FY 2012 Library Program

1. 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.

**Overall Student Learning Outcome for Program:** Students will use Library resources.

**Indicator:** Library Service Transactions\(^1\) per FTE

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

**Personnel:** Director of Library (.83 FTE), Librarian (.5 FTE), Library Technician (.75FTE)

**Operating Budget:** Book Budget $55,000 + $5,000 Leisure Reading; Subscriptions $6,000; E subscriptions $9,570; Contract Services $3,100; Supplies $2,500, Freight $2,500, small equipment $7,000.

**Facilities:** 3,200 square feet of space, 8 computers, 9 study carrels, 5 study tables, seating for 31, AV equipment, 8,000 item collection, 86,000 e-books, 38,000 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 Book a Librarian service and curriculum integrated instruction with a target of reaching 5% and 25% respectively of all FTE.

**Goal:** Work with Academic Dean and General Education Department to promote integrated research instruction and to develop a course in library research skills.

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\(^1\) Reference questions, research help, copier and computer assistance, AV reservations, circulation of materials, instruction, interlibrary loan, use of databases, room reservations, etc.
Provide self-help tools and individualized assistance to help students at point of need.

Goal: Front Desk reference and research service will be maintained by committing desk coverage by paid staff 95% of all hours open.

Goal: Create at least three additional course or program related pathfinders/research guides and update all existing guides by May 2012.

Goal: Incorporate Library into question 13 of CCSSE for spring 2013 survey to be able to continue to assess importance of and satisfaction with library services.

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: Remove copier from library by May 2012.

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

Goal: Examine the feasibility and value of weekend hours by fall 2011.

Goal: Examine the feasibility and value of evening hours by fall 2011.

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.

PROGRAM OUTCOME #3

CREATE ACCESS to information for our students, focusing on programs and degrees offered by the College.
**Student use of electronic resources will grow.**

Goal: Continue to improve website design, use classroom instruction to promote e-resources, teach students to use e-resources through individual instruction at point of need, and provide online tutorials.

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

Goal: Collaborate with another online instructor to incorporate customized library information links within at least one more online class.

Goal: Revise quiz for Library Research Tutorial to ensure more through use of the tool by students.

Goal: Collaborate with an instructor to improve and promote use of online tutorial.

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

Goal: Explore implementation of a discovery tool in cooperation with UM-Western and Montana Tech.

Goal: Monitor use of library web pages through Google Analytics and edit or remove pages or links receiving less than 10% of overall traffic.

Goal: Promote and grow use of on shelf hold services with a target of 5% growth over previous fiscal year.

**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: Target 2 areas of the collection for development using RCL Web tool by May 2012.

Monitor student and faculty satisfaction with the quantity and quality of the collection.
Goal: Incorporate library into question 13 of CCSSEE spring 2013 to be able to assess importance of and satisfaction with library collection with the student population.

Goal: Conduct faculty survey spring 2012.

Build and evaluate the core collection.

Goal: Read book reviews, solicit faculty and student suggestions, consult selected lists, order, process, and catalog items to build the core collection at a rate of at least .6 volumes per FTE per semester.

Goal: Explore implementation of electronic module within existing library management system for efficient acquisition of books/DVDs.

Goal: Continue to update and maintain Leisure Reading Collection, adding on average 20 refreshed titles per month.

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

Goal: Library Technician and Librarian will each attend at least one professional development activity by May 2012.

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

5. SYNOPSIS—State of the Program Summary
   a. STRENGTHS
   b. WEAKNESSES

Strategic Directions/Assessment

Student Success

Connect with the Community
Create Access

Develop Resources