

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

Program: Library

**2008-2009 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 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 developing a plan and budget for a leisure reading collection; has supported **workforce development** by developing resources for all educational programs; 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, lectures, receptions, discussion groups, and attention to noise abatement 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 spring, the library focused on achieving this objective through four approaches:

1. Continuing curriculum integrated instruction.
2. Continuing to schedule individualized tutoring.
3. Establishing an area in the library for display of handouts on using library resources and creating course specific research aids.
4. Providing a culture of approachability and helpfulness at the Front Desk.

The library was able to achieve its target in two of these four approaches. The first approach involved incorporating lectures and assignments into selected general education transfer courses, instructing 12% of spring FTE. This did not make the target of 25%, but is consistent with spring figures from past years. This may be a function of first semester classes more in need of this instruction. 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 has remained consistent. The third approach involved establishing an area in the library for display of information and handouts on using library resources and on improving library skills. This target was reached with the donation of a display rack and the creation of research aids for Writing, Business, and Nursing courses. The fourth approach made its target of a less than .50 Gap score on the Noel Levitz, in fact improving from .25 to .21 over the previous survey.

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

1. Discussions will continue with the General Education Department on developing a credit class or other approach to present information literacy to our students.
2. In addition to providing tutoring through Book-a-Librarian service, several open workshops will be presented fall semester on a) researching a topic and b) citing materials.
3. Additional handouts and signage will be created that encourage independent use of Library resources.
4. Front Desk reference and research service will be improved by a) conducting training modules for new and experienced library work study staff and b) removing certain clerical tasks from Front Desk to provide staffing that is focused on reference and research assistance.

A long range goal would be to implement an assessment program, such as SAILS (Standardized Assessment of Information Literacy Skills) to assess student learning outcomes as a result of these efforts.

Budget: All proposed revisions to program goals are personnel dependent efforts.

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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><i>% of FTE Instructed</i></u> Fall 2005 – 25% Spring 2006 – 27% Fall 2006 – 37% Spring 2007 – 16% Fall 2007 – 31% Spring 2008 -- 15% Fall 2008 – 29% Spring 2009 -12%</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><i>% of FTE Tutored</i></u> Spring 2008 –2% Fall 2008 – 3% Spring 2009 – 2%</p>	<p><i>Continue to promote this service through classroom instruction sessions and through instructors who assign research. Present several open workshops next semester on researching a topic and on citing materials.</i></p>	<p><i>Personnel</i></p>
<p><i>Provide individualized instruction at point of need (Reference).</i></p>	<p><i>Established an area in the library for display of information and handouts on using library resources and improving library skills.</i></p>	<p><i>Number of new handouts produced.</i> •TARGET – At least three new research aids will be created and mounted in centralized location.</p>	<p><i>Central location established with donated rack.</i> <i>Research aids created for Writing, Business, and Nursing courses.</i> <i>YouTube research tutorials linked on website.</i></p>	<p><i>Create additional handouts and signage that encourage independent use of Library resources.</i></p>	<p><i>Personnel</i></p>

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	<p>▪Provide culture of approachability and helpfulness at front desk.</p>	<p>Noel Levitz SSI: Student satisfaction with helpfulness of library staff.</p> <p>▪TARGET --Gap between importance and satisfaction will remain at or below .50</p>	<p>▪Gap between importance and student satisfaction with helpfulness of Library staff</p> <p><u>2001</u> <u>2004</u> <u>2007</u> <u>2009</u> .73 .25 .25 .21</p>	<p>Remove certain clerical tasks from Front Desk to provide staffing that is focused on reference and research assistance.</p> <p>Conduct training for new and experienced library work study staff, focusing on research skills.</p>	<p>Personnel</p>
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II. 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.

This spring the Library focused on achieving this objective through four approaches:

1. Taking measures to reduce ambient noise and create an atmosphere more conducive to study and contemplation.
2. Hosting exhibits, displays, and events of interest to our college population and the greater Helena community
3. Experimenting with expanded hours.
4. Staffing the library consistently to provide services during the stated hours of operation.

The library was able to achieve its target with three of the four approaches. An atmosphere of quiet was promoted by moving the library phone and some office activities out of the Front Desk area and into the workroom. This along with the additional new furnishings raised the hourly occupancy of the library. Six displays, two exhibits, one book discussion group, one lecture, and one artists' reception contributed to drawing people from the community and students into the library. The library was open the final five Saturdays of the semester, with an average door count of sixteen students each Saturday, a small increase from the previous semester. The library was not able to reach its goal of consistent staffing, and had to close several evenings this semester due to lack of staffing.

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

1. We will attempt a few initiatives to reduce unnecessary use of the copier and its accompanying noise by encouraging faculty to mount PowerPoint presentations on Blackboard or the shared drive.
2. Will continue exhibits once institutional policy is adopted.
3. Weekend hours will be trialed again for the post-midterm weeks of the fall semesters.
4. We will attempt to double staff the evening hours with work study.

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.

Budget: All proposed revisions to program goals are personnel dependent efforts.

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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>Maintain an area with an appropriate study atmosphere.</i>	<i>Reduce noise from activity at Front Desk by moving phone, moving work space, and changing location where staff discusses issues.</i>	<i>Hourly occupancy will be tracked to see if there is increased use of space. Noel Levitz question "There are sufficient number of study areas on campus" will be tracked.</i>	<i><u>Occupancy by hour of day increased on average by 2.6 people.</u> Gap between importance and student satisfaction with campus study areas improved from 37th to 11th position from previous survey. <u>2001</u> <u>2004</u> <u>2007</u> <u>2009</u> .66 .68 .65 .44</i>	<i>Attempt a few initiatives to reduce unnecessary use of the copier and its accompanying noise.</i>	<i>Personnel</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 each Saturday.</i>	<i>Library was open for 30 hours on 5 Saturdays throughout the semester. Average attendance: <u>Fall 2008</u> <u>Spring 2009</u> 14 16</i>	<i>Continue to expand and publicize Saturday hours.</i>	<i>Personnel</i>

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<p><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></p>	<p><i>Double staffing of front desk with work study during hours staff has scheduled meetings.</i></p>	<p><i>Amount of time library is left un-staffed or unavailable (i.e. closed).</i></p> <p>▪<i>TARGET – less than 5 hours per semester unstaffed.</i></p>	<p><i>Library was staffed all but 9.5 evening hours during the semester.</i></p>	<p><i>Explore the possibility of work study double staffing of evening hours.</i></p>	<p><i>Personnel (work Study)</i></p>
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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 objective through two approaches:

1. Make one improvement to streamline access to library resources for online students.
2. Implement three improvements to website to simplify access to resources.

The library was able to achieve the target in one of the above two approaches. The improvement to Blackboard to direct online students to UM-Helena, and not Missoula, library resources was not achieved. This goal is dependent in great part on Missoula personnel, and will continue to be pursued. Three improvements were made to the website. Web based forms were created for submitting interlibrary loan requests and for submitting purchase suggestions. The *Online Databases* page was redesigned to highlight the Full-Text Journal Finder Tool by creating a prominent button on the webpage. Other improvements that had been planned were dependent on the new website, which has not yet been adopted.

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. Migrate all library web content when new website is created.

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

A budget request of \$16,700 was requested for FY10 to continue providing access to electronic resources, including: Electronic databases (\$4,250); E-journal portal (\$2,250); Cataloging Systems (\$1,400 OCLC, \$1,200 Voyager); Downloadable AudioBooks (\$600); New public access computers (\$7,000). All other goals are 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>Make one improvement to streamline access to library resources for online students.</i>	<i>Work with IT Department and Missoula to correct the misleading Mansfield Library tab in Blackboard.</i>	<i>Change to Blackboard.</i>	<i>Not accomplished</i>	<i>This will be continued forward.</i>	<i>Personnel</i>
<i>Implement four improvements to website to simplify access to resources.</i>	<i>Implement a web based form for submitting interlibrary loan (ILL) requests online.</i> <i>Implement a web based form for submitting suggestions of items to be purchased for collection.</i> <i>Redesign Online Databases webpage to highlight Full-Text Journal Finder tool.</i>	<i>Changes to website.</i> <i>Changes to website.</i> <i>Changes to website.</i>	<i>Web based ILL form implemented March 2009.</i> <i>Web based purchase suggestion form implemented March 2009.</i> <i>Page redesigned April 2009 to include button for Full-Text Journal Finder.</i>	<i>Improve attractiveness of web pages by adding updated photos to at least 6 major library web pages.</i> <i>Successfully migrate all library web content when new website is created.</i>	<i>Personnel</i>

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IV. 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.

This spring the Library focused on achieving this objective through four approaches:

1. Monitoring student satisfaction with the library's resources and services.
2. Adding relevant volumes to the collection at large and withdrawing outdated materials.
3. Planning for the development of additional resources for life-long learning needs of our college community.
4. Developing the library's human resources through professional development.

The library was able to achieve its target in three of the four approaches. Satisfaction with library resources improved, as measured by the Noel-Levitz SSI, and for the first time exceeded the target of having a gap score of less than .50. Since the beginning of the decade, the gap score on this measure has fallen from 1.01 to .38, a significant improvement in satisfaction, and has moved up to the fifth best gap score in the campus wide survey. The target of adding .60 volumes per FTE was not reached, in part because cataloging activity was ceased to work on accreditation and self-study activities. However, faculty and student requested items were ordered and immediately added to the collection. The third approach was achieved, as the library identified a budget and a plan to quickly provide a rotating leisure reading collection through a McNaughton subscription, donations, and selecting items from the core collection. Executing this plan will depend upon the pending budget request. Finally the librarian was able to attend a national conference and attend several sessions on information literacy and on assessment.

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

1. Increase additions to the core collection to at least the target of .60/FTE through increased book budget funding and through a concentrated effort to catalog all received materials by end of fall semester.
2. Establish a leisure reading collection by December 2009, if requested funding is approved.

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 \$36,425 was requested for FY10 to develop the resources of the library's collection, including \$25,000 for general purchases, \$5,000 targeted to Leisure Reading, \$5,825 for Magazine subscriptions and \$600 for book processing supplies.

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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>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</i> <i>•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.</i> <u>2001</u> <u>2004</u> <u>2007</u> <u>2009</u> 1.01 .71 .50 .38	<i>Will review results of next SSI in 2011.</i>	<i>None of departmental budget, though cost to Assessment Committee Budget.</i>
<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>	<i>Read book reviews, solicit faculty and student suggestions, consult selected lists, order, process, and catalog books.</i>	<i>Number of volumes added</i> <i>Number volumes deleted</i> <i>Net additions/FTE</i> <i>•TARGET – Collection growth of .60 items per FTE each semester.</i>	<i>Volumes added 258</i> <i>Volumes deleted 129</i> <u>Volumes added per FTE</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 - .54</i> <i>Spring 2009 -- .17*</i>	<i>Continue working toward goal, increasing budget request to meet this goal.</i> <i>Catalog all received materials by end of fall semester.</i>	<i>\$25,000 FY 2010 Book Budget request</i>

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<i>Expand providing resources for life-long learning needs of our college community.</i>	<i>Solicited feedback from college constituencies on interest in leisure reading collection.</i>	<i>Development of one new service aimed at life-long learning.</i>	<i>Upon feedback from Self-Study Committee, developed plan to create leisure reading collection with McNaughton Services, selected items from our core collection, and donations.</i>	<i>If funded, by December 2009, establish a leisure reading collection of at least 200 volumes.</i>	<i>\$5,000 FY 2010 Budget request</i>
<i>The Librarian will attend at least one CE session or professional conference by July 1, 2009.</i>	<i>Apply for Professional Development funding to attend Annual Conference of the Association of College and Research Libraries, Seattle, March, 2009.</i>	<i>Was funding granted and was conference attended.</i>	<i>Conference Attended</i>	<i>Next year will seek institutional funding for Library Technician to attend a state or national library conference.</i>	<i>\$500 - \$1,600 impact on Professional Development Committee budget, not on program budget.</i>

* 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.

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Addendum:

From October 2008 – May 2009 the library went through a self-study assessment process in preparation for an accreditation visit in April 2010. Below is a table summarizing the improvements to library resources and services in response to the self-study process.

Improvements to Library Resources and Services in response to Self-Study 2008 - 2009			
Date Accomplished	Improvement	Prompted by this Evaluation Activity	Documented by this Report
Fall 2008	Added webpage on <i>Resources in Alternative Format</i>	•Self Study Committee Recommendation 2008	•Self Study Blog 5.C.1 Post November 7, 2008
Fall 2008	Developed webpage of library services and online orientation to library for staff.	•Self Study Committee Recommendation 2008	•Semester Report Fall 2008
Spring 2009	Requested budget allocation of \$5,000 for creation of Leisure Reading collection	•Self Study Committee Recommendation 2008	•Library Budget Request FY10
Spring 2009	Established an area in library for handouts and information on using the library and its electronic resources.	•Library Program Assessment Spring 2008 •Self Study Committee Recommendation 2008	•Semester Report Spring 2009
March 2009	Implemented online form for submitting Interlibrary Loan (ILL) requests.	•Self Study Committee Recommendation 2008	•Semester Report Spring 2009
March 2009	Implemented online form for submitting suggested purchase requests.	•Self Study Committee Recommendation 2008	•Semester Report Spring 2009
April 2009	Reconfigured Library Advisory Board with broad based internal representation to more effectively advise the development of the library's collection and services in support of the college's mission.	•Self Study Committee Recommendation 2008	•Semester Report Spring 2009
April 2009	Formalized and documented approval process for library policies, regulations, and procedures by explicitly stating in <u>Library Operations Manual</u> .	•Self Study Committee Recommendation 2008	•Edit to <u>Library Operations Manual</u> 1.0 Front Cover 4/8/09 •Self Study Blog entry 5.B.3 dated 4/8/09