



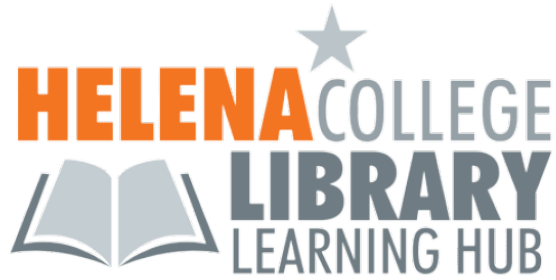
Helena College Library Learning Hub Advisory Council

April 17, 2025, 3:00-5:00 p.m.

- **Attendees and Introductions:** See attached
- **2024-2025 Overview:** See attached
 - The Council reviewed the report provided by Library Learning Hub staff and discussed details about meeting the Library's annual goals and the plans implemented since the Library became fully staffed on November 4, 2024.
 - New Library Operations, Collection, and Reconsideration Policy Adopted on December 4, 2024. See Attached.
 - Expanded Library Hours to 8:00 pm on Wednesdays
 - Kim: The extended hours helped the tutors as well when meeting with students. Some of them have other day jobs, and evening time worked better for both parties
 - Robyn: Helped the campus plan events around the open hours
 - Danny/Isabella: both have used the hours multiple times this semester to work on projects or meet with Game Club
 - Data was collected on these hours and demonstrated printing use, group study room use, tutoring, and individual study
 - Updated Library Website
 - Effort to make it more user friendly and accurate by removing outdated information and ensuring information reflected Library practices
 - Accessibility updates will continue into the next school year to comply with law and directives
 - Renewed Academic Recovery and Support
 - Created a Canvas platform for students to complete to learn about College services to help regain academic standing
 - Students receive a certificate at the end which can be used to demonstrate completion when reapplying
 - Allows for Kim to check in with students more to offer continued customized assistance
 - Engaging Dual Enrollees
 - A policy change so that the student has standing as a college student
 - Handout created to reach dual enrollment students to show resources on campus

- Able to talk to them at their orientation
- Career Skills Lunch Series
 - Averaged 10 attendees per session at Library Learning Hub
 - Resume and Interview sessions also delivered at Airport Campus in COMM class
 - Writing/COLS student attended to the series at Library
 - Karen: now knowing there is a virtual option, she will make this a requirement for her online students
 - Council members have heard students felt it was a good use of their time
 - Next year ideas:
 - Teams Usage Presentation
 - Email Etiquette Presentation
 - Evening Sessions
- Enhancing APC Services
 - Stephanie: campus appreciates presence on that campus
 - Library Learning Hub staff should visit to talk to each class in the beginning weeks of the school year
- General Operations
 - New door counter system using an ID badge to track traffic with possible incentives for student use of library
 - The Council reviewed inventory, circulation, resource sharing, tutor usage, and traffic data from CY 2024 and CY 2024
 - New Research Prize categories and submission date will allow for students to submit their work
 - Review tutor use; May 6, 2025, discussion with faculty scheduled about how to help students utilize this service
 - Emails submitted to faculty to ask for books, e-resources, course reserves and tutoring materials for 2025-2026
 - Continue Family Focused Services
 - Publicize Family Study Area
 - Continue pursuit of volunteers for evening storytime
 - Add more kid games and puzzles to help while parents are working with a tutor
 - Library Learning Hub staff facilitating online study groups
- **2025-2026 Operation Initiatives**
 - Safety: Some updates in place with staff training and cameras; more discussion needed on main door configuration
 - Surveys: a need for comprehensive survey with broad participation
 - How do we get people who don't use the library to respond?

- How to deliver the survey and what incentives can be provided to encourage participation while preserving anonymity?
 - Procedure manual: Ongoing update to accompany new collection/reconsideration policy.
 - Makerspace:
 - 3Dprinter, typewriter, cricut, sewing machine, and library of tools
 - Located in workroom near circulation desk
 - Discussions with FVCC and others to maximize potential
 - Accessibility: New scanners or equipment to make physical only items accessible to those with sight limitations or in need of other accommodation
 - Further Extend Library Hours
 - Possibly extend more days to 5:30
 - Consistency is important for students to remember when available
- **Five Year Big Audacious Goals**
 - By August 2030 the Helena College Library Learning Hub will _____
 - Have an indoor/outdoor area with a patio and a sliding glass door
 - Have raised garden beds for student and staff use
 - Have an aquarium near west door
 - Provide knitting and crocheting training and materials
 - Have established ongoing programming to meet needs of diverse student population
 - Be recognized as the leading two-year college library in Montana and among the College's peer institutions
 - Be recognized as an innovator in delivering library services to skilled trades students
 - Be open late each night with weekend hours
 - Have a physical collection of over 10,000 items
 - Have full services for students with families
 - Have a test kitchen
 - Help students address food insecurity through the garden and kitchen and library of kitchen tools
 - Have services and programming to ensure each student enrolled in the College interacts in some manner with the library
 - Have a coffee cart



MEMBERSHIP ROSTER

Helena College Library Learning Hub Advisory Council

***Indicates attendance at April 17, 2025, Meeting**

Helena College Students

Daniel Katzbek*
Isabella Williamson*

Helena College Administration

Sandra Bauman, Dean/CEO
Robyn Kiesling, Executive Director of General Education and Transfer*
Stephanie Hunthausen, Executive Director of Career Technical Education and Dual Enrollment*
Jessie Pate, Director of Institutional Research*

Helena College Faculty and Staff

Seth Roby, Art
Virginia Reeves, Writing/Communications*
Karen Henderson, General Education/Writing*
Kelsey Anderson, Assistant Director of TRIO/MT10*

Library Partners

Barry Brown, Dean, Mansfield Library, University of Montana*
John Finn, Director, Lewis and Clark Library*
Franklin Runge, State Law Librarian
Jennifer Oates, Director, Corrette Library, Carroll College

Helena College Library Learning Hub

Trish Pierson, Librarian*
Kimberly Caldwell, Academic Coach/Tutor Coordinator*
Kris Goss, Director*



2024-2025 Report

Helena College Library Learning Hub Advisory Council

April 17, 2025

Mission

The mission of the Helena College Library Learning Hub is to empower students to be successful in the programs and degrees offered at the college.

The Library Learning Hub team will achieve this mission by collaborating with faculty and the library community in the selection, purchase, and creation of information resources and services; by providing tutoring and academic coaching; and encouraging information literacy targeted to the curriculum. The Library Learning Hub also offers an active community learning space and quiet space for study and inquiry, fostering the concepts of lifelong learning, intellectual freedom, and cultural enrichment.

Overview

The 2024 – 2025 school year initially provided the new Director of the Library Learning Hub the opportunity to learn about the Library's operation, reflect on those findings, and identify areas of improvement to meet the Library's Mission. The Library Learning Hub then implemented new and adjusted initiatives to help ensure students receive the services expected of the College's Library in an efficient and effective manner.

Operational Initiatives

Hours

Identified Challenge: Students have limited access to tutors, coaching, and library services during evening hours.

Implemented Solution: the library remains open until 8 pm for those students who are online or have limited time during the work day to visit the library for information or academic

services. Each Wednesday, data will be collected on a half hour basis to determine the usage patterns during the semester for future planning.

Policy

Identified Challenge: Policies or procedures that did not sufficiently or accurately address Library Learning Hub operations.

Implemented Solution: The Library's collection development and operations policy has been rewritten, adopted and published to the website to better explain the services available to online, dual enrollment, and onsite students. *See attached.*

Role Descriptions

Identified Challenge: Library staff position descriptions did not accurately state the nature of duties completed in support of students.

Implemented Solution: The position descriptions for the Librarian and Academic Coach/Tutor Coordinator have been rewritten in collaboration with the employees and approved by HR.

Communications

Identified Challenge: The Library Learning Hub website did not accurately or sufficiently provide guidance to visitors about library operations.

Implemented Solution: The website content has been comprehensively reviewed to identify and correct inaccuracies. Pages have been reformatted to make for easier reading on both desktops and mobile devices. The links for booking a tutor and academic coach have been transferred into more visible buttons. The website now includes a button to book a Librarian for academic, citation, research, and tech help. The website now includes a button to book a Librarian for resume and interview assistance. The Database page has been completely reformatted for accessibility and aesthetics purposes making it easier to use. It was also renamed to include Electronic Resources including highlighting CTE resources that are now more visible. The library website also now includes consistent branding with specific Library Learning Hub emblems.

Streamlined Fulfillment

Identified Challenge: Online/Offsite students may need access to updated laptops and rapid access to other physical resources.

Implemented Solution: The Library Learning Hub staff worked with the Division leadership implement a new method for transmitting rock kits to out of town students. The Library Learning Hub staff worked with Division leadership to develop and implement a laptop replacement cycle to ensure access to effectively operating technology.

Academic Recovery

Identified Challenge: Students needing support for Academic Recovery were being notified of support available at Library Learning Hub after the period in which it would be effective.

Implemented Solution: The Library Learning Hub staff collaborated with Division leadership to draft new catalog language for Academic Standing and developed an online learning module for students on identified as in need of support to complete.

Dual Enrollment

Identified Gap: Dual Enrollment students may not be fully utilizing the Library Learning Hub's services.

Implemented Solution: The Library Learning Hub staff developed a new half page handout for dual enrollees to take with them during orientation. The Library Learning Hub staff has met with K-12 Partnerships stakeholders within the College to discuss ways to reach instructors and students including a possible sign and visits to schools. The Library Learning Hub staff also met with the Helena High and Capital High Library Staff to discuss ways the libraries could collaborate to better meet the needs of dual enrollee as well as expose all students to a post-secondary academic library setting.

Career Assistance

Identified Challenge: Students may not have confidence asking for career skills assistance of Library Learning Hub Staff.

Implemented Solution: The Library Learning Hub staff hosted a monthly career skills lunch series to bring students into the library, expose them to the services provided in the library, introduce them to library staff, and provide a foundation of information and confidence to ask questions and library services, research, AI, resume writing, and interviewing techniques. A resume review button now appears on the Library Learning Hub website for students to book time to discuss their resume.

Airport Campus Library Services

Identified Challenge: Students at Airport Campus are entitled to equitable Library Learning Hub services.

Implemented Solution: The Library Learning Hub staff has acquired new and emerging specific physical books in the areas of firefighting, diesel, automotive, aviation, and agriculture to be placed in the Airport Campus Library. The staff has reestablished a regular presence at Airport Campus through On Duty Librarian hours each week. Databases for CTE courses have been added to and highlighted on the Database and Resources page. New categories for the Excellence in Library Research Award have been added to encompass Airport Campus courses. The resume and interview career skills lunch lecture series will be tailored and delivered at the Airport Campus.

Serving Students with Families

Identified Challenge: Students with families facing childcare challenges may encounter difficulty accessing onsite library services.

Implemented Solution: In addition to the extended Wednesday evening hours, the Library Learning Hub staff reserved a classroom near the library to designate as a family study area. Library Learning Hub staff worked with Division leadership on revisions to “Children on Campus Policy and Procedure” to clarify how and when children are permitted on campus with their student parents. The Library Learning Hub staff collaborated with the Student Engagement Office for Family Literacy Events during the Week of the Young Child.

General Operations

In addition to these Implemented Solutions to address the Identified Challenges, the Library Learning Hub staff meets every other Thursday to review operations and discuss emerging issues that need to be addressed. A regular topic of discussion is how to reach students and expose them to the Library's services while creating a welcoming library setting. This has included:

- collaborative and inclusive collection development,
- use of the new emblem,
- enhanced signage on both campuses,
- renewing layout of library and updating decorations;
- a new bulletin board,
- regular communication to faculty,
- opening the library space to campus events and student groups, and

- regular updates in campus email newsletters.

Library Learning Hub staff attend faculty, staff, division, and advisory council meetings to discuss the offerings at the library and extend offers to collaborate. The Library Learning Hub Director has agreed to serve as TRAILS secretary for 2024 - 2025 and works with other campus directors to identify efficiencies and opportunities to support students.



Operations Policy

1. Purpose

The purpose of the Helena College (College) Library Learning Hub (Library) is to:

- (a) enable student success in the programs and degrees offered at the College;
- (b) prepare students to access, evaluate, and use resources effectively and efficiently to meet their information needs;
- (c) provide materials in varied formats which support independent learning, individual educational needs, personal enjoyment and the courses offered by the College;
- (d) ensure selection of a broad range of materials on controversial issues to support student development of critical analytical skills;
- (e) serve as a quiet place of study and inquiry, fostering the concepts of lifelong learning, intellectual freedom, and cultural enrichment, and;
- (f) encourage collaboration with other educators to develop strategies that meet the needs of students and honor applicable laws and regulations.

Professional librarians will achieve this mission by collaborating with students, faculty, staff, and the community in the selection, purchase, implementation, and creation of information resources and services and by providing information literacy instruction.

2. Patron Rights and Services

The Library Learning Hub meets the educational, recreational, and research needs of the College and community by providing access to collections while developing unique outreach activities that support literacy.

The College has libraries at the Donaldson Campus and Airport Campus with the primary objective of providing a voluntary setting for information access while supporting the educational program of the College. Patrons of the Library Learning Hub include students, faculty, and staff of the College. For the purposes of this policy, references to students include dual enrollment students who are concurrently enrolled in a secondary education program. When using the Library Learning Hub, dual enrollment students are considered students of the College with the rights and responsibilities of a post-secondary student. Community members

who are not students, faculty or staff may also access Library Learning Hub services consistent with this Policy.

The provision of a wide variety of Library materials supports the College's mission to serve each patron so they are prepared to be contributing citizens. In support of these objectives, the Library Learning Hub reaffirms the principles of intellectual freedom, access to information, and free speech inherent in the First Amendment to the Constitution of the United States and Article II, Section 7 of the Montana Constitution.

Patrons present in the Library Learning Hub and utilizing electronic or physical resources provided by the Library Learning Hub shall adhere to all applicable Helena College personal, professional, and academic conduct policies, rules, and procedures. Failure to honor such expectations may result in suspension or termination of Library Learning Hub services and recommendation for broader consequences from the College.

3. Collection Management Overview

The Collection Management provisions of this Policy establish the framework for development and maintenance of Library Learning Hub collections while providing a system of accountability for the institution. This section describes how the collection serves its users and will establish guidelines for Library Learning Hub material collection operations.

The College and community possess a broad range of interests and prior educational experiences. The collection includes general information in subject areas that may not be covered in the classroom, but are supportive of lifelong learning. The objectives of the Collection Management Policy are:

- (a) To assist the librarians in developing Library collections in support of courses offered by the College and life-long learning;
- (b) To provide access to materials consistent with fiscal resources;
- (c) To encourage all members of the College and community to participate in developing our collections; and,
- (d) To serve each student whether enrolled online, onsite, or both with regard to appropriate resources in the best available formats.

The Director of the Library Learning Hub (Director) is responsible for selection of Library materials. The Director shall collaborate with Library Learning Hub staff to solicit recommendations for materials from students, faculty, staff, and community patrons. Submission of a recommendation does not guarantee the item shall be placed in the collection.

The Director, in collaboration with the Library Learning Hub staff, is responsible for evaluating the collection for currency, appropriateness, and usefulness, within the budget constraints consistent with this Policy. Standard checklists, catalogs, reviews, bibliographies are used to measure the existing collection against authoritative recommendations. To the extent possible,

currency or accuracy of content, use, patron requests, appearance, and subject coverage related to curriculum are taken into consideration in the decision to retain an item.

The Director may authorize purchase and provide access to materials in a wide variety of formats, including but not limited to books, audio books, videos, DVDs, computer software, maps, periodicals, CDs, and a variety of electronic resources. Electronic resources include web-based resources, licensed resources and databases, electronic journals, and e-books.

Materials purchased for a specific instructional program that are to be housed outside the Library will not be purchased from the Library Learning Hub budget. All materials purchased with Library funds will be added to the Library collection and will be accessible to students, faculty, staff, and the community patrons. Textbooks and other classroom materials are not usually added to the collection by purchase or donation, but may be cataloged and placed on reserve as requested by instructors for student use. The reserve collection is created each semester by instructor request.

4. Collection Responsibilities and Selection

The Director and Library Learning Hub staff shall utilize professional reviewing sources when completing the selection of materials. Materials shall support and be consistent with this Policy; general educational goals of the State of Montana and the College, the objectives of individual Divisions, and the preferences of patrons, and descriptions of specific courses. Selection of Library materials is a professional task conducted by Library staff.

In selecting Library materials, the Library staff will evaluate the existing collection; assess curricula needs; examine materials; and consult reputable, professionally prepared selection aids. Materials selected and approved for appearance in the Library Learning Hub collection must honor the following uncombined standards:

- (a) recognize the primary objective of the Library Learning Hub is to serve as a voluntary setting for students, faculty, staff, and community patrons to engage in individualized use consistent with this Policy;
- (b) depict in an accurate and unbiased way the pluralistic nature of society in a way that enriches and supports the mission of the College;
- (c) be of interest to students, faculty, staff, and community patrons;
- (d) stimulate growth in knowledge, literary appreciation, and ethical standards for students, faculty, staff, and community patrons;
- (e) demonstrate serious literary, scientific, artistic, political, or philosophical value;
- (f) provide comprehensive information to enable students, faculty, staff, and community patrons to make intelligent judgments on a range of topics and issues;
- (g) comply with equality and nondiscrimination standards in Article X, Section 1 of the Montana Constitution and Section 49-2-307, MCA.

When honoring the above requirements, librarians shall consider the following factors when selecting Library materials:

- (a) Educational significance
- (b) Contribution the subject matter makes to the courses offered by the College
- (c) Interests of the students, faculty, staff, and community patrons
- (d) Reputation and significance of the author, producer, and publisher
- (e) Contribution the material makes to the breadth of representative viewpoints on controversial issues
- (f) Quality and variety of format
- (g) Value commensurate with cost and need
- (h) Timeliness or permanence

Librarians shall consider the following sources of information when completing selections under this policy:

- (a) Recommendation of other professionals/instructors in the field
- (b) Reviews from recognized professional publications such as *Library Journal* and *Choice*
- (c) Individual preview and examination of individual material
- (d) Professional databases
- (e) Recommended lists from recognized authorities
- (f) Descriptions from patrons
- (g) Literary awards

In most instances, only a single copy of a book or other material is purchased. Duplicates, either print or electronic, are placed in the collection for accessibility reasons or if warranted by high demand.

As a member of the Treasure State Academic Information and Library Services (TRAILS) and the Online Computer Library Center (OCLC), the Library shares all of its resources with library users in Montana and selected resources throughout the United States of America. Selection of electronic resources is primarily done through Mansfield Library at the University of Montana (UM) or our TRAILS consortium. The Library Learning Hub shall collaborate with vendors, UM, and TRAILS in obtaining subscription trials to select packages of electronic resources. When selecting electronic resources librarians shall review the following factors:

- (a) Accessibility standards
- (b) Unlimited access in preference to single user access
- (c) Licensing considerations
- (d) Authentication concerns

5. Collection Maintenance

Collection development includes the weeding or maintenance of Library materials. The Director, in collaboration with Library Learning Hub staff, is responsible for maintenance of the Library collection, with the consultation of other administrative and faculty members as needed. The Director is responsible for continually maintaining the collection throughout the year. Rare, cultural, literary, or historic texts may be kept as archival material.

Items in the Library collection which are outdated, severely worn, or no longer relevant to the curriculum will be withdrawn or replaced. The physical collection will be weeded, between semesters, by curriculum and in consultation with faculty. All items will be reviewed in regard to relevancy and evaluated individually on a rotating basis. The Library Learning Hub shall make appropriate and current information available to patrons in areas pertaining to the courses offered by the College.

Librarians shall consider the following factors when maintaining printed Library materials:

- (a) Items worn or damaged beyond repair
- (b) Duplicate copies of seldom used titles
- (c) Books unused over a period of five to seven years
- (d) Physical periodicals more than six months old
- (e) Materials which contain outdated or inaccurate information
- (f) Materials no longer of relevance to the courses offered by the College or interests of the students, faculty, staff, and community patrons
- (g) Materials that no longer meet the current selection standards included in this Policy

Library Learning Hub staff shall dispose of materials in a manner consistent with College policy and Montana law. Indication of ownership by the College shall be remove from all discarded materials.

6. Gifts

The Library Learning Hub only accepts unconditional gifts. Gifts will be judged by the same criteria as other acquisitions and will be added to the collection at the discretion of the Director. Gifts that cannot be used will be discarded in a manner consistent with this policy without the donor's permission. Receipts for gifts shall indicate only the number and type of items donated, not the value, consistent with applicable laws.

7. Cooperative Collection Management and Interlibrary Loan

As a member of the TRAILS consortium, the Library Learning Hub lends and borrows materials among Montana academic libraries through a request system provided by the current library management system. TRAILS holdings are considered when selecting resources under this Policy though being held by TRAILS does not necessarily preclude a decision to purchase. The majority of our electronic books and journals are selected and purchased collaboratively with other Montana academic libraries. The Library also lends and borrows materials on demand on behalf of its user groups using OCLC interlibrary loan protocols.

8. Collection Review and Requests for Reconsideration

No materials selected and placed in the Library Learning Hub collection in accordance with this Policy or selected and utilized in accordance with this Policy shall be removed from the collection except upon formal action of the Director as provided in this Policy. Electronic resources as defined in this Policy are not subject to reconsideration if the resource's availability is not managed exclusively by the College.

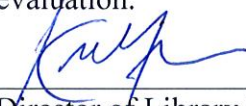
1. A faculty or staff member employed by the College with a Library Learning Hub account, a student enrolled in the College, or a community patron with a Library Learning Hub account may bring a request to reconsider a single Library material item. Parents of students shall not be permitted to bring a request on a student's behalf. Single material means individual item such as book, audio book, eBook, video, DVD, map, periodical subscription, or CD. An item may have multiple volumes and be considered a single item.
2. The Library Learning Hub will consider a maximum of one active request in any given period. If a request is submitted and one active request is pending, the newly submitted request will be placed in a queue to be considered when pending requests are completed.
3. All concerns about Library material shall first be raised with the Director.
4. The Director shall attempt to resolve the complaint informally by explaining the philosophy and goals of the Library Learning Hub, the applicable material selection procedure, and the qualifications of those responsible for selecting the materials.

5. If the concern is not resolved informally, the requesting patron shall be supplied with a packet of materials consisting of this Policy and any other applicable documents. The packet will also include a standard printed Request for Reconsideration form, which shall be completed and returned to the administration prior to initiation of the reconsideration process.
6. If the Director has not received the formal request for reconsideration within two weeks of issuance of the information packet, the matter shall be considered closed and may be reinitiated through another informal discussion. This timeline may be extended for circumstances deemed necessary by the Director.
7. Upon receipt of a completed Request for Reconsideration form, the Director will convene a committee to consider the request. This committee shall consist of the Executive Director of General Education and Transfer, one faculty representative, one student representative not associated with the complaint, and the Director of the Library Learning Hub. The Director of the Library Learning Hub shall solicit faculty and student volunteers to serve on the committee. The item subject to the reconsideration request shall remain in general circulation pending completion of the reconsideration request process.
8. The committee known as the Reconsideration Committee shall meet to discuss the requested material following the guidelines set in this Policy and shall prepare a report on the materials containing the recommendations on the disposition of the matter.
9. The Reconsideration Committee shall:
 - (a) Examine the material identified in the reconsideration request in its entirety to make decisions based on the material as a whole rather than on selections taken out of context
 - (b) Determine professional acceptance of the material through comprehensive analysis of critical professional reviews
 - (c) Consider the value of the material in the context of the educational program consistent with the purpose, standards, and requirements outlined in this policy
 - (d) Discuss the challenged material with the patron bringing the request
 - (e) Prepare a written report outlining the findings and recommendations of the Committee
10. The Committee shall issue report detailing the final decision on the request for consideration. The report shall include an explanation of the selection and reconsideration process, provide the guidelines used for selection and reconsideration, and cite authorities used in reaching the decision issued. The decision of the Committee shall be binding in accordance with this Policy.

11. The Director shall notify requesting patron of the decision and the action taken in accordance with the Committee's decision.
12. Once an item has been reviewed in accordance with this Policy it shall not be subject to reconsideration again for five calendar years.

Plan Implementation, Evaluation and Revision


1. This plan will be effective December 1, 2024, and will be reviewed prior to July 1, 2028.
2. It will be the responsibility of the Director of Library Learning Hub with input from the Executive Director of General Education and Transfer and the Library Learning Hub Advisory Council, to review this Collection Management Plan every three years so that it remains a relevant tool for collection evaluation.



Director of Library Learning Hub

12-3-2024

Date



Executive Director of General Education and Transfer

12.3.2024

Date