

2007-2008 Assessment Report  
University of Montana – Helena College of Technology  
SPRING SEMESTER

**Program: Library**

**2007-2008 Assessment Report  
Spring Semester  
Program: Library**

*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 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 individualized information literacy instruction, has supported **workforce development** by developing resources for the Nursing program, and has fostered **community involvement in an accessible learning environment** through evening and weekend hours, adequately trained staff, displays, exhibits, and areas conducive to study and reflection.

**EDUCATIONAL OBJECTIVES & OUTCOMES**

Four specific educational objectives, each with an associated student learning outcome and each paralleling an institutional strategy, were identified as the focus for assessment of the Library program.

- I. Educational Objective: Contribute to STUDENT SUCCESS by providing information literacy instruction and assistance.  
Student Learning Outcome: Transfer and nursing students will (receive instruction in) (demonstrate) basic skills in researching topics.
- 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 (be provided) (utilize) a space that promotes learning, study, and inquiry.
- 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.
- IV. Educational Objective: DEVELOP RESOURCES by improving the library's collection in support of offering quality programs.  
Student Learning Outcome: Students will (be provided) (utilize) adequate 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 assistance.

**Student Learning Outcome:** Transfer and nursing students will (receive instruction in)<sup>1</sup> (demonstrate)<sup>2</sup> basic skills in researching topics.

While our assessment only measures the *direct* outcome of providing instruction, there are more sophisticated assessment efforts that have demonstrated the *inferred* outcome that students are more skillful in researching/writing and more successful in their classes, particularly English and Nursing, if they have received library instruction embedded in their courses.<sup>3 4</sup>

**This spring, the library had to suspend** curriculum integrated instruction and instead focused on developing information literacy skills in students through two approaches – scheduled individualized tutoring and instruction at point of need. The first approach involved instituting a “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. Data is pending end of semester statistics. The second approach involved providing individualized instruction from the front desk by improving the customer service and reference skills of all desk staff. Though a two hour training session for work study students was not achieved, student workers were provided a consistent training resource with the revised *Work Study Resource Manual*. The Library Assistant was able to receive training at a statewide conference and the Librarian received training in-house by attending a workshop on FERPA.

**The library plans on continuing** this two pronged approach to instructing students with the following actions for improvement. Training will be pursued for library staff, training of student workers will be formalized in a fall workshop and additional efforts will be made to schedule professional and technical staffing of reference desk. Book a Librarian service will be publicized through enlisting promotion by targeted science and humanities instructors. Curriculum integrated instruction will be explored through discussions with the General Education Department on developing a credit class in information literacy.

**A budget request** of \$2,350 has been submitted for FY09 to fund training for library staff. All other efforts are personnel dependent.

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<sup>1</sup> The *direct* outcome which can be measured and quantified.

<sup>2</sup> The *inferred* outcome, which is a likely result of the direct outcome, but not explicitly measured.

<sup>3</sup> Moore, D., S. Brewster, and C. Dorroh. 2002. “Information Competency Instruction in a Two-Year College: One Size Does Not Fit All.” *Reference Services Review*, 30 (4):300-306.

<sup>4</sup> Hausrath, D., S. Auyenung, J.A. Howell, and K. Bedell. 2003. “Integrating Information Competencies into the Allied Health Curriculum at Gavilan College.” *Community and Junior College Libraries*, 111 (2): 13-50.

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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 (be provided)<sup>5</sup> (utilize)<sup>6</sup> a space that promotes learning, study, and inquiry.

**This spring the Library focused on** achieving this outcome through four approaches: 1) continuing to advocate for appropriately furnishing a student space for students; 2) hosting exhibits and displays of interest to our college population and the greater Helena community; 3) expanding services for faculty to assist in their instructional activities; and 4) staffing the library consistently to provide services during the stated hours of operation and experimenting with expanded hours.

**The library was not able to achieve its goal** of securing furnishings for the new library space, but was partially successful in the remaining three approaches to achieving this outcome. Five displays and two exhibits contributed to drawing people from the community and students into the library, though publicity efforts fell short of goals and no cultural activity was scheduled this semester. Connections with faculty were maintained by providing services specific to their needs -- test proctoring, AV check out, course reserves -- and were expanded to include a document exchange system for student/faculty use. And while the professional/technical staffing of the desk was not as high as targeted, the library was open four evenings per week and open for the first time on weekends during a trial period in April and May.

**The Library plans on continuing** these approaches to creating a learning environment with the following actions for improvement. Funding for furnishings will continue to be sought. Displays and exhibits will be continued. Services to faculty will be continued and satisfaction with these services will be assessed through a survey before February 2009. Depending on results of the spring 2008 trial, weekend hours may be implemented for the post-midterm weeks of the fall and spring semesters next academic year. And interest in and methods to deliver library services to the airport campus will be explored, including the feasibility of opening a satellite library.

**A budget request** of \$20,000 has been submitted for FY09 to acquire appropriate computer terminal furniture and soft seating to encourage use of the library as a place to research, study, browse, and read.

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<sup>5</sup> The *direct* outcome which can be measured and quantified.

<sup>6</sup> The *inferred* outcome, which is a likely result of the direct outcome, but not explicitly measured.

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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 four approaches: 1) providing access, on and off campus, to electronic databases; 2) providing convenient access to full text electronic journals through availability of an E-journal portal; 3) providing reserve booklists in the online public access catalog; and 4) providing adequate computer terminals for research.

**The library was able to achieve** its goals in all four approaches to achieving the stated outcome. Students *are* using electronic resources. Over eighty electronic databases were available to students this spring, resulting in 2,854<sup>7</sup> electronic sessions initiated, or 4.2 sessions per FTE, significantly surpassing the target of 2.5 sessions per FTE. An E-journal portal and the databases were promoted through InfoExpress articles. Only four reserved booklists/collections were requested by faculty this semester, just short making the goal that was set.

**The Library plans on continuing** these approaches to facilitating use of electronic resources by students with the following actions for improvement. Signage, InfoExpress articles, and continuous improvement of website design will be continued as methods to increase student/faculty awareness of electronic resources. In addition, an area will be created to house handouts and information on using electronic resources as well as other library services. New or at least less dated computers have been requested for student workstations.

**A budget request** of \$10,400 has been submitted 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); and updated computers (\$2,000).

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<sup>7</sup> On campus use only – does not include off campus use of databases.

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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 (be provided)<sup>8</sup> (utilize)<sup>9</sup> adequate print and recorded materials to succeed in their learning.

**This spring the Library focused on** achieving this outcome through the addition of relevant volumes to the collection at large and by targeting specific purchases to support two technical programs: Nursing and Business.

**The library had mixed results in achieving its goals** in working toward the stated outcome. With input from the Nursing faculty, over 120 outdated items were removed from the collection and 75 volumes were identified for purchase. Personnel budget was reallocated to temporarily fund a small increase in hours for the Library Assistant to perform cataloging, and while a goal was set to add .75 volumes per FTE to the collection at large, the staff was able to add .## volumes per FTE. Use of the collection, as reflected in circulation statistics are pending data.

**The Library plans on continuing** these approaches to developing the library resources available to students with the following actions for improvement. The 75 titles identified in the Nursing collection assessment will be ordered and cataloged. The Business collection will be targeted for assessment in fall 2008. And continued efforts to obtain supplemental funding for the collection will be pursued, including tracking the \$150,000 Campus Initiative that was submitted for the FY10-FY11 Biennium.

**A budget request** of \$50,000 has been submitted for FY09 to develop the resources of the library's collection, including \$15,000 for general purchases, \$3,000 targeted to nursing, \$2,000 targeted to business and accounting, and \$30,000 toward a five year plan to build the core collection.

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<sup>8</sup> The *direct* outcome which can be measured and quantified.

<sup>9</sup> The *inferred* outcome, which is a likely result of the direct outcome, but not explicitly measured.

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**STATISTICAL HIGHLIGHTS:<sup>10</sup>**

For the spring semester 2008, students, faculty and staff had 6440<sup>11</sup> service transactions with the library, or an average of 9.40 transactions per every student (FTE).

Use of Collection:		Growth of Collection:	
Items borrowed	1090	Print/Media	66
Electronic Database Sessions	2854	Electronic Databases Added	6
Services for Faculty: Tests Proctored	376	Students Instructed:	105
AV Reservations	80	(Book a Librarian)	
Documents Exchanged	1160		

<u>Noel Levitz Student Satisfaction Inventory</u>	<u>2007</u>	<u>2004</u>	<u>2001</u>
Satisfaction with helpfulness/approachability of library staff:	Gap .25	Gap .25	Gap .73
Satisfaction with library resources and services:	Gap .50	Gap .71	Gap 1.01

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<sup>10</sup> Figures are provisional, based on data through April 30.

<sup>11</sup> ##### indicates data pending end of semester

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**MISSION:** (Clearly state the mission of the program) 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:** (What are you teaching? -- List the education objectives as defined by the program). 1) contribute to student success by providing information literacy instruction and assistance that helps students succeed in reaching their goals; 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.

**Outcomes:** (What are students learning? -- List the measurable outcomes of the students of the program) 1) Transfer and nursing 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 adequate print and recorded materials to succeed in their learning.

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**Outcome I: Transfer and nursing students will (demonstrate) (receive instruction) in basic skills in researching topics.**

Program Goal: Contribute to STUDENT SUCCESS by providing information literacy instruction and assistance.

IDENTIFY How did the program achieve Outcome #1?	When are students assessed: yearly, end of program, etc	What tools were used to measure this outcome?	APPLY a standard to be achieved. <i>What was the goal?</i>	EVALUATE whether or not the outcome was achieved. <i>Were your goals met?</i>	List actions to be taken in the next year to IMPROVE or MAINTAIN the goals set for this outcomes. <i>What are the new goals?</i>	Budget amount requested to achieve goal.
<p>•Conducting curriculum integrated instruction</p> <p><b>Strategic Action Plan: 1.3</b> <b><u>Develop and evaluate quality educational programs.</u></b> <i>Develop and evaluate quality educational programs that improve the ability of students to independently search for and evaluate information.</i></p> <p>▪Institute reservation system for focused, individualized instruction. (Book a Librarian)</p>	Each semester	<p>•Number of students instructed each semester</p>	<p>•At least 25% of FTE students will receive library/information literacy instruction each semester.</p>	<p><u>% of FTE Instructed</u> Spring 2005 –4% Fall 2005 – 25% Spring 2006 – 27% Fall 2006 – 37% Spring 2007 – 16% Fall 2007 – 31% Spring 2008 -- 15%</p>	<p>▪Continue to explore feasibility of offering one credit information literacy class to be taught by an adjunct.</p>	Personnel
		<p>•Number of students tutored each semester.</p>	<p>•5% of students will receive instruction by reserving an individualized session.</p>	<p><u>% of FTE Instructed</u> Spring 2008 –2%</p>	<p>▪Book a Librarian instruction will be promoted to Anthropology, History, English, Sciences, and Psychology classes in association with research or writing assignments.</p>	Personnel
<p>•Providing individualized instruction at point of need. (Reference)</p> <p><b>Strategic Action Plan: 1.2</b> <b><u>Provide transition services for students from application through graduation.</u></b> <i>Maintain consistent level of library service to students by improving ability of all staff to assist library users.</i></p>	Each semester	<p>•Level of training of desk staff and adequate staffing level</p>	<p>•Each library staff person will receive at least one in-service per semester</p> <p><b>Strategic Action Plan: 4.7</b> <b><u>Support the excellence and grown of college staff through professional development.</u></b></p>	<p>▪ Library Assistant attended state library conference, and Librarian attended FERPA training April 2008.</p>	<p>▪Librarian and Library Assistant will attend at least one workshop next year.</p>	<p>Personnel</p> <p>Travel \$1650</p> <p>Professional Development \$700</p>



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<p>•Providing individualized instruction at point of need. (Reference)</p>	<p>Each semester</p>	<p>•Level of training of staff and adequate staffing level</p> <p>•Staff desk with professional or technical staff at least 95% of the non-evening hours</p>	<p>•Conduct focused two hour training for new library work study staff.</p> <p>•Not achieved. Professional or technical staffing of desk 68% of non-evening hours.</p>	<p>•Not achieved.</p>	<p>•Conduct focused two hour training for new library work study staff.</p> <p>•Staff desk with professional or technical staff at least 95% of the non-evening hours</p>	<p>Personnel</p>									
<p><b>Strategic Action Plan: 1.2</b>  <b><u>Provide transition services for students from application through graduation.</u></b> Maintain consistent level of library service to students by improving ability of all staff to assist library users</p>	<p>Biennial</p>	<p>•Student satisfaction with helpfulness of library staff (Noel Levitz SSI)</p>	<p>•Gap between importance and satisfaction will remain at or below .50 for Nursing and Gen Ed Groups</p>	<p>•Gap between importance and student satisfaction</p> <table border="1" style="margin-left: auto; margin-right: auto;"> <tr> <td></td> <td style="text-align: center;">2007</td> <td style="text-align: center;">2004</td> </tr> <tr> <td>Nursing --</td> <td style="text-align: center;">.10</td> <td style="text-align: center;">.25</td> </tr> <tr> <td>Gen Ed --</td> <td style="text-align: center;">.48</td> <td style="text-align: center;">.12</td> </tr> </table>		2007	2004	Nursing --	.10	.25	Gen Ed --	.48	.12	<p>•Continue to revise Work Study Resource Manual and to incorporate customer service skills in ongoing daily supervision.</p>	<p>Personnel</p>
	2007	2004													
Nursing --	.10	.25													
Gen Ed --	.48	.12													

**Narrative:** Actions to improve outcome measures as suggested by last semester's assessment: 1) Book a Librarian service was instituted.

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**Outcome II: Students will (utilize) (be provided) a space that promotes learning, study, and inquiry.**

Program Goal: CONNECT WITH COMMUNITY by creating an attractive, inviting library environment for use by UM-H students, faculty, and the community.

IDENTIFY How did the program achieve Outcome #2?	When are students assessed: yearly, end of program, etc	What tools were used to measure this outcome?	APPLY a standard to be achieved. What was the goal?	EVALUATE whether or not the outcome was achieved. Were your goals met?	List actions to be taken in the next year to IMPROVE or MAINTAIN the goals set for this outcomes. What are the new goals?	Budget amount requested to achieve goal.
<p>Be available to school and larger community by maintaining consistent staffing of library.</p> <p><b><u>Strategic Action Plan: 2.2 Create communication avenues with the surrounding community.</u></b></p>		<ul style="list-style-type: none"> <li>▪Time library is left un-staffed, understaffed, or unavailable (i.e. closed).</li> </ul>	<ul style="list-style-type: none"> <li>▪Library will be un-staffed less than one hour per month;</li> <li>▪Professional/technical staffing at least 80% of non-evening hours.</li> </ul>	<ul style="list-style-type: none"> <li>▪Semester data pending</li> <li>▪Professional/technical staffing of desk 68% of non-evening hours.</li> </ul>	<ul style="list-style-type: none"> <li>▪More effective and comprehensive scheduling of work study staffing of desk.</li> <li>▪Restrict committee attendance to times of double staffing and request increase in technical position hours to .75 FTE.</li> </ul>	<p>Personnel      \$6,500</p>
			<ul style="list-style-type: none"> <li>▪Provide Library services 4 evenings per week. <b>Strategic Action Plan: 1.4.1A</b></li> <li>▪Trial weekend hours for at least 4 weeks Spring semester</li> </ul>	<ul style="list-style-type: none"> <li>▪Accomplished beginning first week of semester.</li> <li>▪Achieved. Open last 4 Saturdays of semester.</li> </ul>	<ul style="list-style-type: none"> <li>▪Explore feasibility of opening Saturdays after midterm break in fall and spring semesters 08-09.</li> <li>▪Explore methods to deliver services to the airport campus, including the feasibility of opening a satellite library.</li> </ul>	<p>Personnel</p>
<p>Establish a dedicated space for quiet study and perusal of new and topical materials.</p> <p><b><u>Strategic Action Plan: 4.5 Develop public private partnerships and in kind donations</u></b></p>		<ul style="list-style-type: none"> <li>▪Semester reports</li> </ul>	<ul style="list-style-type: none"> <li>▪At least three topical book displays will be scheduled each term.</li> </ul>	<ul style="list-style-type: none"> <li>▪Five book displays created Spring 2008.</li> </ul>	<ul style="list-style-type: none"> <li>▪Continue topical book displays.</li> </ul>	<p>Personnel</p> <p>Subscriptions      \$5,625 (Magazines)</p>
			<ul style="list-style-type: none"> <li>▪Identify and request budget for adequately furnishing new library with group seating and study areas.</li> </ul>	<ul style="list-style-type: none"> <li>▪Budget request pending.</li> </ul>	<ul style="list-style-type: none"> <li>▪Continue to work with Business Office to secure furnishings.</li> </ul>	<p>Furnishings      \$20,000</p>
<p>Provide cultural opportunities in the library for the college and the community at large.</p>		<ul style="list-style-type: none"> <li>▪Semester reports.</li> </ul>	<ul style="list-style-type: none"> <li>▪At least two graphic exhibit scheduled each semester.</li> </ul>	<ul style="list-style-type: none"> <li>▪Two artist exhibits were displayed in Spring 2008.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Schedule at lease two graphic exhibits each semester.</li> </ul>	<p>Personnel</p>

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<p><b><u>Strategic Action Plan: 2.5</u></b>  <b><u>Foster faculty, staff, and student involvement in community organizations and events. Provide cultural opportunities in the library for the college and the community.</u></b></p>			<p>▪Advertise at least two library exhibits in the local press.</p>	<p>▪Not achieved.</p>	<p>▪Advertise at least two library exhibits in the local press.</p>	<p>Personnel</p>
			<p>Host at least one cultural activity.</p>	<p>▪Not achieved.</p>	<p>Continue dialog with other cultural institutions and foster invitations to participate.</p>	<p>Personnel</p>
<p>Provide services to faculty that facilitate instruction and create opportunities to interface with the library (test proctoring, AV reservations, course reserves, document exchange with students)</p>	<p>Each semester</p>	<p>Semester Reports</p>	<p>▪Will institute service for one- on-one exchange of documents between students and faculty</p> <p>▪At least 400 faculty interactions with library services will be recorded</p>	<p>▪Goal met.</p> <p>▪Data pending. Test proctoring (376), AV reservations (80),document exchange (1160) and 3 reserve collections resulted in 1619 faculty interactions.</p>	<p>▪Promote aware of services through faculty and adjunct orientation tools.</p> <p>▪Conduct survey of faculty satisfaction with library services by February 2009.</p>	<p>Personnel</p>

**Narrative:** Actions to improve outcome measures as suggested by last semester’s assessment: 1) Instituted one-on-one exchange of documents between students and faculty.

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

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

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IDENTIFY How did the program achieve Outcome #3?	When are students assessed: yearly, end of program, etc	What tools were used to measure this outcome?	APPLY a standard to be achieved. What was the goal?	EVALUATE whether or not the outcome was achieved. Were your goals met?	List actions to be taken in the next year to IMPROVE or MAINTAIN the goals set for this outcomes. What are the new goals?	Budget amount requested to achieve goal.
<p>•Provide access ( on and off campus) to electronic database subscriptions</p> <p><b>Strategic Action Plan:</b> <b><u>4.1 Improve (technological) infrastructure and services</u></b></p> <p><b>Strategic Action Plan:</b> <b><u>1.4.3 Keep internet information current.</u></b></p>	Each semester	<p>•Electronic database usage statistics as provided by database vendors</p>	<p>•Use of electronic databases will remain above 2.5 transactions per FTE each semester</p> <ul style="list-style-type: none"> <li>▪ Will improve accuracy of statistical reporting by working with UM to report remote access.</li> <li>▪ Will increase awareness through signage, InfoExpress entries, and continuous improvement of website design</li> </ul>	<p><u>Transactions per FTE</u> Spring 2006 – 2.10 Fall 2006 – 2.96 Spring 2007 – 3.16 Fall 2007 – 5.78 Spring 2008 – 4.2</p> <ul style="list-style-type: none"> <li>▪ <b>Partially achieved.</b></li> <li>▪ <b>Repeated InfoExpress articles achieved. No improvements to website design or signage.</b></li> </ul>	<ul style="list-style-type: none"> <li>▪ Create area in library for handouts and information on using electronic resources as well as other library services.</li> </ul>	<p>Electronic Databases \$4,600</p> <p>OCLC WorldCat \$1,300</p>
<p>•Provide convenient access to electronic journal by providing an E journal portal.</p> <p><b>Strategic Action Plan:</b> <b><u>1.4 Increase access to student resource areas for the varying student populations. To increase access to information for our students.</u></b></p>	Each semester	<ul style="list-style-type: none"> <li>▪ Usage of E journal portal to access full text-journals as recorded in statistics provided by vendor</li> </ul>	<ul style="list-style-type: none"> <li>▪ Use of Full text - Journal Finder will increase by 5 % over previous semester</li> <li>▪ Submit one article to Info Express on Full-text Journal Finder.</li> <li>▪ Incorporate demonstration of Full text-Journal Finder in most instructional sessions.</li> </ul>	<p><u>Use of Full text Journal Finder to access journal title or database</u></p> <ul style="list-style-type: none"> <li>▪ Fall 2007 – 293</li> <li>Spring 2008–343 +17%</li> </ul> <ul style="list-style-type: none"> <li>▪ <b>Achieved.</b></li> <li>▪ <b>Instruction suspended for semester. Not achieved.</b></li> </ul>		<p>Serial Solutions \$1,300</p>

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<p>•Provide reserve booklists for classes in online public access catalog</p> <p><b>Strategic Action Plan:</b>  <u>4.1 Improve (technological) infrastructure and services</u></p>	<p><i>Each semester</i></p>	<p>•Number of classes that place reserve collections in the library</p>	<p>•At least 5 classes will deposit reserve collections each semester</p>	<p>Fall 2005 -- 4                  Spring 2006 -- 6                  Fall 2006 – 6                  Spring 2007 – 7                  Fall 2007 – 5                  Spring 2008 - 4</p>	<p>▪Will use email, handouts and presentation at the beginning of each semester to increase awareness among faculty of this tool for their students.</p>	<p>Voyager Software \$1,200</p>
<p>Provide adequate computer terminals for research</p> <p><b>Strategic Action Plan:</b>  <u>4.1 Improve (technological) infrastructure and services</u></p>	<p><i>Annual</i></p>	<p>Assessment by IT staff and Librarian</p>	<p>Four terminals and a printer functioning at all times at a level to provide access to electronic literature in journal databases</p>	<p><b>Currently the library's computers are the least powerful/oldest models on campus.</b></p>	<p><b>Purchase new CPUs for next year OR receive hand me down computers from other campus locations with higher speed and capacity</b></p>	<p>Computers \$2,000</p>

**Narrative:** Actions to improve outcome measures as suggested by last semester's assessment: 1) Increased awareness of databases through Info Express articles. 2) Promoted awareness of Reserve Collection services by emails/handouts to faculty. 3) Promoted awareness of E-Journal Portal through InfoExpress articles.

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**Outcome IV: Students will (utilize) (be provided) adequate print and recorded materials to succeed in their learning.**

Program Goal: DEVELOP RESOURCES by improving the library's collection in support of offering quality programs.

IDENTIFY How did the program achieve Outcome #4?	When are students assessed: yearly, end of program, etc	What tools were used to measure this outcome?	APPLY a standard to be achieved. What was the goal?	EVALUATE whether or not the outcome was achieved. Were your goals met?	List actions to be taken in the next year to IMPROVE or MAINTAIN the goals set for this outcomes. What are the new goals?	Budget amount requested to achieve goal.
•Increase addition of relevant volumes to the collection.	Each semester	•Volumes added to collection each semester	•Collection will grow by at least .75 volumes per FTE each semester  •Reallocate personnel budget to fund extra hours for Library Assistant to perform cataloging.	<u>Volumes added per FTE</u> Spring 2006 -- .64 Fall 2006 --.38 Spring 2007 --.38 Fall 2007 -- .26 Spring 2008 - .10  •Achieved. Four additional hours per week temporarily funded.	•Continue to seek funding a core collection through the annual budget process.	Personnel  Book Budget \$15,000  Core Collection \$30,000
	Biennial	•Student satisfaction with collection (Noel Levitz SSI)	Gap between importance and satisfaction will remain at or below .50	<u>Gap between importance and student satisfaction</u> Spring 2001 – 1.01 Spring 2004 -- .71 Spring 2007 -- .50		
	Each semester	Use of the collection as reflected in circulation statistics	Circulation will increase by 5% each semester.	Spring 2006 -- 645 Fall 2006 --1010 Spring 2007 - 872 Fall 2007 – 1016 Spring 2008 – 1090 +7%		
Target specific purchases to support instruction in a technical program.		•Faculty consultation.	•Target Business and Accounting collections for weeding and updating.	• <b>Not achieved.</b>	•Target Business and Accounting collections for weeding and updating.	Book Budget \$2,000
Update and develop nursing collection, focusing on nursing theory and other materials for RN program.		•Brandon Hill Nursing List	•Work with Nursing faculty to analyze collection, weed out old materials, and select needed titles for purchase.	•Achieved April 2008.	•Order and process at least 75 new nursing titles before end of fall semester 2008.	Book Budget \$3,000

**Narrative:** Actions to improve outcome measures as suggested by last semester's assessment: 1) Worked with Nursing faculty to evaluate, weed and select materials for collection. 2) Submitted funding request to Budget Committee for 5 year program to develop Core Collection. 3) Secured temporary additional hours for library technician to work on backlog of materials waiting to be cataloged.