

Unit Assessment Report - Four Column

Guam Community College

Learning Resource Center

Mission Statement: MISSION STATEMENT :

The mission of the Guam Community College Library/Learning Resource Center is to provide learning resources and services to support and enrich the educational mission of the Guam Community College.

Guam Community College Library supports the mission of the College by providing a wide range of services to assist students in attaining their academic, career and personal goals. By teaching students information literacy skills, students are assisted to successfully complete their professional and technical programs and helped to become life long learners. Likewise, the library provides faculty with resources that support the curriculum and teaching in various College programs.

GCC Library also directly assists students in achieving their career goals by making career information available in order to assist students in making decisions about their future role in the workforce. Finally, GCC Library provides an appropriate library environment, learning resources and competent assistance in accessing and using information.

Vision Statement: Guam Community College Library will be the campus leader in helping students learn information literacy skills to become effective library users, information consumers and life-long learners.

Student Services Unit Outcomes	Means of Assessment & Criteria (Written in %) / Tasks	Data Collection Status/Summary of Results	Use of Summary Result & Implementation Status
Learning Resource Center - FA09-SP11 SSUO#1 CUSTOMER SERVICES - Students will receive competent assistance when borrowing materials, asking directional questions, using computer stations, making audio-visual requests, or conducting other library business at the	Artifact/Instrument/Rubric/Method/Tool Description: Surveys and focus groups will be used to determine quality of customer services. Type of Artifact/Instrument/Rubric/Method/Tool: Client/Customer Service Survey Criterion (Written in %) : 80% of students will report satisfaction with the assistance provided when requesting Circulation and Customer Services. Anticipated Use of Assessment Result: Results will be used to provide better circulation services to students, faculty and staff. Budget-Related Proposed Outcomes: 1. GCC Library has sufficient resources to meet faculty and student needs. 2. Students and faculty become competent users of library technology. 3. Students will demonstrate effective information literacy skills.	10/11/2010 - A Library Survey was distributed and compiled for Fall 2009 with 327 participants, and Spring 2010 with 198 participants. (N=525) Patrons evaluated the Library on general and technology services, as well as satisfaction with the facility and collections. 97% of patrons agreed or strongly agreed that GCC Library employees were respectful and helpful and that they received prompt and competent service. 3% of students disagreed or strongly disagreed that they received competent customer service. Students had concerns about customer service related to technology. In a focus group, students were concerned that "computers are slow and your Internet is slow", the more students using the Internet, the slower the Internet becomes. Students wanted to see equipment, such as laptops available for loan, and were interested in electronic books and electronic book readers.	10/11/2010 - In order to continue to maintain the high level of customer service in the library, training in customer service, time management, and library technical skills will continue to be offered to staff. Because of the addition of a second floor in the new library that will double the space, additional staff will be requested. At the present time if even one staff member takes leave, the library cannot provide full services. New computers will be requested for the new library as well as faster network services. The library will also continue to investigate the purchase and use of electronic resources including e-book readers and computer tablets such as the iPad. In order to facilitate the use

Student Services Unit Outcomes	Means of Assessment & Criteria (Written in %) / Tasks	Data Collection Status/Summary of Results	Use of Summary Result & Implementation Status
	Students have found the Dynix Symphony Library System helpful and useful. In surveys, similar comments were made about laptops available for loan, more computers, upgraded computers, faster computers, faster Internet and a reliable Internet connection. The significant facility concerns in the Spring 2010 survey were as follows: 20% of patrons disagreed or strongly disagreed that the library provides comfortable seating. 22% of students disagreed or strongly disagreed that the library provides adequate study rooms. The vast majority of patrons agreed that the library is clean, had sufficient lighting, and a comfortable sound level. 28% of students disagreed or strongly disagreed that the library is kept at a comfortable temperature. Comments on the survey mentioned the need for more study and group study rooms, more comfortable seating and more outlets for laptops. The comments about comfortable seating and the lack of properly working air conditioner were mentioned several times. Also, in the focus group, students wanted study rooms to use because they felt that a study room would result in a quieter library atmosphere. The students also wanted additional quiet study space and more space in the library in general. In the focus group, students also requested more resources, an interlibrary loan program, and more library resources. There were specific requests for a subscription to the Guam Pacific Daily News. Due to budget constraints, the library lacked this subscription for a time. Requests were made for entertainment and business magazines. Students wanted more and newer local books. Students wanted easier access to archived PDN articles. In addition to	of enhanced electronic services, the library will also request a high capacity secured Wi-Fi network for laptops, tablets and other electronic devices that the library will be providing for student use. (The current DSL open Wi-Fi network in the library can only accommodate about 3-4 laptops operating at one time.) The library will seek to offer a comfortable temperature. The library will also seek to provide adequate study rooms and seating in the main areas of the new library The library will continue to request funds to purchase an adequate number of library resources such as books and other types of media. Implementation Status: 03/01/2011 - Great progress was made as a result of the building and move to a new library as of the Spring Semester, 2011. As a result the following items in the summary of results were addressed and the following actions implemented: 1. Customer Service was enhanced with the hiring of a replacement Library Technician. However, due to increased demand of services and a doubling of the square footage of the library, another Library	

Student Services Unit Outcomes	Means of Assessment & Criteria (Written in %) / Tasks	Data Collection Status/Summary of Results	Use of Summary Result & Implementation Status
	local books, resources on psychology, sociology, DVDs and GED books were requested. In the March, 2010 survey, 15% of students disagreed or strongly disagreed that there were enough books and magazines for pleasure reading, 23% disagreed or strongly disagreed that there were enough bestsellers and novels, 21% disagreed that there were enough DVDs to support classes. Comments on this survey included requests for more varied book selections, and more bestselling books. A Student Focus Group was conducted on February 26, 2010 to examine student perceptions of the quality of patron services, the facility, collections and technology services. Summary of Result Type: Criterion Met Data Collection Status/Summary of Result Status: Administrative/Student Services Unit Data Collection Status Budget Implications: Over \$5,000 Notes: The library budget will need to include funding for continued training and for additional staff that will be needed for the new library. Funds have not yet been encumbered for additional staff at this time. The library budget will request upgrades in computers, network and WI-FI access, so that patrons can have a better customer service experience when using library technology. The library will continue to request funds to explore the possibility of lending technology, for in library use, to	Implementation Status: Technician is required. 2. 34 new computers have been provided for student use and to support student learning and library access. These replaced several dated computers. 3. 12 laptops were also purchased for student use and to support student learning and library access. 4. Three student study rooms were constructed to provide for student group study and meetings as well as Audio-Visual, Media and Library Instruction rooms. 5. Comfortable seating for 100+ were purchased for public areas as well as outlets for laptops and WiFi access. 6. A new air conditioning system now provides a comfortable temperature and a clean environment. 7. Requests for more library books, periodicals, multi-media and electronic items cannot be fulfilled at this time due to budgetary constraints.	

Student Services Unit Outcomes	Means of Assessment & Criteria (Written in %) / Tasks	Data Collection Status/Summary of Results	Use of Summary Result & Implementation Status
		enhance the students learning experience. The library will request that additional funds be provided to ensure that the air conditioning system is properly maintained and that cleaning services are adequately provided in the new and larger library facility to alleviate student concerns. The GCC Library will continue to request increased funds to purchase books, DVDs, and periodicals, in order to satisfy student requests for library materials. Budget Related Performance Indicators: Increased funding for staff, technology, facilities and resources will enable 80% of students to report satisfaction with the assistance provided when requesting Circulation and Customer services. Related Documents: <u>Student Library Survey, 2009</u> <u>Student Library Services Survey Results, Fall, 2009</u> <u>Student Library Services Survey Statistical Results, Fall, 2009</u> <u>Student Library Services Survey Results, Spring, 2010</u> <u>Student Focus Group Questions Feb, 2010</u> <u>Student Focus Group Questions Feb, 2010, Results</u>	

Task Name:

Evaluation of Customer Services

Task Description:

Customer Services will be evaluated through surveys and focus groups conducted during the assessment cycle.

Task:

1. Distribute and compile library surveys

Student Services Unit Outcomes	Means of Assessment & Criteria (Written in %) / Tasks	Data Collection Status/Summary of Results	Use of Summary Result & Implementation Status
	during Fall, 2009 and Spring, 2010 Semesters. 2. Conduct a student focus group in Spring Semester, 2010.		
Learning Resource Center - FA09-SP11 SSUO#2 INFORMATION LITERACY SKILLS - Students will learn information literacy skills to become effective library users, information consumers and life long learners. Start Date: 10/12/2009 End Date: 03/14/2011 SSUO Status: Completed the Assessment Cycle	Artifact/Instrument/Rubric/Method/Tool Description: Surveys and focus groups will be used to determine effectiveness of instruction. Type of Artifact/Instrument/Rubric/Method/Tool: Focus Group Criterion (Written in %): 80% of students receiving library instruction will report success in using information literacy skills in the completion of their assignments. Anticipated Use of Assessment Result: Results will be used to improve the library instructional program. Budget-Related Proposed Outcomes: Students will demonstrate effective information literacy skills.	10/11/2010 - Surveys were distributed in Library Information Literacy Classes during Fall 2009, Spring 2010 and Fall 2010 Semester. Student artifacts were also collected and analyzed. Of the 73 students who responded to a written survey after receiving information literacy instruction, 73/73 strongly agreed or agreed that what they learned today would help them with research assignment for their classes. The most common response to the most valuable thing learned today by students, involved electronic resources, such as the EBSCO database. In the Faculty survey regarding student access to computers in the library, a lab close to the library was recommended, as well as online tutorials and student workshops. Student artifacts were used to access the effectiveness of information literacy instruction.	10/11/2010 - The library will advocate the addition of electronic resources, and hardware, such as tablets and iPads, that allow students to have greater access to those resources. The library will consider how to make more information literacy workshops available to students, whether in person or online. The library will continue to collect student artifacts to assess the effectiveness of information literacy instruction.
		In the Faculty and Student surveys and focus groups, questions were asked about the effectiveness of Information Literacy Instruction. Student artifacts were used to assess the effectiveness of the Information Literacy Instruction. Summary of Result Type: Criterion Met Data Collection Status/Summary of Result Status: Administrative/Student Services Unit Data Collection Status Budget Implications: Over \$5,000	Implementation Status: 03/08/2011 - The Library advocated for the addition of electronic resources and hardware. As part of the Federal Grant related to the new Learning Resource Center/GCC Library, the library received computers. There are 34 new desktop computers for student use and to support student learning and library access, and 8 laptops purchased for student use and to support students learning and library access. An information literacy workshop was conducted in coordination

Student Services Unit Outcomes	Means of Assessment & Criteria (Written in %) / Tasks	Data Collection Status/Summary of Results	Use of Summary Result & Implementation Status
		Notes: The budget needs to include funds for electronic resources as most library materials move to a digital format. The funds available to purchase electronic resources will need to be increased. These funds are not yet available. Access to electronic resources depends upon the availability of computers, notebooks, tablets, e-readers and other devices. Budget Related Performance Indicators: Funding will need to be located for these resources to help 80% of students receiving library instruction to report success in using information literacy skills in the completion of their assignments. Related Documents: <u>Student Library Instructional Survey, 2009-2010</u> <u>English Worksheet</u> <u>English Resources Worksheet</u> <u>Library Student Success Worksheet</u> <u>Nursing Worksheet</u> <u>Faculty Focus Groups Questions, 2010</u> <u>Faculty Focus Group Question Responses, 2010</u> <u>Faculty Survey, 2010</u> <u>Faculty Survey Responses, 2010</u> <u>Student Library Instructional Survey, 2009-2010, Results</u> <u>Student Focus Group Questions Feb, 2010</u> <u>Student Focus Group Questions Feb, 2010, Results</u>	Implementation Status: with Project Aim. Since the opening of the new library building, 14 in-person information literacy workshops for GCC courses have been held. The majority of the classes are English classes, to assist the students with periodical research in the EBSCO Periodical Database.

Student Services Unit Outcomes	Means of Assessment & Criteria (Written in %) / Tasks	Data Collection Status/Summary of Results	Use of Summary Result & Implementation Status
	Task Name: Evaluation of Information Literacy Instructional Program Task Description: Evaluation of the Information Literacy Program will be assessed by administering surveys and conducting focus groups to determine the effectiveness of the instructional program. Task: 1. Distribute surveys to Library Information Literacy classes in Fall, 2009 and Spring, 2010. 2. Ask specific instructional questions in focus groups in Spring, 2010.		
Learning Resource Center - FA09-SP11 SSUO#3 LEARNING RESOURCES - The library will provide sufficient resources to support the curricular needs of faculty Start Date: 10/12/2009 End Date: 03/14/2011 SSUO Status: Completed the Assessment Cycle	Artifact/Instrument/Rubric/Method/Tool Description: A survey and focus group will be used to determine sufficiency of learning resources. Type of Artifact/Instrument/Rubric/Method/Tool: Client/Customer Service Survey Criterion (Written in %): 80% of faculty will report that the library collections meet their instructional and curricular needs Anticipated Use of Assessment Result: Results will be used to improve library resources for better support of the instructional programs of the College. Budget-Related Proposed Outcomes: GCC Library has sufficient resources to meet faculty and student needs.	10/11/2010 - A faculty survey and focus group were conducted in Spring 2010. Faculty were surveyed about the sufficiency of learning resources in the Library. 43% of faculty disagreed or strongly disagreed that the GCC Library has sufficient books, periodicals and DVDs to support the courses I teach. One faculty member responded that the EBSCO database (electronic periodical database through PREL) was a good resource. Some faculty would like to see an increase in e-books and Kindles. Another faculty member was not sure if the students are ready for e-books. In regard to resources, the addition of another media room that doubles as a classroom was recommended. Some faculty believe that greater access to articles from the Guam Pacific Daily News and to instructional DVDs and videos to support the curriculum would be helpful. Summary of Result Type: Issues Found Data Collection Status/Summary of Result Status: Administrative/Student Services Unit Data	10/11/2010 - The library will assess student use of electronic resources such as e-books and the Kindle, as well as provide instruction about e-books and the Kindle. The library will instruct students in the process of accessing Pacific Daily News articles. The new building has an additional media room, which the library will use for instruction and other related purpose. Implementation Status: 03/08/2011 - When students check out a Kindle e-reader for in-library use, they are shown how to use the reader and select books. Information about the Kindle e-reader have been shared during class library instruction.

Student Services Unit Outcomes	Means of Assessment & Criteria (Written in %) / Tasks	Data Collection Status/Summary of Results	Use of Summary Result & Implementation Status
	Task Name: Evaluation of Resources Task Description: A faculty survey and focus group will be used to determine the sufficiency of resources to support the curriculum.	Collection Status Budget Implications: Over \$5,000 Notes: GCC Library needs to increase its funding for books, periodicals and instructional media that support learning and faculty needs. Upgrades to computers, Internet access and WiFi will be needed. At present, the allowed budget does not include sufficient resources to cover these items. Budget Related Performance Indicators: Increased funding will permit 80% of faculty to report that the library collections meet their instructional and curricular needs. Related Documents: <u>Faculty Survey, 2010</u> <u>Faculty Focus Groups Questions, 2010</u> <u>Faculty Focus Group Question Responses, 2010</u> <u>Faculty Survey Responses, 2010</u> <u>Student Focus Group Questions Feb, 2010</u> <u>Student Focus Group Questions Feb, 2010, Results</u>	Implementation Status: Classes visiting the library for instruction have been taught how to access Pacific Daily News articles online and by using bibliographic information to obtain copies of newer articles at the GCC Library and older articles at the Micronesian Area Research Center. The new library has four additional rooms that can be used for viewing media. A large, flat screen television will soon be installed in the library classroom, which will enhance student instruction. Another large, flat screen television will be installed near the rotunda to support student learning and access to library instruction. Four smaller flat screen televisions will be used for student instruction, media viewing, and to support student learning. 535 DVD were donated to the GCC Library, but most of them do not necessarily support GCC's curriculum, although they do fulfill a role in the collection.

Student Services Unit Outcomes	Means of Assessment & Criteria (Written in %) / Tasks	Data Collection Status/Summary of Results	Use of Summary Result & Implementation Status
Learning Resource Center - FA09-SP11 SSUO#4 LIBRARY TECHNOLOGY AND FACILITIES - Students and faculty will be provided with the most current library technology and appropriate facilities to support student learning and improve access to information. Start Date: 10/12/2009 End Date: 03/07/2011 SSUO Status: Completed the Assessment Cycle	Task: Conduct a faculty survey and focus group in Spring, 2010. Artifact/Instrument/Rubric/Method/Tool Description: Surveys and focus groups will be used to evaluate library technology. Type of Artifact/Instrument/Rubric/Method/Tool: Client/Customer Service Survey Criterion (Written in %): 80% of students and faculty will report satisfaction with the library technology on surveys and in focus groups. Anticipated Use of Assessment Result: Results will be used to improve library facilities and information delivery through technology. Budget-Related Proposed Outcomes: Students and faculty become competent users of library technology.	10/11/2010 - A faculty survey showed the 64% of faculty strongly agreed or agreed that the GCC Library provides students and faculty sufficient access to technology. A faculty focus group provided input about library technology. Faculty commented favorably about updating computers and adding more technology to the library. The idea of the library loaning laptops to students was suggested. Faculty believed that students are "very happy with . . . the accessibility of computers at the library . . ." note * [The library has expanded the number of computers for student use to 35.] Summary of Result Type: Issues Found Data Collection Status/Summary of Result Status: Administrative/Student Services Unit Data Collection Status Budget Implications: Over \$5,000 Notes: GCC Library needs to receive sufficient funds to allow for purchase of additional electronic technology and a reasonable replacement cycle for current equipment to provide access to students both on and off campus. Funding to accomplish these objectives is not available at the moment. Budget Related Performance Indicators: By procuring updated and additional electronic technology, the library will enable 80% of students and faculty to report satisfaction with technology on surveys and in focus groups.	10/11/2010 - The library will continue to investigate the possibility of loaning students laptops, tablets (Apple iPad, Samsung galaxy), and e-readers (Kindle) for in library use. The library will study how best to plan for the replacement of computers, tablets, and netbooks to maintain the current library computers, with a view to growth. Implementation Status: 03/08/2011 - Through a Federal grant, the addition of 34 new desktop computers and 8 new laptop computers for student use and to support student learning and library access have increased the number and quality of computers in the library. The library is planning policies and procedures in order to allow students to check out laptop computers for in-library use. Students, faculty and staff have access to borrowing the Kindle e-reader, loaded with fiction and non-fiction books. Plans to replace computers and other library technology in order

Student Services Unit Outcomes	Means of Assessment & Criteria (Written in %) / Tasks	Data Collection Status/Summary of Results	Use of Summary Result & Implementation Status
	Task Name: Evaluation of Library Technology and Facilities Task Description: Student surveys and a faculty focus group will be used to evaluate current library technology and facilities. Task: 1. Conduct student surveys in Fall, 2009 and Spring, 2010. 2. Ask faculty about library technology and facilities in focus group in Spring, 2010.	Related Documents: <u>Student Library Survey, 2009</u> <u>Student Library Services Survey Results, Fall, 2009</u> <u>Student Library Services Survey Statistical Results, Fall, 2009</u> <u>Faculty Survey, 2010</u> <u>Faculty Focus Groups Questions, 2010</u> <u>Faculty Focus Group Question Responses, 2010</u> <u>Faculty Survey Responses, 2010</u> <u>Student Focus Group Questions Feb, 2010</u> <u>Student Focus Group Questions Feb, 2010, Results</u> <u>Student Library Services Survey Results, Spring, 2010</u>	Implementation Status: to provide for replacements over time have been included in the Library's 3-year Budget plan.