

## **Program Review, 2009-2010**

### **Library Media Services**

The John Spellman Library exists to meet the learning, teaching, and research needs of GHC's students, faculty, and staff, and to enhance the cultural and intellectual environments of the Twin Harbors. Five key goals, A through E, define that mission in operational terms, each with indicators and measurements of specific outcomes.

#### **Goal A: GHC students will be information competent upon completion or graduation.**

##### **Outcome 1: Both Library and Media offer orientation presentations at the request of classroom instructors, supporting student accomplishment of information competency learning in their courses.**

*Indicator and desired achievement:* numbers of students attending library or media orientations increase.

*Measure:* number of orientations increased from 28 to 42 (up by 50%) from 08-09 to 09-10.

##### **Outcome 2: LMS offers formal classes in information competency skills.**

*Indicator and desired achievement:* Enrollments in Lib 101 and Lib 120 increase.

*Measure:* enrollment increased from 24 to 56 (133% increase) over the two year period.

##### **Outcome 3: LMS reference assistance and media production assistance provide a teaching opportunity**

*Indicators and desired achievements:* transcripts of e-transactions confirm librarians teach skills, rather than just provide answers; statistics on media projects conducted in Media Lab show increasing levels of usage.

*Measures:* transcripts were reviewed by all librarians, any discrepancies discussed and training undertaken to correct; data do not adequately identify tasks students are performing while working in the Lab. This will be improved.

##### **Outcome 4: Classroom instructors incorporate information competency learning goals into their curricula.**

*Indicator and desired achievement:* annual faculty instructional review responses show existence of such efforts by faculty.

*Measure:* results of these responses show that while 30 of 57 faculty are including some aspects of information competency instruction in their curricula, few are treating it as a goal which requires a consciously constructed series of steps to build to the needed skill levels. Only 9 of 57 incorporate media assignments into their curricula.

**Goal A Conclusions:** at this time, there is no reliable measure of authentic student learning of information competency; improvements to such assessments will be a goal for next academic year, and some limited conversations have already begun with classroom faculty whose students provide centralized groups that are representative of the entire student population. The indirect outcomes measures used below indicate we are providing some information competency instruction to our students, although statistics on opportunities for media communications skill building are too inadequate to reach any conclusion. It is clear, however, that IC instruction is not treated as a comprehensive learning goal requiring sequential steps that build upon one another to a well defined end level. Discussing this with the faculty needs to occur this coming year, with the intention of defining and implementing improvements.

**Goal B: Information resources and AV equipment will be available to meet the needs of the campus community.**

**Outcome 1: Classroom instructors can make the meaningful assignments they wish.**

*Indicators and desired achievements:* Use rates of information resources vary directly to enrollment (circulations of physical items; access statistics of online materials). Annual faculty instructional review responses should indicate LMS is not an inhibitor in faculty creating/designing curricula.

*Measures:* overall circulation of physical materials increased from 7,423 to 8319 (12.2%); full text articles retrieved from e-resources increased from 40,030 to 44,394 (10.9 %). Faculty instructional review responses do so indicate. None of the responses hint at problems caused by lack of resources.

**Outcome 2: Reference services are available to our users, in a manner meeting their needs.**

*Indicators and desired achievements:* numbers of reference transactions at main reference desk increase; numbers of reference transactions via online and email vary directly with enrollment.

*Measures:* face to face transactions decreased by 371 (26%), from 1406 to 1035, from 08/09 to 09/10. Chat reference transactions increased from 37 to 137 over the past two years; email transactions increased from 65 to 135, for a total 160% increase.

**Outcome 3: Public presentations are supported with needed AV equipment.**

*Indicators and desired achievements:* Number of setups performed ; number of times LMS has inadequate equipment to meet requests shall be minimal, and shall be corrected if possible.

*Measures:* facilities use forms have been mislaid, and setup requests not made with a facility use form were not recorded; as a result, no comparison with previous years is available. With one exception, no problems were encountered. The one exception required the purchase of a new camera to allow direct microphone input for better audio recording, and this was done shortly before the end of the year.

**Outcome 4: Library will provide guidance and advice for copyright compliance.**

*Indicators and desired achievements:* Campus community seeks advice from Assistant Dean when making decisions regarding copyright. If any complaints of violation are made, ultimate decision is that GHC acted legally.

*Measures:* during 09-10, new web page was developed with copyright information; 6 formal inquiries were received regarding copyright process; several other less-than formal inquiries were made. No complaints have been received, so no decisions were handed down.

**Goal B Conclusions:** Library Media Services achieves this goal. Data indicate instructors are not inhibited by lack of resources in making assignments they currently desire; requests for setups are met; and adequate copyright advice is available to allow the campus to conduct its activities.

Increasing services in the electronic realm have met the shift in user expectations, and will be continued.

**Goal C: LMS will provide facilities and equipment for individual student study.**

**Outcome 1:** Facilities are provided for student use.

*Indicators and desired achievements:* Gate count statistics will vary directly with enrollment; use statistics for study rooms will vary directly with enrollment; complaints from users about the facility will be minimal; use of the media lab itself will vary directly with enrollment.

*Measures:* Gate count increased from 51,280 to 63,349 (23.5%) over the two years. Measure: maximum capacity times (number of times all study rooms were in use at the same time) increased from 159 to 255 (60.4%) over the two years. Only two complaint areas are repeatedly received: temperature and noise. The former is always connected to a malfunction in the HVAC system which is then repaired; the latter originate in several sources. The uncontrollable origination point is noise from the main entrance gallery, which problem is expected to be addressed this summer. Use of the Quiet Study room was minimal. Minor furniture changes resulted in increased usage (max use of 3 increasing to 6, times of such maximum use increasing from 2-3 times per quarter, to 3-4 times per week). Planning is underway to incorporate further changes as indicated by the successes. Media Lab use increased from 691 to 861 over the last two years.

**Outcome 2:** Equipment is available for student use.

*Indicator and desired achievement:* Use rates for media equipment (borrowing of equipment for assignments) vary directly with enrollment.

*Measure:* circulation of media equipment remained basically static, increasing from 1122 to 1149 (2.4%)

**Goal C Conclusion:** Library Media Services meets this goal. Use levels confirm student needs are being met; areas of weakness are either minor or improvements are in their planning stages.

#### **Goal D: LMS will follow appropriate fiscal and inventory procedures.**

**Outcome 1:** Maintain proper financial procedures

*Indicator and desired achievement:* audits have no findings

*Measure:* at every audit of the campus business office processes, library media services has been found to be in compliance.

**Outcome 2:** Proper inventory control procedures are followed

*Indicator and desired achievement:* Business Office finds we are in compliance with regulations

*Measure:* Business Office personnel find the inventory control of library media services is in compliance.

**Outcome 3:** Maintain effective bookkeeping operations

*Indicator and desired achievement:* budget at end of year is neither over, nor under, spent.

*Measure:* for 07-08, end of year showed a final balance of -2568, of which \$1675 was due to miscalculation of classified salaries at the original allocation; correcting this error would have resulted in a final balance of -893. For 08-09, the closing figure was -335. Figures for 09-10 will not be available until August after final closing.

**Goal D Conclusion:** this goal has been met.

**Goal E: LMS will provide opportunities for cultural enrichment to the wider community, as well as the campus community.**

**Outcome 1:** Art shows are offered.

*Indicator and desired achievement:* number of shows per year are booked to capacity.

*Measure:* for 2009-2010, we exhibited two shows in Fall Quarter, one for the entire Winter Quarter, two in Spring, and one for Summer.

**Goal E Conclusion:** this goal has been met.