

2008-2009 Assessment Report
University of Montana – Helena College of Technology
FALL SEMESTER

Program: Library

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Fall Semester
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*Mission: The University of Montana - Helena College of Technology promotes **lifelong educational goals** of learners, supports **workforce development** needs of employers, and fosters **community involvement** by providing a substantive, responsible, and **accessible learning environment**.*

SUMMARY

The Library supports the mission of the college by providing an environment, services, resources and access to information that enhance the learning experience. This semester the library has focused on promoting the **lifelong educational goals** of learners by providing classroom information literacy instruction and a new database of audiobooks; has supported **workforce development** by developing resources for the Accounting and Business program, the Nursing program, and the certificate program in Interior Space Planning and Design; and has fostered **community involvement in an accessible learning environment** through evening and weekend hours, improved website design and database access, adequately trained staff, displays, exhibits, and selection of new furnishings to create areas conducive to study and reflection.

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MISSION: The mission of the Library is to enhance instruction and learning by developing resources and access to information in support of the college's programs. The Library assists students in achieving success and contributes to the educational process by maintaining a balanced collection of materials in a variety of formats and by providing knowledgeable staff to help student with their information needs. The library also exists to foster the broader educational ideals of information literacy, intellectual inquiry and life-long learning within the college and the greater Helena community.

Educational Objectives: 1) **contribute to student success** by providing information literacy instruction and reference assistance; 2) **connects with our community** and our college population by providing an attractive, inviting library environment for research and study; 3) **create access** to information for our students, focusing on programs and degrees offered by the College; and 4) **develop resources** by continually improving the quantity and quality of information resources available in the collection.

Student Learning Outcomes 1) Students will demonstrate basic skills in researching topics. 2) Students will utilize a space that promotes learning, study, and inquiry. 3) Students will operate electronic databases and library online public access catalogs to locate resources for their coursework. 4) Students will utilize a current collection of print and recorded materials to succeed in their learning.

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I. 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.

This fall, the library focused on achieving this objective through three approaches:

1. Resuming curriculum integrated instruction
2. Continuing to schedule individualized tutoring
3. Providing instruction at point of need

The library was able to achieve its goals in two of these three approaches. The first approach involved incorporating lectures and assignments into selected general education transfer courses, instructing 29% of fall FTE. The second approach involved the “Book a Librarian” service, encouraging students to reserve a one-on-one tutorial session with the librarian to assist them in researching and focusing term papers and other projects or presentations. Though the target of 5% FTE was not reached, interest in the service is increasing. The third approach involved providing individualized instruction from the front desk by improving the customer service and reference skills of all desk staff. A two hour training session for work study students was conducted in September and in November each student completed a two hour online tutorial on website evaluation. The Librarian attended a one day symposium on Information Literacy Instruction at the University of Montana.

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

1. In an effort to foster student independence, an area will be established in the library for display of information and handouts on using library resources and improving library skills.
2. Training of student workers will be formalized in a spring workshop.
3. Discussions will continue with the General Education Department on developing a credit class or other approach to present information literacy to our students.

A long range goal would be to implement an assessment program, such as SAILS (Standardized Assessment of Information Literacy Skills).

A budget reallocation of \$500 will be requested for spring 2009 to fund shelving and display space for library information. All other efforts are personnel dependent.

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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>% of FTE Instructed</u> Fall 2005 – 25% Spring 2006 – 27% Fall 2006 – 37% Spring 2007 – 16% Fall 2007 – 31% Spring 2008 -- 15% Fall 2008 – 29%</p>	<p><i>Continue dialog with General Education Department to promote integrated instruction and to explore feasibility of offering one credit information literacy course.</i></p>	<p><i>Personnel</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>% of FTE Tutored</u> Spring 2008 –2% Fall 2008 – 3%</p>	<p><i>Continue to promote this service through classroom instruction sessions and through instructors who assign research papers.</i></p>	<p><i>Personnel</i></p>
<p><i>Provide individualized instruction at point of need (Reference).</i></p>	<p><i>Conducted training for new library work study staff.</i></p>	<p><i>Training Opportunities provided to staff</i> <i>TARGET --Each library staff person will receive at least one in-service per semester</i></p>	<p><i>Student workers had one training session and one online tutorial.</i> <i>Librarian attended one statewide symposium on information literacy.</i></p>	<p><i>Establish an area in the library for display of information and handouts on using library resources and improving library skills.</i></p>	<p><i>\$500.00</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> •TARGET --Gap between importance and satisfaction will remain at or below .50</p>	<p>•<i>Gap between importance and student satisfaction</i> <u>2001</u> <u>2004</u> <u>2007</u> .73 .25 .25</p>	<p><i>Continue to revise <u>Work Study Resource Manual</u> and to incorporate customer service skills in ongoing daily supervision.</i></p>	<p><i>Personnel</i></p>

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II. Educational Objective: CONNECT WITH COMMUNITY by creating an attractive, inviting library environment for use by UM-H students, faculty, and the community.
Student Learning Outcome: Students will utilize a space that promotes learning, study, and inquiry.

This fall the Library focused on achieving this outcome through four approaches:

1. Continuing to advocate for appropriately furnishing a study space for students
2. Staffing the library consistently to provide services during the stated hours of operation
3. Hosting exhibits and displays of interest to our college population and the greater Helena community
4. Experimenting with expanded hours.

The library was able to achieve its goal of securing furnishings for the new library space. A proposal was submitted to Leadership, funding was approved, bids were requested, and items were ordered by mid October. Furnishings are scheduled to be delivered in late December. With the exception of a three hour closure for mandatory staff training, the library was staffed at all times. Double staffing with work study students during peak “meeting hours” proved to be a successful approach to improve library staffing. Also, an increase from .5 to .75 in the library assistant position (effective September 2008) contributed to improved coverage of the front desk. Five displays and two exhibits contributed to drawing people from the community and students into the library, though publicity efforts fell short of goals. Finally, the library was open the final six Saturdays of the semester, with an average door count of fourteen students each Saturday.

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

1. Hourly occupancy will be tracked for one semester to determine impact of new furnishings on use of space.
2. Faculty will be survey to assess their satisfaction with library services, i.e. how well are we connecting with this part of our community.
3. Weekend hours will be trialed for the post-midterm weeks of the spring semesters.

A long range goal would be to continue to explore interest in and methods to deliver services to the airport campus, including the feasibility of opening a satellite library or satellite library services.

A budget request of \$20,000 in special funds provided for the achievement of these goals, as did a staffing increase of .25FTE.

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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.**

<i>What are your Program Goals?</i>	<i>2. What actions did you perform to achieve the program goal?</i>	<i>3. What tools did you use to measure your progress toward your goals?</i>	<i>4. What are your findings?</i>	<i>5. Based on these findings, what revisions will be made for new program goals?</i>	<i>6. What budget request items are connected to achieving these goals?</i>
<i>Identify and request budget for adequately furnishing new space with group seating and study areas.</i>	<i>Prepared proposal for Leadership Team, received approval, secured bids, and ordered materials.</i>	<i>Furnishings installed.</i>	<i>Furnishings were all installed by December 2008.</i>	<i>Hourly occupancy will be tracked for one semester to determine impact of new furnishings on use of space.</i>	<i>\$20,000 requested in FY09 budget and received special funding September 2008</i>
<i>Limit the time the library is left un-staffed to less than one hour / month through comprehensive scheduling of staffing of front desk throughout semester.</i>	<i>Double staffing of front desk with work study during hours staff has scheduled meetings. Requested increase in technical position hours to .75 FTE.</i>	<i>Amount of time library is left un-staffed or unavailable (i.e. closed). UM-Helena budget for FY 2009.</i>	<i>Library was staffed all but three hours during the semester. Funding request was successful.</i>	<i>Work with another area (Learning Center or Welcome Center) to cross train for emergency coverage.</i>	<i>Personnel Personnel increase received for FY09</i>
<i>Schedule at least two graphic exhibits each semester.</i>	<i>Solicited local artists and UM-Helena instructors and staff to display art.</i>	<i>Number of exhibits scheduled.</i>	<i>Two exhibits were scheduled.</i>	<i>Will continue to sustain this service.</i>	<i>Personnel</i>
<i>Expand student access to Library by opening at least 4 Saturdays throughout the semester.</i>	<i>Publicize and open Library from 9 am – 3 pm for the last six Saturdays of the semester.</i>	<i>Number of hours library was open on Saturday and number of students who used the facility.</i>	<i>Library was open for 36 hours on Saturdays throughout the semester. Average attendance was 14 students per Saturday.</i>	<i>Continue to expand and publicize Saturday hours.</i>	<i>Personnel</i>

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III. 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.

This spring the Library focused on achieving this outcome through two approaches:

- 1) Formulating strategies for increasing awareness of library resources amongst online students
- 2) Implementing two improvements to website to simplify access to electronic resources

The library was able to achieve its goals by initiating meetings with online instructors and by volunteering for the ASCR Online Subcommittee. Three strategies were formulated and two were implemented: 1) a UM-H Library tab was added to the Blackboard “shell” of every online course; and 2) a statement on library resources was added to the recommended criteria for delivering all online courses. Two major improvements were made to the website, one global and one specific. After researching usability studies of college websites, the Library’s homepage and basic navigational structure were redesigned, streamlining the appearance and simplifying selections. At a more specific level, working with the IT staff at the Mansfield Library, remote authentication through the proxy server was simplified by implementation of a student ID authentication, eliminating the need to register and to remember a password.

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

- 1) Continue to work with IT Department and Missoula to correct the misleading Mansfield Library tab in Blackboard.
- 2) Improve attractiveness of web pages by adding updated photos to at least 6 major library web pages.
- 3) Successfully migrate all library web content if new website is created as planned.

A long range goal would be to provide additional and updated computer terminals for research.

A budget request of \$8,400 was funded for FY09 to continue providing access to electronic resources, including: Electronic databases (\$4,600); E-journal portal (\$1,300); Cataloging Systems (\$1,300 OCLC, \$1,200 Voyager). All other goals were personnel dependent.

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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>Formulate one strategy for increasing awareness of library resources amongst online students.</i>	<i>Initiated meeting with Nathan Munn and Michelle Holt in September 2008. Volunteered for ASCR Online Committee and participated in all meetings.</i>	<i>Strategies formulated: 1. Correct Mansfield tab 2. Add UMH Library tab to Blackboard template 3. Add statement on library resources as 14th criteria for online courses.</i>	<i>Two of three strategies were achieved.</i>	<i>Work with IT Department and Missoula to correct the misleading Mansfield Library tab.</i>	<i>Personnel</i>
<i>Implement two improvements to website to simplify access to electronic resources.</i>	<i>Researched usability studies of college students and websites. Approached IT in Missoula about simplifying authentication to proxy server.</i>	<i>Changes to website. Implementation of a student ID authentication which would eliminate need to register and remember a password.</i>	<i>Library homepage redesigned September 2008, streamlining appearance and simplifying selections. Student ID authentication implemented October 2008.</i>	<i>Improve attractiveness of web pages by adding updated photos to at least 6 major library web pages. Successfully migrate all library web content if new website is created.</i>	<i>Personnel</i>

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IV. Educational Objective: DEVELOP RESOURCES by improving the library's collection in support of offering quality programs.
Student Learning Outcome: Students will utilize current print and recorded materials to succeed in their learning.

This spring the Library focused on achieving this outcome through three approaches:

- 1) Acquiring resources for the Nursing Program as identified in spring collection assessment.
- 2) Improving the currency of the Business & Accounting collection.
- 3) Providing resources for life-long learning needs of our college community.
- 4) Adding relevant volumes to the collection at large and withdrawing outdated materials

The library was able to achieve its goals by securing Perkins funding to order, receive, and catalog 70 new volumes to support the Nursing Program. By hosting a “weeding party” with the Business & Accounting Program faculty, 75 items were identified to be withdrawn from the collection and needs were identified for purchase of resources in the areas of economics, marketing, and management. And after soliciting feedback from the college community and securing matching funds of \$1,500 from the Montana State Library, the library initiated a service of providing access to a web based collection of 1400 audio books.

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

- 1) Select and acquire items to fill the needs identified by Business & Accounting faculty
- 2) Draft plan to develop a print fiction and recreational reading collection.

A long range goal would be to obtain supplemental funding of the \$80,000 Campus Initiative for the core collection that was submitted for the FY10-FY11 Biennium.

A budget request of \$20,000 was successfully funded for FY09 to develop the resources of the library's collection, including \$16,975 for general purchases, \$2,000 targeted to Business & Accounting, and \$1,025 reallocated for the audio books service. In addition, \$4,500 from Perkins was allocated for Nursing Program resources and \$2,500 for Construction Technology (new certificate in Interior Space Planning & Design)

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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 utilize a current collection of print and 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>Acquire and catalog 75 new materials for nursing program as identified in spring collection assessment.</i>	<i>Prepared book order and secured additional Perkins funding for purchase of needed items.</i>	<i>Number of items ordered, received, and added to collection.</i>	<i>Seventy six items were ordered and seventy items were received, cataloged, and added to the collection.</i>	<i>Nursing collection will be re-evaluated in 2-3 years.</i>	<i>\$4,500 Perkins special allocation June 2008</i>
<i>Improve the currency of the business and accounting collection.</i>	<i>Hosted “weeding” party with Business & Accounting Program faculty in November 2008 to identify outdated items to be removed from collection.</i>	<i>Items withdrawn from collection and items identified for purchase.</i>	<i>Seventy five items were withdrawn from the collection and needs were identified for purchase of resources in the areas of economics, marketing, and management.</i>	<i>Items will be selected by May 2009 to improve the areas identified.</i>	<i>\$2,000.00 FY09book budget allocation</i>
<i>Begin to provide resources for life-long learning needs of our college community.</i>	<i>Solicited feedback from college constituencies on interest in audio books. Applied to participate in state subsidized audio book program.</i>	<i>Implementation of one new service aimed at life-long learning.</i>	<i>Received training on and implemented web based library of 1,300 audio books. Records for all titles added to OPAC. Service promoted through emails, signs, drawing, reader board, etc.</i>	<i>By May 2009, draft plan to develop a print fiction and recreational reading collection.</i>	<i>\$1,025.00 reallocation from book budget approved October 2008</i>

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<p><i>Build the core collection by adding relevant volumes to the collection.</i> <i>Increase growth of the collection from .38 to .60 items per FTE per semester.</i></p>	<p><i>Read book review, solicit faculty and student suggestions, consult selected lists.</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><i>Volumes added 657</i></p> <p><i>Volumes deleted 125</i></p> <p><u><i>Volumes added per FTE</i></u> <i>Spring 2006 -- .64</i> <i>Fall 2006 --.38</i> <i>Spring 2007 - .38</i> <i>Fall 2007 -- .26</i> <i>Spring 2008 - .10</i> <i>Fall 2008 - .66</i></p>	<p><i>Continue</i></p>	<p><i>\$16,975</i></p>
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