

NON-INSTRUCTIONAL PROGRAM REVIEW ANNUAL UPDATE

Department:	Library				
Academic Year:	2015	Annual Update # 1	<input checked="" type="checkbox"/>	Annual Update #2	<input type="checkbox"/>

1. Progress on Service Area/Administrative Unit Outcomes (SAOs/AUOs) (from #3A of full PR)

A) List the Service Area Outcomes (SAOs) or Administrative Unit Outcomes (AUOs) for your unit:

We changed our outcomes in Summer 2015 as we learned that they didn't need to be SLOs but should reflect the performance of the library overall. Our old outcomes were:

1. Student uses library systems and procedures to accurately seek for and access information, whether for educational or personal needs.
2. Student uses critical thinking to compare and contrast different information sources, whether print, audiovisual or electronic, and chooses those that are most appropriate to an assignment or other information need.
3. Student develops an appreciation for a diversity of literature and scholarship.

Our new SAOs are:

1. As a result of attending library tutorials, students will demonstrate the ability to select and locate print, audiovisual and electronic library resources. (Assessment methods: Student performance after instructional portion of tutorials; student use of appropriate resources for research assignments.)
2. The library will provide students, faculty, and staff with a variety of timely, high-quality, and relevant print, audiovisual and electronic resources for support in coursework, research, professional development, life skills, and personal development. (Assessment methods: Analysis of collection age and numbers of resources on different topics; circulation statistics; purchase and weeding numbers per assessment period.)
3. Students will increase their use of and engagement with the written word, leading to improved success in coursework at BCC and after transfer. (Assessment methods: Student use of appropriate resources for research assignments; circulation statistics; surveys of students to assess their reading behavior at various points during their education.)

B) Summarize the progress your unit has made on SAO/AUO measures since the last program review:

Now that we have created more relevant measures we can start assessing them.

C) Describe any improvements made by your unit as a result of the outcomes assessment process:

1. What did you learn from your evaluation of these measures?

Outcomes assessment has only just begun since the outcomes are so new.

2. What improvements have you implemented as a result of your analysis of these measures?

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3. What improvements do you plan* to implement as a result of your analysis of these measures?

(*List any resources required for planned implementation in #3: Resources.)

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NON-INSTRUCTIONAL PROGRAM REVIEW ANNUAL UPDATE

2. GOALS AND OBJECTIVES <i>(Taken From #9--Action Plan--of FULL Program Review)</i>					
	GOAL		OBJECTIVE	ACTIONS/TASKS REQUIRED TO ACHIEVE OBJECTIVE	OUTCOMES, MEASURES, and ASSESSMENT
#1	Provide persuasive data via BAP and program review to ask that the Library Tech I position which was removed in Spring, 2013 should be reinstated. Help to students and work on periodicals, book processing, shelving, shelf-reading (re-ordering items that are in the wrong place) and other tasks would all take place more quickly and to a higher standard of quality since they would be performed by regular employees, not substitutes.	#1	BAP is approved by appropriate committees	Presidential, VPAA, HR, and BOT approval	Position is hired Library Tech 1 tasks are completed more rapidly and to a higher standard
		#2			
		#3			

Goal #1 Annual Update: (Assess progress made toward goal attainment)

The position was not reinstated even though the BAP was given a high score.

	GOAL		OBJECTIVE	ACTIONS/TASKS REQUIRED TO ACHIEVE OBJECTIVE	OUTCOMES, MEASURES, and ASSESSMENT
#2	Maintain and improve library collection so as to improve student engagement and learning.	#1	Continue purchasing appropriate print and audiovisual materials	Maintain or improve budgetary support Continue to use appropriate collection development techniques.	Collection statistics show an increase in library use Budget numbers reflect more robust financial support
		#2			
		#3			

Goal #2 Annual Update: (Assess progress made toward goal attainment)

Budget for library books was increased from \$7K in 2014-15 to \$15K in 2015-16. Budget for DVDs was increased from \$1K to \$1.2K. Total circulation statistics for 2015-16 can't be tabulated yet. In 9/2014, 253 books and 11 DVDs circulated. For 9/2015, the staff have not yet run the reports; those numbers will be the ones used for comparison as circulation statistics over the summer are naturally low.

NON-INSTRUCTIONAL PROGRAM REVIEW ANNUAL UPDATE

	GOAL	OBJECTIVE	ACTIONS/TASKS REQUIRED TO ACHIEVE OBJECTIVE	OUTCOMES, MEASURES, and ASSESSMENT
#3	Purchase a new ILS to improve stability, security, streamline internal procedures, generally modernize the library system while improving student access, engagement, and learning. The quality of the ILS we are considering (WorldShare) is vastly better than what we have now and would improve on all the ways that students currently interact with library data, as well as adding new pathways, such as enabling faculty to put electronic database articles on e-reserve for students. (Please note: While staff work will be streamlined, this will give staff, particularly Library Tech II, more time to work directly with students and on other tasks. It does NOT affect the need to replace the lost staff position.)	#1	Choose the best of several vendor products via product representative demonstrations (we have done this and settled upon WorldShare)	BAP requires approval by various individuals and committees Installation and training by vendor New product is purchased and installed Collection statistics show an increase in library use Student research work shows more fluency in use of a variety of resources Faculty explore a wider variety of resources and tools, including e-reserves Library Tech II position is able to spend more time working on tasks that directly affect students rather than constantly struggling with an outdated ILS Risk of a total loss of system data no longer exists
		#2		
		#3		

Goal #3 Annual Update: (Assess progress made toward goal attainment)

This was approved and the new system went live in Spring 2015! The installation and training period was not without its hurdles, one of which was that we found we needed to replace the circulation desk computers so that the Cloud-based system would run at expected speeds. This is being done from instructional supply money. At this time, the system is working as expected and staff tasks such as cataloging new materials have been done much more efficiently. In general, students seem to work with the new system

NON-INSTRUCTIONAL PROGRAM REVIEW ANNUAL UPDATE

fluently. No particular barriers or problems seem to be affecting them, although we are still observing them interacting with the system during library tutorials and when they approach with questions. The librarian created an instructional handout to help students use the new system and this is handed out at every tutorial and whenever a student requests database passwords. Assessment of all aspects of the new system is still ongoing.

3. Resources Required

List all significant resources needed to achieve the objectives shown in your action plan, including personnel, training, technology, information, equipment, supplies, and space. Every request for additional resources must support at least one objective.

Also list any resources required to implement planned improvements.

IMPORTANT: A BUDGET ALLOCATION PROPOSAL must be completed and submitted for **EACH** new resource requested.

Goal #	Objective #	Resource Required	Estimated Cost	BAP Required? Yes or No	If No, indicate funding source
1	1	Library Technician 1	\$17,190.00 Range 14 Step 1 \$1,967.00 PERS \$250.00 M/C \$1,066.00 FICA \$2,255.00 H&W \$9.00 UI \$256.00 W/C Total Projected cost \$22,993.00	Yes	