



## FY 2010 Library Program Assessment

### 1. PROGRAM MISSION—What is our purpose?

The mission of the Library at University of Montana – Helena is to enhance instruction and learning by providing resources and access to information in support of the college's programs.

### 2. AVAILABLE RESOURCES—What is available to us to achieve purpose?

Personnel: Librarian (.83 FTE) Library Technician (.75FTE)

Operating Budget: Book Budget \$25,000 + \$5,000 Leisure Reading; Subscriptions \$5,800; E subscriptions \$7,100; Contract Services \$2,400; Supplies \$600.

Facilities: ##### square feet of space, 8 computers, seating, AV equipment, 8,000 item collection, 56,000 e-books, 30,000 full text journals, 90 print subscriptions.

### 3. GOALS—ACTION PLAN INTO STRATEGIC PLAN

#### PROGRAM OUTCOME #1

**Contribute to STUDENT SUCCESS by providing information literacy instruction and reference assistance.**

Formulate educational initiatives that improve the ability of students to independently search for and evaluate information.

Goal: Provide at least two open workshops on research and creating citations in December and two in April. *(December goal met)*

Goal: Promote Book a Librarian service each semester by contacting at least 3 instructors who assign research projects and by requesting that they publicize the service. *(Goal met-James, Williams, Hodges, McArdle, Lewis, Holt)*

Goal: Promote curriculum integrated instruction by engaging the General Education Department in at least one meeting by May 2010 on fostering information literacy and library skills in our students. *(Goal not met)*

Provide self-help tools and individualized instruction to assist students at point of need (Reference).

Goal: Improve independent use of library by adding signage to at least three new areas by May 2010. *(Goal met – Research Help, Library Information, Oversized Books)*

- Goal: Create at least two course or program related pathfinders/research guides by May 2010. *(Goal Met – Business Ethics, Intro to Scientific Methods)*
- Goal: Remove at least three clerical tasks from Front Desk by October 2009 to provide staffing that is focused on reference and research assistance. *(Goal met – Test proctoring, Red Envelopes, Microsoft Office)*
- Goal: By October 2010, develop at least three training modules for library work study staff that will improve their reference skills. *(Goal met --Topics covered were Work Study Manual Quiz, Shelf Reading and Dewey Decimal System, Using the Full Text Journal Finder, Conducting a Reference Interview, and Basic Searching on the Web)*

## **PROGRAM OUTCOME #2**

**CONNECT WITH COMMUNITY by creating an attractive, inviting library environment for use by UM-Helena students and the community.**

**Maintain an area with an appropriate atmosphere for study and contemplation.**

- Goal: Develop a few initiatives to reduce unnecessary use of the copier and its accompanying noise by May 2010. *(Goal partially met- planning for removal in process)*

**Be available to school and larger community by maintaining consistent staffing of library.**

- Goal: Expand student access to Library by opening at least 4 Saturdays through each semester. *(Goal met for fall semester only)*
- Goal: Limit the time the library is left un-staffed to less than one hour/month by exploring the possibility of work study double staffing for evening hours.

**Integrate cultural opportunities into the library for the college campus and the community.**

- Goal: Participate in the city wide Big Read and host at least one related activity by December 2009. *(Goal met – The Things They Carried book discussion fall 2009)*
- Goal: Schedule at least two graphic exhibits per semester once institutional policy is adopted. *(Goal not met-policy not adopted until late February)*

**Improve communication with various clientele groups.**

- Goal: Meet with each senate (student, faculty, and staff) once a semester to report on library issues, to answer questions, and to solicit suggestions. *(Goal met)*

### **PROGRAM OUTCOME #3**

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

**Integrate library resources into weekend, online and distance learning coursework.**

Goal: Continue to work with IT Department and Missoula to correct the misleading Mansfield Library tab in Blackboard before the end of FY 2010. *(Goal not met, but tab incorporated into Blackboard course template)*

**Foster use of electronic resources by improving usability and appearance of web presence.**

Goal: Improve attractiveness of library web site by adding updated photos to at least 6 major library web pages by May 2010. *(Goal met-ILL, Mission, Remote Access, Books, Leisure Reading, Research Tips)*

Goal: Successfully migrate all library web content to new website within one month of debut. *(Goal met)*

### **PROGRAM 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.**

**Select specific purchases to support instruction in targeted programs.**

Goal: Select and acquire items to fill the needs identified by General Education faculty in the areas of life and physical sciences by May 2010. *(Goal not met)*

**Evaluate growth of the collection.**

Goal: Build the core collection by adding relevant volumes to the collection at a rate of at least .6 volumes per FTE per semester. *(Goal met fall semester; spring semester data pending)*

Goal: Establish a print fiction and leisure reading collection by December 2009 if requested funding is approved. *(Goal met October 2009)*

**Support the excellence and growth of library staff through professional development.**

Goal: Seek institutional funding for Library Technician to attend state or national library conference by May 2010. *(Goal met)*

#### **4. ASSESSMENT W/CHANGES—Measurement of our progress toward goals and resulting revisions**

##### **Outcome#1**

**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.

The library was able to achieve its target in three of these four approaches. No progress was made on the first approach of working with the academic departments. Due to staffing, the Librarian missed most of the departmental meetings where such dialog occurs. The second approach involved a) providing end of semester research workshops and b) contacting at least 3 instructors each semester to encourage use of “Book a Librarian” service. Workshops were so poorly attended in the fall that they were not provided in the spring. Use of Book a Librarian service increased over past semesters but remained at a constant % of FTE due to increased enrollment. The third approach was achieved by adding new library signage and a bulletin board specifically containing instructions on use of library collection and services. The fourth approach was achieved by removing test proctoring, red envelope service, and MS Office tasks from the Front Desk and by providing training modules for student workers.

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

1. Continue discussions with the academic departments and Academic Dean on developing one initiative to incorporate information literacy/library instruction into all programs.
2. Explore best practices for information literacy instruction and continue Book a Librarian service and curriculum integrated instruction (dependent on pending professional staffing decisions).
3. Augment and revise course specific handouts to encourage independent use of library resources.
4. Commit Front Desk coverage by paid staff 95% of all open hours for skilled reference and research service.

##### **Outcome #2**

**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.

The library was not able to completely achieve its target with any of these four approaches. As to the first approach, the copier continued to be a source of disruptive noise, though discussions were begun on finding a more appropriate location. Despite this, average occupancy by hour of day increased by 2.5 persons each hour from September to March. On the second approach, we did participate in the city wide Big Read and the visit of renowned author, Sherman Alexie, but we did not host any art exhibits. Book displays were numerous, most notably the one of instructor publications. On the third approach, we were able to provide expanded weekend hours for the fall semester, but not the spring semester due to staffing constraints. Average Saturday attendance was consistent with, but not greater than, attendance in previous semesters. The library was not able to reach its goal of consistent staffing for all but 5 hours each semester. In the spring semester, the library closed at total of 19.5 hours, most in the evening hours due to insufficient staffing.

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

1. Remove copier from library by May 2011.
2. Examine feasibility and value of continuing scheduling of exhibits and community events.
3. Examine feasibility and value of continuing weekend hours.
4. Examine the feasibility and value of continuing evening hours.

### **Outcome #3**

**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.

The library was able to achieve the target in all four of the above approaches. For the first approach, the improvement to Blackboard was not achieved but was overcome with a "Library" button added to the UM-Helena template for online courses. For the second and third approaches, with the debut of the new UM-Helena website, all library pages were redesigned, reorganized, and consolidated from 32 to 16 pages. Attractive pictures were placed on nearly all pages and corresponding changes in appearance and branding were made to the Online Public Access Catalog (OPAC) and the Full-Text Journal Finder. In addition, an RSS feed to new

books and a Movies & More tab were added to the OPAC. For the fourth approach, 5 new computer workstations with up to date operating systems were installed in April 2010.

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

1. Collaborate with an instructor to incorporate customized library information links within at least one online class.
2. Re-implement a web based form for submitting suggestions of items to be purchased for collection.
3. Re-implement web based form for submitting ILL requests.

The long range goal to provide additional and updated computer terminals for research was met.

**Outcome #4**

**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.

The library was able to achieve its target in three of the four approaches. Efforts to work with educational programs in developing the collection were supplanted by staffing constraints and the volume of work preparing for accreditation. However, by responding to requests from faculty and students, the target of adding .60 volumes per FTE was reached during the fall semester, with spring data pending. The third approach was achieved, as the library added a leisure reading collection of 400 volumes in October 2009 through a McNaughton subscription, donations, and selecting items from the core collection. And the Library Technician was able to attend a state conference in April 2010.

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

1. Target 2 areas of collection for development (Life Sciences and Metals Technology) using RCL Web Tool.
2. Explore implementation of purchasing books preprocessed with bibliographic records with the goal of cataloging all received materials by end of year.
3. Continue to update and maintain Leisure Reading Collection, adding on average 20 refreshed titles per month.
4. Secure tuition waiver for Library Technician to take UM classes toward Library Media Specialist certification.

The long range goal to obtain supplemental funding for the core collection was accomplished with the library fee first collected in FY2010.

## **5. SYNOPSIS—State of the Program Summary**

### **a. STRENGTHS**

- i. Space is adequate, though occasionally full to capacity
- ii. Staff is approachable, knowledgeable, and responsive.
- iii. The collection supports the programs.
- iv. Electronic databases add a great deal to the library's offerings.
- v. The information on the web pages, including the information to patrons about services and research.
- vi. Well organized and administered -- staff is able to do much with limited human/fiscal resources.

### **b. WEAKNESSES**

- i. Small core collection.
- ii. Inadequate staffing levels for sustained quality service to students--need more trained personnel and less reliance on work study students.
- iii. Hours during academic semester weekends.
- iv. Lack of comprehensive information literacy instruction curriculum component/program.

## **ACADEMIC PROGRAMS**

### **Strategic Directions/Assessment**

#### **Student Success**

How did we improve student learning?

- Produced sixteen course specific and four general guides on doing research and expanded area in library for handouts and information on using the library and its electronic resources. Most guides were also mounted on website.
- Improved research skills of students by instructing 372 students in 25 classroom sessions and 52 students through individual tutoring. This was 15% more students in 20% more classroom sessions and 27% more tutoring sessions than last year.

## What programs/courses did we develop?

- Launched a Leisure Reading collection of approximately 550 books by selecting, ordering, processing and cataloging a rental collection of popular fiction and non-fiction, supplemented by popular titles from the core collection.

## How did our staff contribute outside of the department?

- Participated in Institutional Committees
  - Librarian: Budget Committee, ASCR, Online Subcommittee, IT Committee, Council Council, Self Study Steering Committee, Standard Five Self Study Co Chair, Standard Two Self Study.
  - Library Tech: Enrollment Management, Self Study Steering Committee, Standard Three Self Study Co Chair
- Hosted activities for Constitution Day, including a book display, an online quiz, and a drawing for prizes.
- Assisted several departments in organizing their procedural manuals in preparation for accreditation visit.
- Participated on selection committee for Online Education Coordinator.

## Connect with the Community

### What collaborations with business & industry did we develop or maintain?

- Collaborated with Lewis & Clark Library and the Helena School District to host national award winning author, Sherman Alexie. Author visited with a core group of Native American students on our campus.
- Collaborated with Lewis & Clark Library by participating in city-wide “Big Read” of *The Things They Carried*, distributing over 70 free copies to the campus community and hosting a book discussion group.

## Create Access

### What alternative delivery methods are available in our program?



- Provided on campus and off campus access to resources and research assistance through our website, including 56,000 e- books, 30,000 full text journals, links to research tutorials, course research guides, and citation and style formatting resources.
- Incorporated library tab into Blackboard course template.

### Did we expand our schedule or use alternate schedules for students?

- Attempted Saturday hours for 5 weeks during the fall semester. Provided 42 weekend hours from midterm forward by opening Saturdays from 9 am –3 pm throughout October, November, and December. Daily door count ranged from 6 – 24, with 89 total visitors on Saturday. Usage did not warrant strain on staffing to continue in spring.
- Expanded Book-a-Librarian scheduling to any available hours that worked for student and for librarian.
- Instituted service of reserving Group Study Room so students can plan times when they can use this space.

### Do our courses address diversity?

- Included items on minorities, gender issues, Native Americans, Muslims, religious issues in society, and immigration among other topics in our collection development for the year.
- Highlighted the writings of Native Americans in one exhibit and one library event.

## **Develop Resources**

### How do we use technology in the classroom? Did we adopt any new technology?

- Presented each classroom instruction session using live web interaction with electronic journal databases, electronic books, online videos, and web tutorials. Sessions were preferably conducted in a computer lab where students had hands-on experience interspersed with lecture.
- Designed and introduced new web interfaces for the library web pages, the Online Public Access Catalog (OPAC), and the Full-text Journal Finder.
- Added RSS Feed functionality to the Online Public Access Catalog (OPAC) so users can receive feeds of new items added to the collection based on their area of interest.
- Implemented and advertised color printer service for students. Service is financially supported by Student Senate.

## What professional development did we participate in?

- Librarian attended annual Montana University System Academic Libraries Symposium. "Redefining Relevance: Meeting User Expectations in a Digital Age. September 24-25, 2009 Gallatin Gateway Inn, Bozeman, MT.
- Library Technician attended the Montana Library Association Conference, "Opening Minds, Expanding Horizons," April 7-10, 2010, Bozeman, MT.

## What grants or external funding did we pursue?

- Acquired and installed a donation of 96 linear feet of shelving. Acquired a donation of an additional 576 linear feet of shelving to be stored for future use.

## 2009-2010 Assessment Report

### 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.

**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.

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 year, the library focused on** achieving this objective through four approaches:

1. Continuing curriculum integrated instruction and engaging the academic departments in discussions on information literacy and library skills.
2. Promoting individualized research tutoring (Book a Librarian) by enlisting awareness of instructors and by providing end of semester workshops.
3. Providing additional signage and self-help tools to promote independent use of library resources.
4. Improving reference and research service by a) removing certain clerical tasks from the Front Desk and b) by conducting training modules for library work study staff.

**The library was able to achieve its target** in three of these four approaches. No progress was made on the first approach of working with the academic departments. Due to staffing, the Librarian missed most of the departmental meetings where such dialog occurs. The second approach involved a) providing end of semester research workshops and b) contacting at least 3 instructors each semester to encourage use of “Book a Librarian” service. Workshops were so poorly attended in the fall that they were not provided in the spring. Use of Book a Librarian service increased over past semesters but remained at a constant % of FTE due to increased enrollment. The third approach was achieved by adding new library signage and a bulletin board specifically containing instructions on use of library collection and services. The fourth approach was achieved by removing test proctoring, red envelope service, and MS Office tasks from the Front Desk and by providing training modules for student workers.

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

1. Continue discussions with the academic departments and Academic Dean on developing one initiative to incorporate information literacy/library instruction into all programs.
2. Explore best practices for information literacy instruction and continue Book a Librarian service and curriculum integrated instruction (dependent on pending professional staffing decisions).
3. Course specific handouts will be augmented and revised to encourage independent use of library resources.
4. Front Desk reference and research service will be improved by committing desk coverage by paid staff 95% of all open hours.

**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.

**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>Improve the ability of students to independently search for and evaluate information.</p>	<p>Conducted curriculum integrated instruction.</p>	<p>Number of students instructed each semester            •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%              Spring 2009 -12%              Fall 2009 – 20%              Spring 2010 – 18%</p>	<p>Conduct study of best practices for information literacy delivery.</p> <p>Continue dialog with Academic Dean and General Education Department to promote integrated instruction and to explore IL as a student success strategy.</p>	<p>Personnel</p>

	<i>Provided reservation system for focused, individualized instruction. (Book a Librarian)</i>	<p>Number of students tutored each semester</p> <p>•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%  Spring 2009 – 2%  Fall 2009 – 3%</p> <p>Spring 2010- 2%</p>	<i>Continue to promote this service through classroom instruction sessions and by contacting at least three instructors who assign research reports.</i>	<i>Personnel</i>
<i>Provide individualized instruction at point of need (Reference).</i>	<i>Established an area in the library for display of information and handouts on using library resources and improving library skills.</i>	<p>Number of new handouts produced.</p> <p>•TARGET – At least three new research aids will be created and mounted in centralized location.</p>	<p>Central location marked with signage.</p> <p>Research aids created for Intro to Scientific Methods, Business Ethics, and Intro to Public Speaking (alternate).</p>	<i>Update all handouts each semester to maintain currency and consistency.</i>	<i>Personnel</i>
	<p>▪Provide culture of approachability and helpfulness at front desk.</p> <p>Conduct training for new and experienced library work study, focusing on customer service skills.</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>Focused on reference and research assistance by scheduling <b>staff</b> at front desk for all hours of operation, limiting work study staffing to less than two hours per week.</p> <p>Topics covered were Work Study Manual Quiz, Shelf Reading and Dewey Decimal System, Using the Full Text Journal Finder, Conducting a Reference Interview, and Basic Searching on the Web</p>	<i>Personnel</i>

**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 year the Library focused on** achieving this objective through four approaches:

1. Exploring initiatives to reduce unnecessary use of the copier and its accompanying noise.
2. Hosting exhibits, displays, and events of interest to our college population and the greater Helena community
3. Experimenting with expanded hours by providing weekend hours for the post-midterm weeks of the semesters.
4. Staffing the library consistently to provide services during the stated hours of operation by double staffing the evening hours.

**The library was not able to completely achieve its target** with any of these four approaches. As to the first approach, the copier continued to be a source of disruptive noise, though discussions were begun on finding a more appropriate location. Despite this, average occupancy by hour of day increased by 2.5 persons each hour from September to March. On the second approach, we did participate in the city wide Big Read and the visit of renowned author, Sherman Alexie, but we did not host any art exhibits. Book displays were numerous, most notably the one of instructor publications. On the third approach, we were able to provide expanded weekend hours for the fall semester, but not the spring semester due to staffing constraints. Average Saturday attendance was consistent with, but not greater than, attendance in previous semesters. The library was not able to reach its goal of consistent staffing for all but 5 hours each semester. In the spring semester, the library closed at total of 19.5 hours, most in the evening hours due to insufficient staffing.

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

1. Remove copier from library by May 2011.
2. Will examine feasibility and value of continuing scheduling of exhibits and community events.
3. Will examine feasibility and value of continuing weekend hours.
4. Will examine the feasibility and value of continuing evening hours.

**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.

**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>Attempt a few initiatives to reduce unnecessary use of the copier and its accompanying noise.</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>Average Occupancy by hour of day increased by 2.5 persons each hour from September to March.  Gap between importance and student satisfaction with campus study areas improved from 37<sup>th</sup> to 11<sup>th</sup> position from previous survey.  <u>2001</u> <u>2004</u> <u>2007</u> <u>2009</u> .66 .68 .65 .44</i>	<i>Remove copier from library by May 2011.</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>No exhibits were scheduled.</i>	<i>Will examine feasibility and value of continuing this service.</i>	<i>Personnel</i>
<i>Expand student access to Library by opening at least 4 Saturdays throughout each semester.</i>	<i>Publicize and open Library from 9 am – 3 pm for the last seven Saturdays of each 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 on 7 Saturdays for 42hours throughout the fall semester only. Average attendance: <u>Fall 2008</u> <u>Spring 2009</u> 14 16 <u>Fall 2009</u> <u>Spring 2010</u> 13 NA</i>	<i>Will examine feasibility and value of continuing this service.</i>	<i>Personnel</i>



<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 each 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>Amount of time library was left un-staffed or unavailable (closed).</i></p> <p><i><u>Fall 2009</u> <u>Spring 2010</u></i>  <i>5 hours      19.5 hour.</i></p>	<p><i>Will examine feasibility and value of continuing extended hours of service past 5 pm.</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 year the Library focused on** achieving this objective through four approaches:

1. 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.
4. Install new computer workstations for research.

**The library was able to achieve the target** in all four of the above approaches. For the first approach, the improvement to Blackboard was not achieved but was overcome with a “Library” button added to the UM-Helena template for online courses. For the second and third approaches, with the debut of the new UM-Helena website, all library pages were redesigned, reorganized, and consolidated from 32 to 16 pages. Attractive pictures were placed on nearly all pages and corresponding changes in appearance and branding were made to the Online Public Access Catalog (OPAC) and the Full-Text Journal Finder. In addition, an RSS feed to new books and a Movies & More tab were added to the OPAC. For the fourth approach, 5 new computer workstations with up to date operating systems were installed in April 2010.

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

1. Collaborate with an instructor to incorporate customized library information links within at least one online class.
2. Re-implement a web based form for submitting suggestions of items to be purchased for collection.
3. Re-implement web based form for submitting ILL requests.

**The long range goal** to provide additional and updated computer terminals for research was met.

**A budget request** of \$8,500 was requested for FY2011 to continue providing access to electronic resources, including: Electronic databases (\$5,300); E-journal portal (\$0); Cataloging Systems (\$1,400 OCLC, \$1,200 Voyager); Downloadable AudioBooks (\$600). All other goals are personnel dependent.

**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>Accomplished by incorporating library tab into UM-H online class template.</i>	<i>Will collaborate with an instructor to incorporate customized library information links within at least one online class.</i>	<i>Personnel</i>
<i>Implement four improvements to website to simplify access to resources.</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>Changes to website.</i>  <i>Changes to website.</i>  <i>Changes to website.</i>	<i>Photos added spring 2010 to webpages – ILL, Mission, Remote Access, Books, Leisure Reading, Research Tips)</i>  <i>Pages migrated by target date.</i>  <i>RSS feed of new books implemented from OPAC.</i>  <i>“Movies &amp; More” tab implemented in OPAC.</i>	<i>Re-implement a web based form for submitting suggestions of items to be purchased for collection.</i>  <i>Re-implement web based form for submitting ILL requests.</i>	<i>Personnel</i>

**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 year the Library focused on** achieving this objective through four approaches:

1. Select and acquire items to fill the needs identified by General Education faculty in the areas of life and physical sciences.
2. Build the core collection by adding relevant volumes to the collection at a rate of at least .6 volumes per FTE per semester.
3. Establish a leisure reading collection by December 2009.
4. Develop the library's human resources by seeking funding for Library Technician to attend state or national conference.

**The library was able to achieve its target** in three of the four approaches. Staffing constraints and the volume of work preparing for accreditation supplanted efforts to work with educational programs in developing the collection. However, by responding to requests from faculty and students, the target of adding .60 volumes per FTE was reached during the fall semester, with spring data pending. The third approach was achieved, as the library added a leisure reading collection of 400 volumes in October 2009 through a McNaughton subscription, donations, and selecting items from the core collection. And the Library Technician was able to attend a state conference in April 2010.

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

1. Target 2 areas of collection for development (Life Sciences and Metals Technology) using RCL Web Tool.
2. Explore implementation of purchasing books preprocessed with bibliographic records with the goal of cataloging all received materials by end of year.
3. Continue to update and maintain Leisure Reading Collection, adding on average 20 refreshed titles per month.
4. Secure tuition waiver for Library Technician to take UM classes toward library endorsement.

**The long range goal** to obtain supplemental funding for the core collection was accomplished with the library fee first collected in FY2010.

**A budget request** of \$67,300 was requested for FY2011 to develop the resources of the library's collection, including \$55,000 for general purchases, \$5,000 targeted to Leisure Reading, \$6,000 for Magazine subscriptions and \$1,300 for book processing supplies.

**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?
<p><i>Monitor student satisfaction with the quantity and quality of the collection.</i></p> <p><i>Monitor faculty satisfaction with the quantity and quality of the collection.</i></p>	<p><i>Reviewed results of Student Satisfaction Inventory of 2009.</i></p> <p><i>Conducted faculty survey Spring 2010.</i></p>	<p><i>Noel Levitz SSI: Student satisfaction with library resources and services</i></p> <p><i>•TARGET --Gap between importance and satisfaction will remain at or below .50</i></p> <p><i>•TARGET –Faculty satisfaction with collection will not decline.</i></p>	<p><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></p> <p><i>2001 2004 2007 2009</i> <i>1.01 .71 .50 .38</i></p> <p><i>Faculty satisfaction with collection registered at 4.2 on a 1-5 scale, same as in 2008.</i></p>	<p><i>Will review results of next SSI in 2011.</i></p> <p><i>Will target 2 areas of collection (Life Sciences and Metals Technology) using RCL Web Tool.</i></p>	<p><i>None of departmental budget, though cost to Assessment Committee Budget.</i></p> <p><i>Book Budget</i></p> <p><i>Personnel</i></p>
<p><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></p>	<p><i>Read book reviews, solicit faculty and student suggestions, consult selected lists, order, process, and catalog books.</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>•TARGET – Collection growth of .60 items per FTE each semester.</i></p>	<p><i>Volumes added <b>pending</b></i></p> <p><i>Volumes deleted <b>pending</b></i></p> <p><i><u>Volumes added per FTE</u></i> <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>Fall 2009 – .66</i> <i>Spring 2010</i></p>	<p><i>Read book reviews, solicit faculty and student suggestions, consult selected lists, order, process, and catalog books</i></p> <p><i>Catalog all received materials by end of year.</i></p>	<p><i>\$25,000 FY 2011 Book Budget request</i></p> <p><i>\$30,000 FY 2011 Core Collection Budget</i></p>

<i>Expand providing resources for life-long learning needs of our college community.</i>	<i>Establish a leisure reading collection of at least 200 volumes by December 2009.</i>	<i>Was collection created.</i>	<i>Leisure Reading Collection of 400 volumes was ordered, processed, cataloged, and publicized by October 2009.</i>	<i>Continue to update and maintain Leisure Reading Collection, adding on average 20 refreshed titles per month.</i>	<i>\$5,000 FY 2011 Budget request</i>
<i>Support the excellence and growth of library staff through professional development..</i>	<i>Receive institutional funding for Library Technician to attend a state or national library conference.</i>	<i>Was funding granted and was conference attended.</i>	<i>MLA Conference attended Bozeman, MT, April 2010.</i>	<i>Library Tech will apply for tuition waiver to take UM classes toward library endorsement.</i>	<i>\$800 - \$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.