction module for classroom research instruction.

How did our staff contribute outside of the department?

- Director of Library Services served on three institution-wide committees: Budget, ASCR, and College Council.
- Librarian served on two institution-wide committees: IT Committee, Enrollment Management Committee.
- Library Assistant served on two institutional committees: Quality of Worklife, Staff Senate Vice President/Treasurer.
- Library Assistant administered 7 sessions of the SENSE Survey.
- Director of Library Services prepared section on library resources (section 5.3) for nursing program self-study in preparation for National League for Nursing accreditation visit, February 2011.

## **Connect with the Community**

What collaborations with business & industry did we develop or maintain?

- Maintained cooperative lending agreement with Lewis & Clark Library, Carroll College Corette Library, and Montana State Library extending borrowing privileges to our students.

## **Create Access**

What alternative delivery methods are available in our program?

- Added Chat Reference for real time online reference service during office hours.
- Added [UM-Helena Library Research Tutorial Course](#) via Moodle.
- Added 17 new electronic databases to library resources. (See Fall Report for titles.)

Did we expand our schedule or use alternate schedules for students?

- No

Do our courses address diversity?

- Added dozens of items to the collection addressing issues of economic, cultural, ethnic, religious and other aspects of diversity.

## **Develop Resources**

How do we use technology in the classroom? Did we adopt any new technology?

- Adopted “On shelf hold” service through our web-based online catalog. Through this feature students, faculty and staff can themselves generate a request for an item to be mailed from another UM campus to our library.
- Adopted use of Meeting Room Manager (MRM) software to create and track reservations of AV equipment (laptops, projectors, etc.) managed by the library.
- Installed flat screen TV in Group Study Room for using internet, textbook software and other technological tools for .

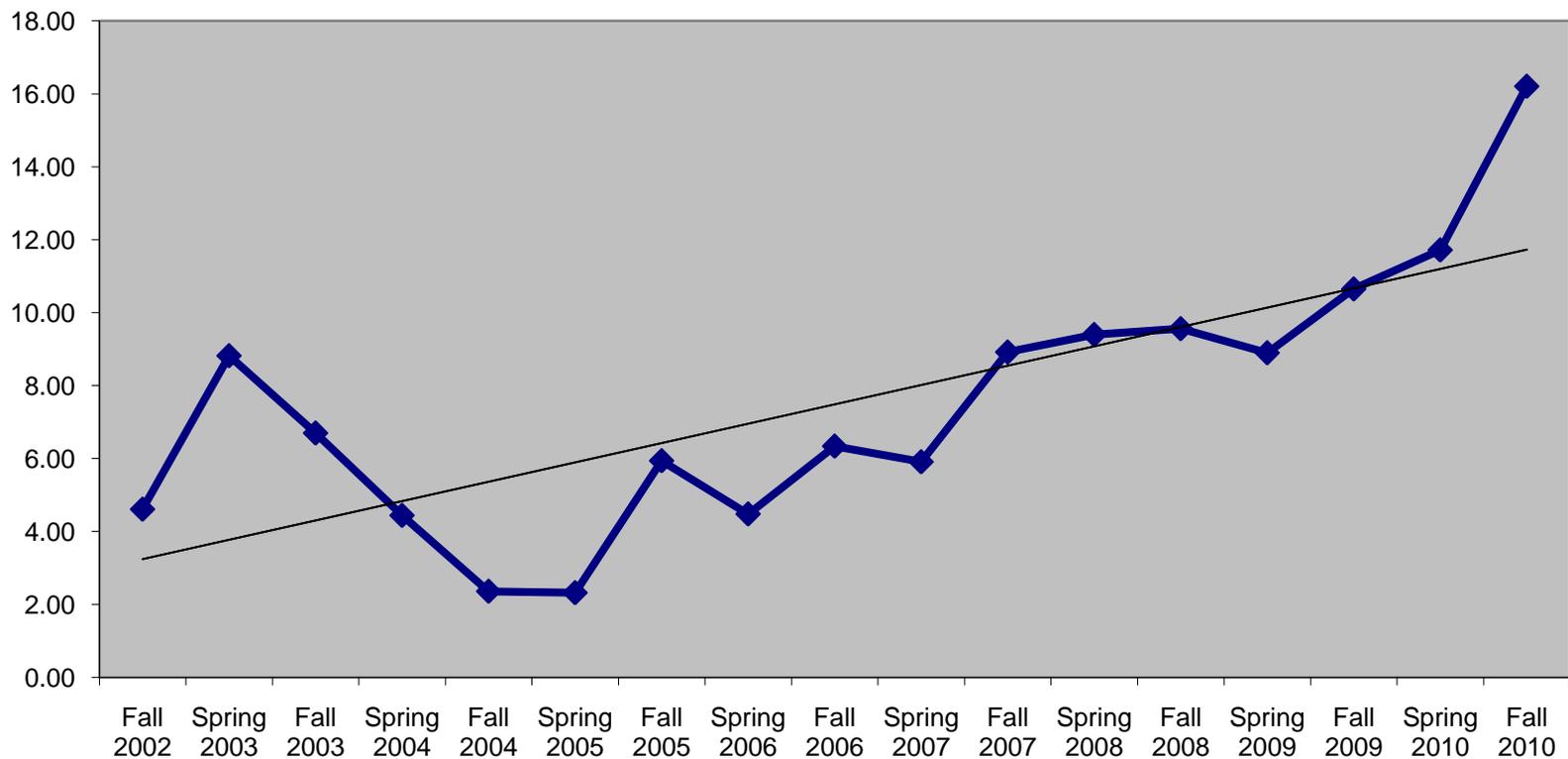
What professional development did we participate in?

- Library Assistant attended week long Leads Leadership Institute of the Pacific Northwest Library Association, October 17-22, 2010, Sandpoint, Idaho.
- Librarian attended all-day training for Moodle LMS on October 22.nd
- Library Assistant attended Montana Library Association Annual Conference, April 6-9, 2011, Billings, MT and presented poster session on Leads Leadership Institute of the Pacific Northwest Library Association, Fall 2010.
- Librarian attended Montana Library Association Offline Conference, February 18-19, 2011, Carroll College, Helena, MT.

What grants or external funding did we pursue?

- Library Assistant secured a professional development award from the Montana Library Association in the amount of \$1,000 to attend the above training.

## Library Service Transactions\* per FTE



**Outcome #1** – Contribute to **Student Success** by providing information literacy instruction and reference assistance.

- **Student Learning Outcome:** Students will demonstrate basic skills in researching topics.

What are your Program Goals?	2. What actions did you perform to achieve the program goal?	3. What tools did you use to measure your progress toward your goals?	4. What are your findings?	5. Based on these findings, what revision will be made for new program goals?	6. What budget request items are connected to achieving these goals?
<p><i>Improve the ability of students to independently search for and evaluate information.</i></p>	<p><i>Conducted curriculum integrated instruction.</i></p>	<p><i>Number of students instructed each semester</i>            •TARGET --At least 25% of FTE students will receive library/information literacy instruction each semester.</p>	<p><u><i>% of FTE Instructed</i></u>            Fall 2006 – 37%            Spring 2007 – 16%            Fall 2007 – 31%            Spring 2008 -- 15%            Fall 2008 – 29%            Spring 2009 -12%            Fall 2009 – 20%            Spring 2010 – 18%            Fall 2010 – 25%            Spring 2011 -</p>	<p><i>Continue dialog with Academic Dean and General Education Department to promote integrated instruction and to explore IL as a student success strategy.</i></p> <p><i>Develop a library research skills course.</i></p> <p><i>Explore best practices for IL instruction and implement SAILS assessment.</i></p>	<p><i>Personnel</i></p> <p><i>Personnel</i></p> <p><i>Cost of SAILS - \$600</i></p>
	<p><i>Provided reservation system for focused, individualized instruction. (Book a Librarian)</i></p>	<p><i>Number of students tutored each semester</i>            •TARGET -- 5% of students will receive instruction by reserving an individualized session</p>	<p><u><i>% of FTE Tutored</i></u>            Spring 2008 –2%            Fall 2008 – 3%            Spring 2009 – 2%            Fall 2009 – 3%            Spring 2010- 2%            Fall 2010 – 2%            Spring 2011 -</p>	<p><i>Continue to promote this service through classroom instruction sessions and by contacting at least three instructors who assign research reports.</i></p>	<p><i>Personnel</i></p>
<p><i>Provide self-help individualized instruction at point of need (Reference).</i></p>	<p><i>Scheduled staff at front desk for all hours of operation.</i></p>	<p>•TARGET – Front Desk will be staffed by professional staff 95% of all hours open.</p>	<p><i>Fall 2010 – 100%</i>  <i>Spring 2011 – 100%</i></p>	<p><i>Continue to limit hours and institutional commitments to those that do not compromise this action for improvement.</i></p>	<p><i>Personnel</i></p>

	<p><i>Number of new handouts produced.</i></p>	<p>•<b>TARGET</b> – At least three new research aids will be created and mounted in centralized location.</p>	<p><i>Research aids created for Anthropology, Intro to Marriage &amp; Family, Intro to Sociology.</i></p>	<p><i>Continue to produce curriculum related research aids and make all accessible in print and on the college’s website.</i></p>	<p><i>Personnel</i></p>								
	<p>▪<i>Provided culture of approachability and helpfulness at front desk.</i></p>	<p><i>Noel Levitz SSI: Student satisfaction with helpfulness of library staff.</i></p> <p>▪<b>TARGET</b> --Gap between importance and satisfaction will remain at or below .50</p>	<p>▪<i>Gap between importance and student satisfaction with helpfulness of Library staff</i></p> <table border="1" data-bbox="1050 617 1291 690"> <tr> <td><u>2001</u></td> <td><u>2004</u></td> <td><u>2007</u></td> <td><u>2009</u></td> </tr> <tr> <td>.73</td> <td>.25</td> <td>.25</td> <td>.21</td> </tr> </table>	<u>2001</u>	<u>2004</u>	<u>2007</u>	<u>2009</u>	.73	.25	.25	.21	<p><i>Focused on reference and research assistance by scheduling staff at front desk for all hours of operation.</i></p> <p><i>Incorporate Library in question 13 of CCSSE to be able to continue to assess importance of and satisfaction with library services.</i></p>	<p><i>Personnel</i></p> <p><i>Fee to customize CCSSE.</i></p>
<u>2001</u>	<u>2004</u>	<u>2007</u>	<u>2009</u>										
.73	.25	.25	.21										

**Outcome #2 – Connect with the Community** by creating an attractive, inviting library environment for use by UM-Helena students and the community.

- **Student Learning Outcome:** Students will utilize a space that promotes learning, study, and inquiry.

What are your Program Goals?	2. What actions did you perform to achieve the program goal?	3. What tools did you use to measure your progress toward your goals?	4. What are your findings?	5. Based on these findings, what revisions will be made for new program goals?	6. What budget request items are connected to achieving these goals?								
<p><i>Maintain an area with an appropriate study atmosphere.</i></p>	<p><i>Remove copier from library by May 2011.</i></p> <p><i>Created a Group Study Room for collaborative learning equipped with instructional technology.</i></p>	<p><i>Hourly occupancy will be tracked to see if there is increased use of space.</i></p> <p><i>Group Study Room will be reserved at least 25 % of hours that the library is open.</i></p> <p><i>Noel Levitz question "There are sufficient number of study areas on campus" will be tracked.</i></p>	<p><i>Average Occupancy by hour of day increased from 6.64 in FY2010 to 7.99 in FY2011.</i></p> <p><i>Feb/March 2011 - 25%</i></p> <p><i>Gap between importance and student satisfaction with campus study areas improved from 37<sup>th</sup> to 11<sup>th</sup> position from previous survey.</i></p> <table border="1" data-bbox="1150 1101 1402 1154"> <tr> <td><u>2001</u></td> <td><u>2004</u></td> <td><u>2007</u></td> <td><u>2009</u></td> </tr> <tr> <td>.66</td> <td>.68</td> <td>.65</td> <td>.44</td> </tr> </table>	<u>2001</u>	<u>2004</u>	<u>2007</u>	<u>2009</u>	.66	.68	.65	.44	<p><i>Remove copier from library by May 2012.</i></p>	
<u>2001</u>	<u>2004</u>	<u>2007</u>	<u>2009</u>										
.66	.68	.65	.44										
<p><i>Be available to school and larger community by maintaining consistent staffing of library.</i></p>	<p><i>Examined feasibility and value of weekend and evening hours.</i></p>	<p><i>Proposal produced.</i></p>	<p><i>A general budget request with justification was submitted, as well as an amended request.</i></p>	<p><i>Pending budget allocation for FY2012.</i></p>	<p><i>Personnel</i></p>								

<i>Integrate cultural opportunities into the library for the college campus and the community.</i>	<i>Examined feasibility and value of continuing scheduling of exhibits and community events.</i>	<i>Number of exhibits or events scheduled.</i>	<i>Produced several book displays, but no exhibits or community events.</i>	<i>Space for display of magazines, leisure reading, and reference have absorbed exhibit space. Not likely for future.</i>	<i>Personnel</i>
<i>Improve communication with various clientele groups.</i>	<i>Met with each senate (student, faculty and staff) once per semester to report on library issues, answer questions, and to solicit suggestions.</i>	<i>Meetings attended.</i>	<i>No meetings were attended this academic year.</i>	<i>Meet with each senate (student, faculty and staff) once per semester to report on library issues, answer questions, and to solicit suggestions.</i>	<i>Personnel</i>

**Outcome #3 – Create Access** to information for our students, focusing on programs and degrees offered by the college.

- **Student Learning Outcome: Students will operate electronic databases and online public access catalogs to locate resources for their coursework.**

What are your Program Goals?	2. What actions did you perform to achieve the program goal?	3. What tools did you use to measure your progress toward your goals?	4. What are your findings?	5. Based on these findings, what revisions will be made for new program goals?	6. What budget request items are connected to achieving these goals?
<i>Student use of electronic resources will grow.</i>	<i>Improve website design, use classroom instruction to promote resources, teach students to use resources through individual instruction at point of need, provide online tutorials.</i>	<i>Number of electronic sessions* per FTE. Target: Growth by .5% per year.  *Most off campus sessions not captured in statistics.</i>	<i>Fall 2008 – 4.57 Spring 2009 – 4.11 Fall 2009 – 7.43 Spring 2010 – 7.69 Fall 2010 – 12.14 Spring 2011 - <i>pending</i></i>	<i>Continue to improve website design, use classroom instruction to promote resources, teach students to use resources through individual instruction at point of need, provide online tutorials.</i>	<i>Personnel</i>
<i>Integrate library resources into weekend, online and distance learning coursework.</i>	<i>Collaborated with an instructor to incorporate customized library information links within at least one online class.</i>	<i>Was course integrated library tool developed for an online class?</i>	<i>Worked with Water Resources instructor to create electronic research pathfinder for online course.</i>	<i>Will collaborate with another instructor to incorporate customized library information links within at least one more online clas.</i>	<i>Personnel</i>
	<i>Created online lesson to substitute for classroom integrated instruction for online classes.</i>	<i>Was online lesson created?  Was online lesson used?</i>	<i>Added Library Research Tutorial Course via Moodle .  Lesson was completed by 57 students as of mid-April.</i>	<i>Quiz at end of lesson will be revised.  Collaborate with an instructor to improve and promote use of lesson.</i>	<i>Personnel</i>

<p><i>Foster use of electronic resources by improving usability and appearance of web presence.</i></p>	<p><i>Re-design webpages to direct students to discipline/course related materials.</i></p>	<p><i>Changes to website.</i></p>	<p><i>Added 14 “Subject Guide” webpages, giving discipline and program specific research guidance to available library resources.</i></p>	<p><i>Explore implementation of a discovery tool in cooperation with UM-Western and Montana Tech.</i></p> <p><i>Monitor use of library web pages through Google Analytics and edit or remove pages or links receiving less than 10% of overall traffic.</i></p>	<p><i>Personnel</i></p> <p><i>Electronic resources budget</i></p>
	<p><i>Re-implement web based form for submitting ILL requests.</i></p>	<p><i>Provide web-based tool for users to request loan of materials.</i></p> <p><i>Use of patron initiated borrowing from other UM campuses. Target: 5% growth per year.</i></p>	<p><i>Implemented “On Shelf Hold” function of online catalog for patron initiated borrowing.</i></p> <p><i>FY 2011 – 100 as of March</i></p>	<p><i>Monitor and promote use of this service through individual interactions with users.</i></p> <p><i>Monitor use of this service.</i></p>	<p><i>Personnel</i></p>

**Outcome #4 – Develop Resources** by continually improving the quantity and quality of information resources in the library collection that support instructional programs and by developing the human resources that support all library activities.

- **Student Learning Outcome: Students will use a current collection of print & recorded materials to succeed in their learning.**

What are your Program Goals?	2. What actions did you perform to achieve the program goal?	3. What tools did you use to measure your progress toward your goals?	4. What are your findings?	5. Based on these findings, what revisions will be made for new program goals?	6. What budget request items are connected to achieving these goals?
<i>Select specific purchases to support instruction in targeted programs.</i>	<i>Using RCL Web tool, select and acquire items to fill needs identified by faculty in Metals and Sciences by May 2012.</i>	<i>Items added to collection in these areas.</i>	<i>Because of Nursing Accreditation, this program was targeted instead. Ninety-two nursing volumes were added to the collection spring semester 2011.</i>	<i>Will target 2 areas of the collection for development using RCL Web tool.</i>	<i>Library Fee  Electronic database subscription budget for RCL Web</i>
<i>Monitor student satisfaction with the quantity and quality of the collection.</i>	<i>Reviewed results of Student Satisfaction Inventory of 2009.</i>	<i>Noel Levitz SSI: Student satisfaction with library resources and services  ▪TARGET --Gap between importance and satisfaction will remain at or below .50</i>	<i>▪Gap between importance and student satisfaction with library resource and services has steadily improved (decreased) over the decade and has finally made the target.  2001 2004 2007 2009 1.01 .71 .50 .38</i>	<i>Incorporate a Library in question CCSSE to be able to continue to assess importance of and satisfaction with library collection.</i>	<i>None of departmental budget, though cost to institutional budget.  Book Budget Personnel</i>
<i>Monitor faculty satisfaction with the quantity and quality of the collection.</i>		<i>▪TARGET –Faculty satisfaction with collection will not decline.</i>	<i>Faculty satisfaction on a 1-5 scale --- 2008 – 4.2 2010 – 4.2</i>	<i>Will conduct faculty survey Spring 2012</i>	

<p><i>Build the core collection by adding relevant volumes to the collection. Increase growth of the collection to .60 items per FTE per semester.</i></p> <p><i>Catalog all received materials by end of year.</i></p>	<p><i>Read book reviews, solicit faculty and student suggestions, consult selected lists, order, process, and catalog books.</i></p>	<p><i>Number of volumes added</i></p> <p><i>Number volumes deleted</i></p> <p><i>Net additions/FTE</i></p> <p>▪<b>TARGET</b> – Collection growth of .60 items per FTE each semester.</p>	<p><i>Volumes added</i> <i>pending</i></p> <p><i>Volumes deleted</i> <i>pending</i></p> <p><u><i>Volumes added per FTE</i></u>  <i>Fall 2006 --.38</i>  <i>Spring 2007 - .38</i>  <i>Fall 2007 -- .26</i>  <i>Spring 2008 - .10</i>  <i>Fall 2008 - .54</i>  <i>Spring 2009 -- .17*</i>  <i>Fall 2009 – .66</i>  <i>Spring 2010 - .35</i>  <i>Fall 2010 – .57</i>  <i>Spring 2011 - pending</i></p>	<p><i>Read book reviews, solicit faculty and student suggestions, consult selected lists, order, process, and catalog books</i></p> <p><i>Explore implementation of electronic module within existing Library Management System for efficient acquisition of books/DVDs.</i></p>	<p><i>\$25,000 FY 2011 Book Budget request</i></p> <p><i>\$30,000 FY 2011 Core Collection Budget</i></p> <p><i>Personnel</i></p>
<p><i>Expand providing resources for life-long learning needs of our college community.</i></p>	<p><i>Continue to update and maintain Leisure Reading Collection.</i></p>	<p><i>Add at least an average of 20 refreshed titles per month.</i></p>	<p><i>Goal met.</i></p>	<p><i>Continue to update and maintain Leisure Reading Collection, adding on average 20 refreshed titles per month.</i></p>	<p><i>\$5,000 FY 2012 Budget request</i></p>
<p><i>Support the excellence and growth of library staff through professional development.</i></p>	<p><i>Secure tuition waiver for Library Technician to take UM classes toward Library Media Specialist Certification.</i></p>	<p><i>Was waiver obtained and was course taken.</i></p>	<p><i>Professional Development Committee funded course which was not eligible for tuition waiver. Course taken.</i></p>	<p><i>Library Technician and Librarian will each attend at least one professional development activity in FY 2012.</i></p>	<p><i>Professional Development Committee budget.</i></p>

\* Very low rate of adding to the core collection due to accreditation self study process. Both librarian and library technician were pulled from traditional library responsibilities of cataloging and processing to work on self study. Items were ordered and received, but not added to the collection, i.e. there is a large backlog of book processing.