

# 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.

**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 Learning Outcomes (SLOs)	Means of Assessment & Criteria ( Written in % ) / Tasks	Data Collection Status/Summary of Results (N=?)	Use of Summary Result & Implementation Status
<p>Learning Resource Center - AY 04-05 Provide an appropriate library environment - Students and faculty will be provided with a library environment that meets their instructional and physical needs.</p> <p><b>Start Date:</b> 10/03/2004</p> <p><b>End Date:</b> 03/05/2005</p> <p><b>SLO Status:</b> Not currently being assessed</p>	<p><b>Artifact/Instrument/Rubric/Method/Tool Description:</b> Surveys and focus groups will be used to determine adequacy of library environment.</p> <p><b>Criterion ( Written in % ):</b> 80% of students and faculty will report satisfaction with the library environment in meeting the instructional and physical needs of the college community.</p>	<p>10/11/2004 - 33% of students in a focus group reported satisfaction with the library environment in meeting the instructional and physical needs of the college community.</p> <p>The GCC Library facility requires expansion to meet the present needs of students and faculty. With 14 tables and 80 seats, the reading/study area cannot accommodate the needs of over 2,000 students. Space and shelving to house the library collection of 20,000 books and other items has reached capacity. Electronic reference and research is presently limited to 12 computer stations with no more floor space to expand. The library houses one library classroom, no audio/visual viewing areas, no group study areas, and no small meeting areas or seminar rooms. Access to the Library is not central to the campus and the Library is not presently ADA compliant. These were the concerns expressed by students and faculty in surveys and focus groups.</p> <p><b>Summary of Result Type:</b> Problem/limitation</p> <p><b>Data Collection Status/Summary of Result Status:</b> Closed</p> <p><b>Growth Budget Implications/Effect:</b> No budget impact</p> <p><b>Growth Budget Justification:</b> Completed during the AY04-05 cycle.</p>	<p>01/10/2005 - Based on the needs identified by the student and faculty surveys and focus group discussions, the following improvements will be advocated by the Library and added to the library operation as possible:</p> <p>A. A/V Viewing Area B. Group Study Areas (1 large &amp; 1 small room) C. Library Electronic Research Room D. Elevator (Lift to be converted) E. Signage to identify Library Building F. Reference Desk that is separate from Circulation Desk</p>
<p>Learning Resource Center - AY 04-05 Foster the growth and training of library personnel - Foster the growth and training of library personnel to provide quality instruction and services.</p> <p><b>Start Date:</b> 10/03/2004</p> <p><b>End Date:</b> 03/05/2005</p> <p><b>SLO Status:</b> Not currently being assessed</p>	<p><b>Artifact/Instrument/Rubric/Method/Tool Description:</b> 6a.2 A focus group of Library faculty and staff will be used to assess training needs.</p> <p><b>Criterion ( Written in % ):</b> 80% of the Library service unit will agree that their training needs are being meet.</p>	<p>10/11/2004 - Training already conducted has greatly enhanced the value of each employee to the College and will reinforce excellence in support services. Further appropriate training will be identified.</p> <p><b>Summary of Result Type:</b> Distinction/strength</p> <p><b>Data Collection Status/Summary of Result Status:</b> Closed</p> <p><b>Growth Budget Implications/Effect:</b> No budget impact</p>	<p>01/10/2005 - The Staff and Faculty will pursue further training in the following areas:</p> <p>Staff:</p> <p>Best Customer Service Enhance computer skills with additional programs and accessories Stress Management</p>

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		<b>Growth Budget Justification:</b> Completed during the AY04-05 cycle.	Library Science Courses A.D.A. Requirements, to include Disability Awareness Sensitivity CPR/First Aid Audio/Visual Equipment Training  Faculty:  Teaching information literacy to students and assisting the faculty integrate IL into the curriculum.  Training in the use of TracDat.  Training in the use of the new Dynix Horizon Information Portal and other library system software.
Learning Resource Center - AY 04-05 Provide competent assistance in information needs - Students will receive competent assistance in accessing and using information. <b>Start Date:</b> 10/03/2004 <b>End Date:</b> 03/05/2005 <b>SLO Status:</b> Not currently being assessed	<b>Artifact/Instrument/Rubric/Method/Tool Description:</b> Surveys and focus groups will be used to determine competence of assistance.  <b>Criterion ( Written in % ):</b> 80% of students and faculty will report satisfaction with the assistance provided when accessing, using and evaluating information.	10/11/2004 - 97% of students and faculty who responded reported satisfaction with the assistance provided when accessing, using and evaluating information.  Student and Faculty survey and focus groups indicate the Library continues to offer excellent Reference Services. <b>Summary of Result Type:</b> Distinction/strength <b>Data Collection Status/Summary of Result Status:</b> Closed <b>Growth Budget Implications/Effect:</b> No budget impact <b>Growth Budget Justification:</b> Completed during the AY04-05 cycle.	01/10/2005 - The Library will add a second Instructional and Reference Librarian position to address increasing demand for Reference and Instructional Services; and, continue the present excellent service.
Learning Resource Center - AY 04-05 Provide excellent customer services at the Circulation Desk. - Students will receive competent assistance when borrowing materials, asking directional questions, using computer stations,	<b>Artifact/Instrument/Rubric/Method/Tool Description:</b> Surveys and focus groups will be used to determine quality of customer services.	10/11/2004 - 98% of students reported satisfaction with customer services at the Circulation Desk.  Exceptional customer service and staff interaction with the campus community, as well as with the general	01/10/2005 - The Circulation staff in order to maintain their high standards and further refine their customer service skills will attend an advanced 'Best

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<p>making audio-visual requests, or conducting other library business at the Circulation Desk.</p> <p><b>Start Date:</b> 10/03/2004</p> <p><b>End Date:</b> 03/05/2005</p> <p><b>SLO Status:</b> Not currently being assessed</p>	<p><b>Criterion ( Written in % ):</b> 80% of students will report satisfaction with the assistance provided when requesting Circulation services.</p>	<p>island community continues to be GCC Library's major strength. This is evident from the results of the faculty and student focus group sessions, as well as from the written surveys taken in the last two years.</p> <p><b>Summary of Result Type:</b> Distinction/strength</p> <p><b>Data Collection Status/Summary of Result Status:</b> Closed</p> <p><b>Growth Budget Implications/Effect:</b> No budget impact</p> <p><b>Growth Budget Justification:</b> Completed during the AY04-05 cycle.</p>	<p>Customer Services' training class.</p>
<p>Learning Resource Center - AY 04-05 Provide sufficient resources to support curricular needs - The library will provide sufficient resources to support the curricular needs of faculty instruction and the mission of the library.</p> <p><b>Start Date:</b> 10/03/2004</p> <p><b>End Date:</b> 03/05/2005</p> <p><b>SLO Status:</b> Not currently being assessed</p>	<p><b>Artifact/Instrument/Rubric/Method/Tool Description:</b> A survey and focus group will be used to determine sufficiency of learning resources.</p> <p><b>Criterion ( Written in % ):</b> 80% of faculty will report that the library collections meet their instructional and curricular needs.</p>		
		<p>10/11/2004 - 86% of faculty who responded reported that library collections meet their instructional and curricular needs.</p> <p>Although the Library has been restrained by available funding and does not receive various earmarked fees, particularly Technology fees and Student Library fees, it has continued to expand its resources by adding 2901 items (books, videos, or multimedia) since the last assessment report to meet instructional and curricular needs. Programs emphasized include: Business, Construction Trades, Automotive, Criminal Justice, English, Education, Electronics, Tourism and Hospitality, Graphic Arts, Science, Allied Health and General Reference.</p> <p><b>Summary of Result Type:</b> Distinction/strength</p> <p><b>Data Collection Status/Summary of Result Status:</b> Closed</p> <p><b>Growth Budget Implications/Effect:</b> No budget impact</p> <p><b>Growth Budget Justification:</b> Completed during ghe AY04-05 cycle.</p>	<p>01/10/2005 - Based on assessment results of faculty and student surveys and focus groups, the Library will continue to emphasize the Automotive, Allied Health, Tourism and Hospitality, Education, Business and Developmental English courses to further develop these collections.</p>
<p>Learning Resource Center - AY 04-05 Teach information literacy skills. - Students will learn information literacy skills to become effective library users, information consumers and life long learners.</p>	<p><b>Artifact/Instrument/Rubric/Method/Tool Description:</b> Surveys and focus groups will be used to determine effectiveness of instruction.</p>		

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<p><b>Start Date:</b> 10/03/2004</p> <p><b>End Date:</b> 03/05/2005</p> <p><b>SLO Status:</b> Not currently being assessed</p>	<p><b>Criterion ( Written in % ):</b> 80% of students receiving library instruction will report success in using information literacy skills in the completion of their assignments.</p>	<p>10/11/2004 - 97% of students who responded reported success using literacy skills in the completion of their assignments.</p> <p>Students and faculty have rated the Library's Information Literacy/Competency Program as excellent. Since submitting the last assessment report, the Instructional Librarian has conducted 60 Information Literacy Classes for various departments. Surveys taken in these classes indicate that the Library is continuing to maintain a high level of success with the Information Literacy Program. Surveys of faculty and a faculty focus group likewise indicated that the Library is continuing to maintain a high level of success with the Information Literacy Program.</p> <p><b>Summary of Result Type:</b> Distinction/strength</p> <p><b>Data Collection Status/Summary of Result Status:</b> Closed</p> <p><b>Growth Budget Implications/Effect:</b> No budget impact</p> <p><b>Growth Budget Justification:</b> Completed during the AY04-05 cycle.</p>	<p>01/10/2005 - As a result of the success achieved with students and encouragement of the faculty, the library will pursue integrating information literacy skills in the General Education requirements for degrees. Approval will also be sought from the Academic Affairs Council to include a component of information competency in every program Guam Community College offers.</p>
<p>Learning Resource Center - AY 05-06</p> <p>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 Circulation Desk.</p> <p><b>Start Date:</b> 03/07/2005</p> <p><b>End Date:</b> 03/12/2007</p> <p><b>SLO Status:</b> Not currently being assessed</p>	<p><b>Artifact/Instrument/Rubric/Method/Tool Description:</b> Surveys and focus groups will be used to determine quality of customer services.</p> <p><b>Criterion ( Written in % ):</b> 80% of students will report satisfaction with the assistance provided when requesting Circulation services.</p>	<p>10/01/2006 - 98% of students reported satisfaction with customer services at the Circulation Desk. The results of the student focus groups and written surveys indicate that GCC Library provides exceptional customer service.</p> <p><b>Summary of Result Type:</b> Distinction/strength</p> <p><b>Data Collection Status/Summary of Result Status:</b> Closed</p> <p><b>Growth Budget Implications/Effect:</b> No budget impact</p> <p><b>Growth Budget Justification:</b></p>	<p>10/10/2006 - The staff in order to maintain their exceptional customer service skills will attend appropriate training.</p>

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Completed during the AY05-06 cycle.			
<p>Learning Resource Center - AY 05-06  <b>INFORMATION LITERACY SKILLS</b> - Students will learn information literacy skills to become effective library users, information consumers and life long learners.</p> <p><b>Start Date:</b> 03/07/2005</p> <p><b>End Date:</b> 03/12/2007</p> <p><b>SLO Status:</b> Not currently being assessed</p>	<p><b>Artifact/Instrument/Rubric/Method/Tool Description:</b>            Surveys and focus groups will be used to determine effectiveness of instruction.</p> <p><b>Criterion ( Written in % ):</b>            80% of students receiving library instruction will report success in using information literacy skills in the completion of their assignments.</p>	<p>10/01/2006 - 84% of the students who responded to a written survey after receiving information literacy instruction reported satisfaction in using information literacy skills in the completion of their assignments. However, 93% of the students who completed a written assignment, demonstrated proficiency in information literacy skills.</p> <p>In the written survey, the students' main concern was that they felt they lacked sufficient hands-on opportunity to practice information literacy skills when receiving bibliographic instruction in the library. In order to achieve this, each student needs to have access to his or her own computer. Students are enthusiastic about becoming skillful users of subscription periodical databases that are part of the invisible Internet.</p> <p>Currently information literacy instruction seems to happen more by chance rather than having the majority of instructors bring his or her classes to the Library. Information Literacy learning outcomes and standards should be formally integrated into the General Education Curriculum so that all students will leave GCC with the information literacy skills needed to become successful lifelong learners. At least one instructor made a comment similar to this in the faculty focus group.</p> <p><b>Summary of Result Type:</b> Distinction/strength</p> <p><b>Data Collection Status/Summary of Result Status:</b> Closed</p> <p><b>Growth Budget Implications/Effect:</b> No budget impact</p> <p><b>Growth Budget Justification:</b> Completed during the AY05-06 cycle.</p>	<p>10/10/2006 - The library will continue to advocate for more library computers. This will allow students to have hands-on practical experience in learning how to use subscription periodical databases and searching the Internet when receiving Information Literacy Instruction.</p>
<p>Learning Resource Center - AY 05-06  <b>LEARNING RESOURCES</b> - The library will provide sufficient resources to support the curricular needs of faculty instruction.</p> <p><b>Start Date:</b> 03/07/2005</p> <p><b>End Date:</b> 03/12/2007</p> <p><b>SLO Status:</b> Not currently being assessed</p>	<p><b>Artifact/Instrument/Rubric/Method/Tool Description:</b>            A survey and focus group will be used to determine sufficiency of learning resources.</p> <p><b>Criterion ( Written in % ):</b>            80% of faculty will report that the library collections meet their instructional and curricular needs</p>	<p>10/01/2006 - 88% of faculty who responded reported that the library collections meet their instructional and curricular needs.</p> <p>Only 1,816 items were added to the Library collection since the last assessment report. This was an 1,100 drop in the number of items added during the previous assessment report cycle. However, the Library continues to make use of its current book collection and other resources, such as the EBSCO databases. In the Faculty Survey and Focus Group, Faculty requested additional instructional audio-visual materials.</p>	<p>10/10/2006 - The Library will continue to advocate receiving a full budget to purchase a sufficient number of library books and electronic resources to keep the library collection current.</p>

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		<p>Likewise, in the Faculty Focus Group, Faculty noted the importance of the EBSCO databases and requested additional subject specific vocational databases. It should also be noted that in the Student Focus Group, students requested more books and other resources to support their programs.</p> <p><b>Summary of Result Type:</b> Distinction/strength</p> <p><b>Data Collection Status/Summary of Result Status:</b> Closed</p> <p><b>Growth Budget Implications/Effect:</b> No budget impact</p> <p><b>Growth Budget Justification:</b> Completed during the A705-06 cycle.</p>	
<p>Learning Resource Center - AY 05-06 LIBRARY TECHNOLOGY - Students and faculty will be provided with the most current library technology and services to facilitate student learning and improve access to information.</p> <p><b>Start Date:</b> 03/07/2005</p> <p><b>End Date:</b> 03/12/2007</p> <p><b>SLO Status:</b> Not currently being assessed</p>	<p><b>Artifact/Instrument/Rubric/Method/Tool Description:</b> Surveys and focus groups will be used to evaluate library technology. A comparison will also be made with peer community colleges.</p> <p><b>Criterion ( Written in % ):</b> 80% of students and faculty will report satisfaction with the library technology on surveys and in focus groups.</p>	<p>10/01/2006 - 88% of faculty who responded reported satisfaction with GCC library technology.</p> <p>Although the majority of the faculty who responded to the Faculty Survey reported satisfaction with GCC Library technology, Faculty in the Faculty Focus Group and students in the Student Focus Group both expressed strong concerns about GCC Library Technology. These included the number of computers, the age and inability of the non-XP computers to perform needed research functions, the lack of MAC computers, difficulties in printing, the Web Portal, access to Choices, and lack of sufficient databases. Further, the Peer Institution Technology Comparison found that the GCC Library needs to upgrade its library system to avoid obsolescence. Finally, GCC Library does not provide access to databases on the same level as comparable peer institutions.</p> <p><b>Summary of Result Type:</b> Distinction/strength</p> <p><b>Data Collection Status/Summary of Result Status:</b> Closed</p> <p><b>Growth Budget Implications/Effect:</b> No budget impact</p> <p><b>Growth Budget Justification:</b> Completed during the AY05-06 cycle.</p>	<p>10/10/2006 - The Library will continue to advocate for a sufficient number of updated computers to satisfy the needs of the students.</p> <p>The Library will also pursue replacing the present Dynix Library System with the upgraded Horizon Library System before our present Dynix software is no longer supported by the company.</p>
<p>Learning Resource Center - AY 07-08 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 Circulation Desk.</p> <p><b>Start Date:</b></p>	<p><b>Artifact/Instrument/Rubric/Method/Tool Description:</b> Surveys and focus groups will be used to determine quality of customer services.</p> <p><b>Type of Artifact/Instrument/Rubric/Method/Tool:</b> Client/Customer Service Survey</p> <p><b>Criterion ( Written in % ):</b></p>		

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<p>10/08/2007  <b>End Date:</b>  03/09/2009  <b>SLO Status:</b>  Not currently being assessed</p>	<p>80% of students will report satisfaction with the assistance provided when requesting Circulation services.</p> <hr/> <p><b>Artifact/Instrument/Rubric/Method/Tool Description:</b>  Surveys and focus groups will be used to determine quality of customer services.  <b>Type of Artifact/Instrument/Rubric/Method/Tool:</b>  Client/Customer Service Survey  <b>Criterion ( Written in % ):</b>  80% of students will report satisfaction with the assistance provided when requesting Circulation services.</p>		
		<p>10/13/2008 - A Library Services Survey was distributed and results were compiled from the 606 patrons who completed survey forms collected for Fall 2007 (347), Spring 2008 (103) and Fall 2008 (156).</p> <p>Since students use the Library in greater numbers than any other patron group, the Library Service Survey focused on general patron services offered by the Library, direct services provided by the library staff, and facility satisfaction.</p> <p>91% of students reported satisfaction with the assistance provided. Some of the other outstanding results included:  Facility Rating: Excellent 222/606  Service Rating: Excellent 211/606  Very Important to Overall Academic Success 329/606</p> <p>There were 253 written comments on the surveys; Fall 2007 (120), Spring 2008 (64), Fall 2008 (120). Of these, 49 specifically indicate a positive experience with services provided: Fall 2007 (25), Spring 2008 (12), Fall 2008 (12).</p> <p>The largest number of patron comments received were directed at the need for computer equipment, accessories and Internet access. Comments on equipment most often suggested the department should acquire more computer stations and accessories, as well as faster and more reliable network/wireless access.</p> <p>The second highest number of comments regarded the services and materials offered by the department. Suggestions on Library Services ranged from needing additional rooms for group study and discussion, extending the hours of operation, and requesting additional materials for patron use.</p>	<p>10/07/2008 - To increase services and productivity provided for at the Circulation Desk by Staff, requests will continue to be made to have staff trained in Time Management and Customer Service skills.</p> <p>The three staff members and supervisor attended a half-day customer service refresher training September 5th.</p> <p>Training was conducted for all library employees in the new Dynix Symphony program, September 24th through October 1st.</p> <p>Staff received training in the new Xerox Work Center, August through September. The Work Center is the department's main student printer and photocopier, with scanning, faxing and colored copy capabilities. Students have requested, on numerous accreditation surveys, for colored copy printing/photocopying. The new Xerox Work Center fulfills this need and will help to provide positive feedback on future accreditation surveys.</p> <p>Requests will be made to purchase additional equipment and accessories. Additional requests will be made to acquire a separate DSL line for the Library database which will provide instant and consistent services to patrons, and prevent service downtime</p>

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		<p>Finally, the third highest number were directed at satisfaction with the facilities.  Suggestions on Facility Satisfaction included those that would improve the students ability to study in private, to have greater personal space at computer stations and tables, areas geared towards ease of laptop use, and, physical comfort levels.</p> <p>A Student Focus Group was also conducted on Feb.14, 2008 to assess student perceptions of the quality of customer services. Similar results mirrored the results reported above.</p> <p><b>Summary of Result Type:</b>  Issues Found  <b>Data Collection Status/Summary of Result Status:</b>  Open  <b>Growth Budget Implications/Effect:</b>  Over \$5,000</p> <p><b>Related Documents:</b>  <a href="#">Student Library Services Survey Results, Fall, 2007</a>  <a href="#">Student Library Services Survey Results, Spring , 2008</a>  <a href="#">Student Focus Group Questions</a>  <a href="#">Student Focus Group Responses</a></p>	<p>of database. Downtime will directly affect the service efficiency and capabilities of the staff, and will affect future assessment survey results. Department will continue to work with MIS to improve network and wireless access for all users.</p> <p>Database service interruption can be avoided with a consistent and reliable network connection. MIS continues to work expeditiously to reroute and reallocate bandwidth on campus, to prevent further service interruptions to the use of the Library database and circulation functions such as checkin/out, payment transactions, patron registration, research inquiries, etc. However, if there is a way to separate the network traffic of student use from employee use, either on different lines or servers, perhaps this could alleviate this long standing problem.</p> <p>More space will be made available with the construction of the library annex, provided by the Asian American and Native American Pacific Islander-Serving Institutions Program (AANAPISIP) grant. A recommendation to purchase additional furnishings will be made to increase patron comfort and provide private study areas. Staff will continue to monitor temperature levels and expeditiously inform facility maintenance of work order service requests.</p> <p><b>Implementation Status:</b>  03/02/2009 - I. Staff Training:</p> <ol style="list-style-type: none"> <li>1. Staff and Supervisor received updated training in Sexual Harassment Prevention on March 18, 2009.</li> <li>2. Staff and Supervisor received training in MyGCC Self Service</li> </ol>



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			<p><b>Implementation Status:</b> throughout the month of December.</p> <p>3. Supervisor continues to request with the Human Resource Office, Staff Professional Development Training in Time Management. In addition, training in Community First Aid/CPR, Fire Extinguisher Handling and Use, Ergonomics and Dealing with Difficult People were added.</p> <p>4. The Staff use their customer service skills on a daily basis throughout the department. Updated annual customer service trainings require mandatory attendance. Staff meetings are held as needed to discuss various issues that arise in dealing with patron needs. Supervisor continues to work on morale and in creating a positive work environment with training tips for success that deal with attitude, skill, teamwork, strategy, etc.</p> <p>5. The updated Symphony Library Program is the main database for the collection and is used daily by all library employees. The Staff continue to assist students with basic search inquiries in the Online Public Access Catalog (OPAC) module.</p> <p>6. The Staff use their training skills on the Xerox Work Centre on a daily basis to assist patrons with printing, scanning and copying of materials. It is also the office's main printer and scanner source, as required by Administration.</p> <p>II. Network and Wireless Capabilities:</p> <p>1. MIS redirected the library employee network line systems away from the student network, in an effort to alleviate downtime and continue to follow-up on this progress to ensure minimal disruption of service.</p>

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			<p><b>Implementation Status:</b></p> <p>Wireless service is also monitored regularly and MIS recommended the removal of the department?s wireless use for the stand-alone Online Public Access Catalog. A regular student work station is temporarily being used for the OPAC. When operable, the extra system from the previous librarian position will be the permanent station for the OPAC at the Circulation Desk.</p> <p>2. The department has purchased Cablenet services from Marianas Cable Vision to resolve the issue of network service downtime while servicing patrons on the Dynix Symphony Program. Installation is set for Tuesday, February 17th and the contract will expire September 2009 or upon exhaustion of funds, whichever occurs first.</p> <p>III. New Learning Resource Center</p> <p>1. Plans are underway to construct the new LRC. The AANAPISIP Grant Committee meet regularly to address all concerns and the layout of the floor plans will be finalized on February 26th. LRC square footage will increase, from the existing 8,300 SF to 19,000 SF. Upcoming meeting will discuss instructional technology needs, electrical distribution and temperature controls.</p> <p>2. The Grant does not address additional furnishings or equipment. This will need to be addressed in future fiscal year budgets. Planning and Development have been tasked to search for additional grant opportunities to meet this need. If the Committee?s interest in the possibility of attaining LEEDs certification for the new LRC building is approved, this certification will open the campus up to additional funding opportunities in the federal government.</p>

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			<p><b>Implementation Status:</b></p> <p>3. Facility Maintenance continues to monitor temperature and work closely with the department on all work order service requests.</p>
<p>Learning Resource Center - AY 07-08 SSUO#2</p> <p>INFORMATION LITERACY SKILLS -</p> <p>Students will learn information literacy skills to become effective library users, information consumers and life long learners.</p> <p><b>Start Date:</b> 10/08/2007</p> <p><b>End Date:</b> 03/09/2009</p> <p><b>SLO Status:</b> Not currently being assessed</p>	<p><b>Artifact/Instrument/Rubric/Method/Tool</b></p> <p><b>Description:</b> Surveys and focus groups will be used to determine effectiveness of instruction.</p> <p><b>Type of</b></p> <p><b>Artifact/Instrument/Rubric/Method/Tool:</b> Focus Group</p> <p><b>Criterion ( Written in % ):</b> 80% of students receiving library instruction will report success in using information literacy skills in the completion of their assignments.</p>		
	<p><b>Artifact/Instrument/Rubric/Method/Tool</b></p> <p><b>Description:</b> Surveys and focus groups will be used to determine effectiveness of instruction.</p> <p><b>Type of</b></p> <p><b>Artifact/Instrument/Rubric/Method/Tool:</b> Focus Group</p> <p><b>Criterion ( Written in % ):</b> 80% of students receiving library instruction will report success in using information literacy skills in the completion of their assignments.</p>		
	<p>Task Name: Evaluation of Information Literacy Instructional Program</p> <p>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.</p>	<p>10/13/2008 - Surveys were distributed in 7 Library Information Literacy Classes during the 2007 Fall and 2008 Spring &amp; Fall Semesters. Student artifacts were collected and analyzed.</p> <p>Of the 77 students who responded to a written survey after receiving information literacy instruction 77/77 or 100% reported that they strongly agree or agreed that what they learned would help them in the their research assignments.</p> <p>Further, 100% of the students responding strongly agreed or agreed that they had enough hands-on experience. This is significant, because in the past the students did not feel they had enough hands-on experience. The addition of more computers in the library made it possible for the students to search and use the EBSCO (Electronic Business Services Company) periodical database during the instruction.</p>	<p>10/13/2008 - GCC Library will continue to assess student performance on library assignments. Since periodicals were an area where some students appeared to have difficulty, more emphasis will be put on periodical instruction. The focus of periodical instruction will depend of the learning outcomes needed for a particular class. Instruction for College Success, an introductory course, will emphasize basic information, while instruction for upper level English courses will focus on scholarly journals and advanced searches through EBSCO (Electronic Business Services Company).</p> <p><b>Implementation Status:</b></p>

Student Learning Outcomes (SLOs)	Means of Assessment & Criteria ( Written in % ) / Tasks	Data Collection Status/Summary of Results (N=?)	Use of Summary Result & Implementation Status
		<p>The addition of more computers that can be used for information literacy instruction, along with instruction for College Success students in the library has made it more likely that students will receive the information literacy instruction that they need to be successful in college and as lifelong learners.</p> <p><b>Summary of Result Type:</b> Criterion Met</p> <p><b>Data Collection Status/Summary of Result Status:</b> Open</p> <p><b>Growth Budget Implications/Effect:</b> No budget impact</p> <p><b>Related Documents:</b>  <a href="#">Student Library Instructional Survey</a>  <a href="#">Student Library Instructional Survey Results, Spring, 2008</a>  <a href="#">Student Focus Group Questions</a>  <a href="#">Student Focus Group Responses</a> </p>	<p><b>Implementation Status:</b> 03/02/2009 - In library instruction to classes, emphasis was placed on periodicals. This included instruction on the types of periodicals, search of periodical articles in a database, and correct use and citation of periodicals in papers and other student work products.</p>
<p>Learning Resource Center - AY 07-08 SSUO#3</p> <p>LEARNING RESOURCES - The library will provide sufficient resources to support the curricular needs of faculty instruction.</p> <p><b>Start Date:</b> 10/08/2007</p> <p><b>End Date:</b> 03/09/2009</p> <p><b>SLO Status:</b> Not currently being assessed</p>	<p><b>Artifact/Instrument/Rubric/Method/Tool Description:</b> A survey and focus group will be used to determine sufficiency of learning resources.</p> <p><b>Type of Artifact/Instrument/Rubric/Method/Tool:</b> Client/Customer Service Survey</p> <p><b>Criterion ( Written in % ):</b> 80% of faculty will report that the library collections meet their instructional and curricular needs</p>		
	<p><b>Artifact/Instrument/Rubric/Method/Tool Description:</b> A survey and focus group will be used to determine sufficiency of learning resources.</p> <p><b>Type of Artifact/Instrument/Rubric/Method/Tool:</b> Client/Customer Service Survey</p> <p><b>Criterion ( Written in % ):</b> 80% of faculty will report that the library collections meet their instructional and curricular needs</p>		
	<p>Task Name: Evaluation of Learning Resources</p> <p>Task Description: A faculty survey and focus group will be used to</p>	<p>10/13/2008 - In both the Faculty Focus Group and Faculty Survey distributed in February, 2008, the faculty were polled about the sufficiency of learning resources in GCC Library.</p>	<p>10/07/2008 - The GCC library has been selecting current DVDs titles that support the curriculum, as the budget</p>

Student Learning Outcomes (SLOs)	Means of Assessment & Criteria ( Written in % ) / Tasks	Data Collection Status/Summary of Results (N=?)	Use of Summary Result & Implementation Status
	<p>determine the sufficiency of resources to support the curriculum.</p>	<p>Of the 5 faculty who responded, 5/5 or 100% of faculty surveyed in a focus group were satisfied that the library collections meet their instructional and curricular needs.</p> <p>3/5 or 60% of the faculty surveyed also asked that the library have access to at least a few hundred full text journals and that periodical resources be updated. The same number also requested that the library update VHS tapes to DVD format and the number of items be increased to support each curricular area.</p> <p><b>Summary of Result Type:</b> Issues Found <b>Data Collection Status/Summary of Result Status:</b> Open <b>Growth Budget Implications/Effect:</b> Over \$500 <b>Related Documents:</b> <a href="#">Faculty Instructional Survey</a> <a href="#">Faculty Instructional Survey Responses 2008-1</a> <a href="#">Faculty Focus Group Questions</a> <a href="#">Faculty Focus Group Responses 2008-1</a></p>	<p>has permitted and will continue to add more instructional DVDs to the collection.</p> <p>The Library will also continue to update curricular resources in the library in collaboration with the faculty. Many outdated and damaged books were removed from the collection in AY 2007-2008.</p> <p>The Library might need to find funds for an electronic journal database, if PREL is no longer able to provide the EBSCO database for our students.</p> <p><b>Implementation Status:</b> 03/02/2009 - Financial constraints have prevented the GCC Library from purchasing DVDs to support the curriculum. DVDs will be purchased when funds are available.</p> <p>The removal of outdated and damaged books from the collection has made it easier for users to locate current materials, since they do not need to look through outdated materials.</p> <p>There is continued collection development collaboration with faculty; however, the lack of funds to purchase materials places a damper on this. Requests are being saved for the time that funds are again available.</p>
<p>Learning Resource Center - AY 07-08 SSUO#4 LIBRARY TECHNOLOGY - Students and faculty will be provided with the most current library technology and services to facilitate student learning and improve access to information.</p> <p><b>Start Date:</b> 10/08/2007 <b>End Date:</b> 03/09/2009 <b>SLO Status:</b></p>	<p><b>Artifact/Instrument/Rubric/Method/Tool Description:</b> Surveys and focus groups will be used to evaluate library technology. <b>Type of Artifact/Instrument/Rubric/Method/Tool:</b> Client/Customer Service Survey <b>Criterion ( Written in % ):</b> 80% of students and faculty will report satisfaction with the library technology on surveys and in focus groups.</p>		

Student Learning Outcomes (SLOs)	Means of Assessment & Criteria ( Written in % ) / Tasks	Data Collection Status/Summary of Results (N=?)	Use of Summary Result & Implementation Status
Not currently being assessed	<p><b>Artifact/Instrument/Rubric/Method/Tool Description:</b> Surveys and focus groups will be used to evaluate library technology.</p> <p><b>Type of Artifact/Instrument/Rubric/Method/Tool:</b> Client/Customer Service Survey</p> <p><b>Criterion ( Written in % ):</b> 80% of students and faculty will report satisfaction with the library technology on surveys and in focus groups.</p>	<p>10/13/2008 - Students and Faculty were asked to evaluate library technology in surveys and focus groups conducted during the Fall, 2007 and Spring, 2008 semesters.</p> <p>100% of the students agreed that they have enough hands on experience with computers during library instruction.</p> <p>16 of the 48 students surveyed stated that the most valuable thing they learned in library instruction was how to use the EBSCO database.</p> <p>50% of faculty surveyed in a written questionnaire requested more PC's for student use and also requested that the Library continue to provide access to full text electronic periodicals.</p> <p><b>Summary of Result Type:</b> Issues Found</p> <p><b>Data Collection Status/Summary of Result Status:</b> Open</p> <p><b>Growth Budget Implications/Effect:</b> Under \$500</p> <p><b>Related Documents:</b>  <a href="#">Student Focus Group Responses</a>  <a href="#">Student Library Services Survey Results, Spring , 2008</a>  <a href="#">Faculty Focus Group Responses 2008-1</a>  <a href="#">Faculty Instructional Survey Responses 2008-1</a> </p>	<p>10/07/2008 - The GCC Library now has 25 more computers for student use. The Library will continue to plan for future computer use by adding replacement computers for obsolete computers, as the budget permits.</p> <p>The GCC Library will continue to offer the EBSCO electronic periodical database provided by PREL (Pacific Resources for Education and Learning) at no cost to the College. In the event that PREL loses their grant for the database, GCC Library will need to find considerable funding to provide a comparable full text periodical database.</p> <p><b>Implementation Status:</b> 03/02/2009 - The addition of 25 computers to the library has allowed students to have more access to library technology. Students have requested more computers in the library for the past few years. Therefore, they are not longer students waiting for one of the few computers that were previously available.</p> <p>PREL continues to offer the EBSCO database at no charge to residents of Guam. This means that GCC does not need to find thousands of dollars to pay for a periodical database.</p>
Learning Resource Center - FA09-SP11 SSUO#1 CUSTOMER SERVICES - Students	<p><b>Artifact/Instrument/Rubric/Method/Tool Description:</b></p>	10/11/2010 - A Library Survey was distributed and compiled for Fall 2009 with 327 participants, and	

Student Learning Outcomes (SLOs)	Means of Assessment & Criteria ( Written in % ) / Tasks	Data Collection Status/Summary of Results (N=?)	Use of Summary Result & Implementation Status
<p>will receive competent assistance when borrowing materials, asking directional questions, using computer stations, making audio-visual requests, or conducting other library business at the Circulation Desk.</p> <p><b>Start Date:</b> 10/12/2009</p> <p><b>End Date:</b> 03/14/2011</p> <p><b>SLO Status:</b> Completed the Assessment Cycle</p>	<p>Surveys and focus groups will be used to determine quality of customer services.</p> <p><b>Type of Artifact/Instrument/Rubric/Method/Tool:</b> Client/Customer Service Survey</p> <p><b>Criterion ( Written in % ):</b> 80% of students will report satisfaction with the assistance provided when requesting Circulation and Customer Services.</p>	<p>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.</p> <p>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.</p> <p>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. 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.</p> <p>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.</p> <p>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.</p> <p>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.</p> <p>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</p>	<p>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 can not provide full services.</p> <p>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 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.)</p> <p>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.</p> <p>The library will continue to request funds to purchase an adequate number of library resources such as books and other types of media.</p> <p><b>Implementation Status:</b> 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:</p> <p>1. Customer Service was enhanced with the hiring of a replacement</p>

Student Learning Outcomes (SLOs)	Means of Assessment & Criteria ( Written in % ) / Tasks	Data Collection Status/Summary of Results (N=?)	Use of Summary Result & Implementation Status
		<p>business magazines. Students wanted more and newer local books. Students wanted easier access to archived PDN articles. In addition to local books, resources on psychology, sociology, DVDs and GED books were requested.</p> <p>In the March, 2010 survey, 15% of students disagreed or strongly disagreed that 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.</p> <p>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.</p> <p><b>Summary of Result Type:</b> Criterion Met</p> <p><b>Data Collection Status/Summary of Result Status:</b> Administrative/Student Services Unit Data Collection Status</p> <p><b>Growth Budget Implications/Effect:</b> Over \$5,000</p> <p><b>Growth Budget Justification:</b> The library budget will need to include funding for continued training and for additional staff that will needed for the new library. Funds have not yet been encumbered for additional staff at this time.</p> <p>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 enhance the students learning experience.</p> <p>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.</p> <p>The GCC Library will continue to request increased funds to purchase books, DVDs, and periodicals, in order to satisfy student requests</p>	<p><b>Implementation Status:</b> Library Technician. However, due to increased demand of services and a doubling of the square footage of the library, another Library Technician is required.</p> <ol style="list-style-type: none"> <li>34 new computers have been provided for student use and to support student learning and library access. These replaced several dated computers.</li> <li>12 laptops were also purchased for student use and to support student learning and library access.</li> <li>Three student study rooms were constructed to provide for student group study and meetings as well as Audio-Visual, Media and Library Instruction rooms.</li> <li>Comfortable seating for 100+ were purchased for public areas as well as outlets for laptops and WiFi access.</li> <li>A new air conditioning system now provides a comfortable temperature and a clean environment.</li> <li>Requests for more library books, periodicals, multi-media and electronic items cannot be fulfilled at this time due to budgetary constraints.</li> </ol>



Student Learning Outcomes (SLOs)	Means of Assessment & Criteria ( Written in % ) / Tasks	Data Collection Status/Summary of Results (N=?)	Use of Summary Result & Implementation Status
		<p>for library materials.</p> <p><b>Related Documents:</b>  <a href="#">Student Library Survey, 2009</a>  <a href="#">Student Library Services Survey Results, Fall, 2009</a>  <a href="#">Student Library Services Survey Statistical Results, Fall, 2009</a>  <a href="#">Student Library Services Survey Results, Spring, 2010</a>  <a href="#">Student Focus Group Questions, Rev.</a>  <a href="#">Student Focus Group Responses, Spring, 2010</a></p>	
<p>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.</p> <p><b>Start Date:</b> 10/12/2009</p> <p><b>End Date:</b> 03/14/2011</p> <p><b>SLO Status:</b> Completed the Assessment Cycle</p>	<p><b>Artifact/Instrument/Rubric/Method/Tool Description:</b> Surveys and focus groups will be used to determine effectiveness of instruction.</p> <p><b>Type of Artifact/Instrument/Rubric/Method/Tool:</b> Focus Group</p> <p><b>Criterion ( Written in % ):</b> 80% of students receiving library instruction will report success in using information literacy skills in the completion of their assignments.</p>	<p>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.</p> <p>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.</p> <p>The most common response to the most valuable thing learned today by students, involved electronic resources, such as the EBSCO database.</p> <p>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.</p> <p>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.</p> <p><b>Summary of Result Type:</b> Criterion Met</p> <p><b>Data Collection Status/Summary of Result Status:</b> Administrative/Student Services Unit Data Collection Status</p> <p><b>Growth Budget Implications/Effect:</b> Over \$5,000</p> <p><b>Growth Budget Justification:</b> 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.</p>	<p>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.</p> <p>The library will consider how to make more information literacy workshops available to students, whether in person or online.</p> <p>The library will continue to collect student artifacts to assess the effectiveness of information literacy instruction.</p> <p><b>Implementation Status:</b> 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.</p> <p>An information literacy workshop was conducted in coordination with Project Aim. Since the opening of the new library building, 14 in-person information literacy</p>

Student Learning Outcomes (SLOs)	Means of Assessment & Criteria ( Written in % ) / Tasks	Data Collection Status/Summary of Results (N=?)	Use of Summary Result & Implementation Status
		<p>These funds are not yet available.</p> <p>Access to electronic resources depends upon the availability of computers, netbooks, tablets, e-readers and other devices.</p> <p><b>Related Documents:</b>  <a href="#">Student Library Instructional Survey, 2009-2010</a>  <a href="#">English Worksheet</a>  <a href="#">English Resources Worksheet</a>  <a href="#">Library Student Success Worksheet</a>  <a href="#">Nursing Worksheet</a>  <a href="#">Faculty Focus Group Questions, Rev.</a>  <a href="#">Faculty Focus Group Question Responses, 2010</a>  <a href="#">Faculty Survey, 2010</a>  <a href="#">Faculty Survey Responses, 2010</a>  <a href="#">Student Library Instructional Survey, 2009-2010, Results</a>  <a href="#">Student Focus Group Questions, Rev.</a>  <a href="#">Student Focus Group Responses, Spring, 2010</a></p>	<p><b>Implementation Status:</b> 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.</p>
<p>Learning Resource Center - FA09-SP11 SSUO#3 LEARNING RESOURCES - The library will provide sufficient resources to support the curricular needs of faculty instruction.</p> <p><b>Start Date:</b> 10/12/2009</p> <p><b>End Date:</b> 03/14/2011</p> <p><b>SLO Status:</b> Completed the Assessment Cycle</p>	<p><b>Artifact/Instrument/Rubric/Method/Tool Description:</b> A survey and focus group will be used to determine sufficiency of learning resources.</p> <p><b>Type of Artifact/Instrument/Rubric/Method/Tool:</b> Client/Customer Service Survey</p> <p><b>Criterion ( Written in % ):</b> 80% of faculty will report that the library collections meet their instructional and curricular needs</p>	<p>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.</p> <p>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.</p> <p><b>Summary of Result Type:</b> Issues Found</p> <p><b>Data Collection Status/Summary of Result Status:</b> Administrative/Student Services Unit Data Collection Status</p> <p><b>Growth Budget Implications/Effect:</b></p>	<p>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.</p> <p>The library will instruct students in the process of accessing Pacific Daily News articles.</p> <p>The new building has an additional media room, which the library will use for instruction and other related purpose.</p> <p><b>Implementation Status:</b> 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.</p> <p>Classes visiting the library for instruction have been taught how to access Pacific Daily News articles</p>

Student Learning Outcomes (SLOs)	Means of Assessment & Criteria ( Written in % ) / Tasks	Data Collection Status/Summary of Results (N=?)	Use of Summary Result & Implementation Status
		<p>Over \$5,000</p> <p><b>Growth Budget Justification:</b> 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.</p> <p><b>Related Documents:</b>  <a href="#">Faculty Survey, 2010</a>  <a href="#">Faculty Focus Group Questions, Rev.</a>  <a href="#">Faculty Focus Group Question Responses, 2010</a>  <a href="#">Faculty Survey Responses, 2010</a>  <a href="#">Student Focus Group Questions, Rev.</a>  <a href="#">Student Focus Group Responses, Spring, 2010</a></p>	<p><b>Implementation Status:</b> 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.</p> <p>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.</p> <p>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.</p>
<p>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.</p> <p><b>Start Date:</b> 10/12/2009</p> <p><b>End Date:</b> 03/07/2011</p> <p><b>SLO Status:</b> Completed the Assessment Cycle</p>	<p><b>Artifact/Instrument/Rubric/Method/Tool Description:</b> Surveys and focus groups will be used to evaluate library technology.</p> <p><b>Type of Artifact/Instrument/Rubric/Method/Tool:</b> Client/Customer Service Survey</p> <p><b>Criterion ( Written in % ):</b> 80% of students and faculty will report satisfaction with the library technology on surveys and in focus groups.</p>	<p>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.</p> <p>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.]</p> <p><b>Summary of Result Type:</b> Issues Found</p> <p><b>Data Collection Status/Summary of Result Status:</b> Administrative/Student Services Unit Data Collection Status</p> <p><b>Growth Budget Implications/Effect:</b> Over \$5,000</p> <p><b>Growth Budget Justification:</b></p>	<p>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.</p> <p>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.</p> <p><b>Implementation Status:</b> 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</p>

Student Learning Outcomes (SLOs)	Means of Assessment & Criteria ( Written in % ) / Tasks	Data Collection Status/Summary of Results (N=?)	Use of Summary Result & Implementation Status
		<p>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.</p> <p><b>Related Documents:</b>  <a href="#">Student Library Survey, 2009</a>  <a href="#">Student Library Services Survey Results, Fall, 2009</a>  <a href="#">Student Library Services Survey Statistical Results, Fall, 2009</a>  <a href="#">Faculty Survey, 2010</a>  <a href="#">Faculty Focus Group Questions, Rev.</a>  <a href="#">Faculty Focus Group Question Responses, 2010</a>  <a href="#">Faculty Survey Responses, 2010</a>  <a href="#">Student Focus Group Questions, Rev.</a>  <a href="#">Student Focus Group Responses, Spring, 2010</a>  <a href="#">Student Library Services Survey Results, Spring, 2010</a></p>	<p><b>Implementation Status:</b> and quality of computers in the library.</p> <p>The library is planning policies and procedures in order to allow students to check out laptop computers for in-library use.</p> <p>Students, faculty and staff have access to borrowing the Kindle e-reader, loaded with fiction and non-fiction books.</p> <p>Plans to replace computers and other library technology in order to provide for replacements over time have been included in the Library's 3-year Budget plan.</p>
<p>Learning Resource Center - SSUO#1 CUSTOMER SERVICES - FA11-SP13 SSUO#1: Students will receive competent assistance when borrowing materials, asking directional questions, using computer stations, making audio-visual requests, or conducting other library business.</p> <p><b>Outcome Type:</b> SLO</p> <p><b>Start Date:</b> 03/14/2011</p> <p><b>End Date:</b> 03/11/2013</p> <p><b>SLO Status:</b> Completed the Assessment Cycle</p> <p><b>Program SLO/AUO Plan reflects/incorporates:</b> Self Study Report</p> <p><b>Historical Assessment Perspective:</b> SSUO#1 incorporates the need for information to "assess the staffing needs" as noted in the Self Study Report.</p>	<p><b>Artifact/Instrument/Rubric/Method/Tool Description:</b> Surveys and focus groups will be used to determine quality of customer services.</p> <p><b>Type of Artifact/Instrument/Rubric/Method/Tool:</b> Client/Customer Service Survey</p> <p><b>Criterion ( Written in % ):</b> 80% of students will report satisfaction with the assistance provided when requesting Circulation and Customer Services.</p> <p><b>Related Documents:</b>  <a href="#">Student Library Survey, 2011-2013</a>  <a href="#">Student Electronic Survey, Fall, 2012</a></p>	<p>03/05/2012 - -----Spring &amp; Fall Semester, 2011. A Library Survey was distributed in the library and compiled for Spring 2011 with 163 participants, and Fall 2011 with 217 participants. (N=380) Patrons evaluated the Library on general and technology services, as well as satisfaction with the facility and collections.</p> <p><b>FACILITY:</b> More than 90% of patrons found the new library facility to be clean and comfortable with adequate space for study and reading with appropriate air conditioning and noise control.</p> <p><b>SERVICE:</b> Over 90% of patrons Agree or Strongly Agree that they received prompt, courteous and competent service from GCC Library employees who were respectful and helpful. 13.3% of patrons (51 out of 380) however, Disagree or Strongly Disagree that they consider the hours of operation to be sufficient.</p> <p><b>COLLECTIONS:</b> 90% of students Agree or Strongly Agree that the Library has a sufficient number of books, journals and</p>	<p>09/20/2012 - GCC Library intends to use the Summary of Results to advocate that the College Administration fill the Library Technician I position currently on hold to provide sufficient personnel to address the student need for longer library hours.</p> <p><b>Implementation Status:</b> 03/04/2013 - GCC Library has successfully advocated for and filled both the vacant Library Tech I position and the new Library Tech I position created by the College Administration. The library should now be able to restore full library hours to address student concerns.</p>

Student Learning Outcomes (SLOs)	Means of Assessment & Criteria ( Written in % ) / Tasks	Data Collection Status/Summary of Results (N=?)	Use of Summary Result & Implementation Status
		<p>magazines to support their courses. However, 12% of students noted that they Disagree or Strongly Disagree that the library has sufficient DVD's and Media to support their classwork.</p> <p>TECHNOLOGY: 95% of the library patrons Agree or Strongly Agree that Technology Services provided by the library to include library computer resources and online resources such as the OPAC, EBSCO Databases and Web Portal were adequate and easy to use both on and off campus.</p> <p>-----Fall Semester, 2012 Another Library Survey was completed during the Fall Semester, 2012 with 276 participants. The results (N=276) were almost identical with the previous two surveys.</p> <p>More than 90% of patrons again found the facility outstanding with the exception of the Air Conditioning outage on the 2nd floor which lasted almost 4 weeks.</p> <p>Over 90% of students again found the service above average with the same concern as expressed in the first two surveys about the library hours. Students thought the library is not open early enough or late enough to accommodate their needs.</p> <p>-----GCC Library clearly met the goal of having 80% of students report satisfaction with the assistance they are provided.</p> <p><b>Summary of Result Type:</b> Criterion Met <b>Data Collection Status/Summary of Result Status:</b> Open <b>Growth Budget Implications/Effect:</b> Over \$5,000 <b>Growth Budget Justification:</b> BUDGET IMPLICATIONS:</p> <p>The Administration should consider filling the Library Technician I position currently on hold, to provide sufficient personnel to address the students need for longer library hours.</p>	



Student Learning Outcomes (SLOs)	Means of Assessment & Criteria ( Written in % ) / Tasks	Data Collection Status/Summary of Results (N=?)	Use of Summary Result & Implementation Status
		<p>The Administration should consider permitting the library to use the Library fees collected from students each semester to fund the purchase of additional books, periodicals, and media (DVD's, streaming videos and eBooks) to expand the resources available for students to support their classes.</p> <p><b>Related Documents:</b>  <a href="#">Student Library Services Survey Results, Spring, 2011</a>  <a href="#">Student Library Services Survey Results, Fall, 2011</a>  <a href="#">Student Library Services Survey Results, Fall, 2012</a>  <a href="#">Student Electronic Survey Results, Fall, 2012</a></p>	
<p>Learning Resource Center - SSUO#2  INFORMATION LITERACY SKILLS - FA11-SP13 SUO#2:  Students will learn information literacy skills to become effective library users, information consumers and life long learners.</p> <p><b>Outcome Type:</b>  SLO</p> <p><b>Start Date:</b>  03/14/2011</p> <p><b>End Date:</b>  03/11/2013</p> <p><b>SLO Status:</b>  Completed the Assessment Cycle</p> <p><b>Program SLO/AUO Plan reflects/incorporates:</b>  Self Study Report</p> <p><b>Historical Assessment Perspective:</b>  SSUO#2 will incorporate the Self Study Report suggestion to "identify courses within the general education curriculum, and the technical requirements of programs that have student learning outcomes related to information competence".</p>	<p><b>Artifact/Instrument/Rubric/Method/Tool Description:</b>  Surveys and focus groups will be used to determine effectiveness of instruction.</p> <p><b>Type of Artifact/Instrument/Rubric/Method/Tool:</b>  Client/Customer Service Survey</p> <p><b>Criterion ( Written in % ):</b>  80% of students receiving library instruction will report success in using information literacy skills in the completion of their assignments.</p> <p><b>Related Documents:</b>  <a href="#">Student Library Instructional Survey, 2011</a>  <a href="#">Student Library Instructional Survey, 2012</a></p>	<p>03/06/2012 - -----Fall Semester 2011 -- A survey was distributed to students (N=79) receiving information literacy instruction. 96% of the students agreed that the class was clear and well-organized. 4% of the students disagreed or strongly disagreed. 100% of the students agreed that the instructor was knowledgeable about the information being presented. 96% of the students agreed that I am satisfied with the examples and illustrations provided and the amount of information covered. 4% disagreed. 94% of the students agreed that the instructor spoke in an easy to understand way and maintained good eye contact. 6% of the students disagreed. 98% of the students agreed that the handouts and visual aids that were presented will be useful to me. 2% of the students strongly disagreed. 100% of the students agreed that there was enough hands on experience. 97% of the students agreed that what they learned that day would help them with their research assignments for their class.</p> <p>-----Fall Semester, 2012.</p> <p>100% of the students in a paper survey (N=63) distributed to students in Fall 2012 information literacy sessions, strongly agreed or agreed that classes are well-organized, that the instructor was knowledgeable about the information presented, and that what they learned would help them with their research assignments. The Library met its goal that 80% of the students would be satisfied with Library instruction. 56% of that students replying to an electronic survey (N=25), distributed via MyGCC, had not used the</p>	<p>10/01/2012 - Use of Results:  In order to maintain and expand on the students information literacy skills, the Library will schedule workshops for students in addition to the instructional sessions that students may attend with their instructor. This will assist more students to gain more hands on experience using the EBSCO periodical database. Outreach will continue to provide special information literacy instruction sessions for Project Aim and similar programs. The Library will also continue to offer more opportunities for students to be trained and gain experience with using e-books.</p> <p><b>Implementation Status:</b>  02/28/2013 -  The Library is scheduling Information Literacy Workshops to train students to access library resources such as the Dynix OPAC and the EBSCO databases through personally owned smart devices.</p>

Student Learning Outcomes (SLOs)	Means of Assessment & Criteria ( Written in % ) / Tasks	Data Collection Status/Summary of Results (N=?)	Use of Summary Result & Implementation Status
		<p>EBSCO periodical database. 44% of the students answered that they would attend additional workshops in the library to learn more about using computers and databases for research. 95.8% of students had visited the GCC Library. 56% of the students had not used e-books.</p> <p>-----Therefore, the Library reached its goal that 80% of students receiving library instruction will report success in using information literacy skills in the completion of their assignments.</p> <p><b>Summary of Result Type:</b> Criterion Met</p> <p><b>Data Collection Status/Summary of Result Status:</b> Open</p> <p><b>Growth Budget Implications/Effect:</b> Over \$5,000</p> <p><b>Growth Budget Justification:</b> GCC Library needs to actually receive the funds budgeted for library resources, equipment and technology in each fiscal year. The amount budgeted by GCC needs to be sufficient to maintain current technology, such as computers, database subscriptions, software updates and subscriptions, the Internet infrastructure in the library, and other resources needed for students to receive current library instruction.</p> <p><b>Related Documents:</b>  <a href="#">Student Library Instructional Survey Results, 2011</a>  <a href="#">Student Library Instructional Survey Results, 2012</a> </p>	
<p>Learning Resource Center - SSUO#3 LEARNING RESOURCES - FA11-SP13 SSUO#3: The library will provide sufficient resources to support the curricular needs of faculty instruction.</p> <p><b>Outcome Type:</b> SLO</p> <p><b>Start Date:</b> 03/14/2011</p> <p><b>End Date:</b> 03/11/2013</p> <p><b>SLO Status:</b> Completed the Assessment Cycle</p> <p><b>Program SLO/AUO Plan reflects/incorporates:</b> Self Study Report</p> <p><b>Historical Assessment Perspective:</b></p>	<p><b>Artifact/Instrument/Rubric/Method/Tool Description:</b> A survey and focus group will be used to determine sufficiency of learning resources.</p> <p><b>Type of Artifact/Instrument/Rubric/Method/Tool:</b> Client/Customer Service Survey</p> <p><b>Criterion ( Written in % ):</b> 80% of faculty will report that the library collections meet their instructional and curricular needs</p> <p><b>Related Documents:</b>  <a href="#">Faculty Survey, Spring 2012</a>  <a href="#">Faculty Survey, Fall, 2012</a>  <a href="#">Student Electronic Survey, Fall, 2012</a>  <a href="#">Student Library Survey, 2011-2013</a> </p>	<p>03/05/2012 - -----Spring Semester,2012 -- A faculty survey was distributed via e-mail (N=17) to GCC department chairs and faculty. 17 faculty responded to the survey by the survey deadline. 24% of the responding faculty disagreed or strongly disagreed that the GCC Library has sufficient books, periodicals and DVDs to support student needs in their subject area(s). 48% agreed or strongly agreed with this statement. Another 28% indicated that this was not applicable to them. For example, in automotive, the department has their own materials and database subscription, independent of the library, so their resource needs are not the same as other areas.</p> <p>54% of the responding faculty disagreed or strongly disagreed that the GCC Library has sufficient books, periodicals and DVDs to support their needs as an instructor in the subject areas taught, including</p>	<p>10/01/2012 - GCC Library will advocate for a budget sufficient to replace out of date materials and keep the collection current. The GCC Library will prioritize its acquisition of library materials in accord with the plan below.</p> <p><b>PLAN:</b> Student and faculty requests for resources will be prioritized and purchased as funds are made available. The first priority will go to books that support new programs and courses, that directly support the curriculum or are needed for the reference collection. Since paperback novels are not expensive, the Library will try to</p>

Student Learning Outcomes (SLOs)	Means of Assessment & Criteria ( Written in % ) / Tasks	Data Collection Status/Summary of Results (N=?)	Use of Summary Result & Implementation Status
<p>SSUO#3 will access the need to "provide direct access to a portion of student library fees" for funding learning resources.</p>		<p>materials needed to use in class with students, such as DVDs or streaming video, and materials needed to keep current in their field. 18% agreed or strongly agreed with the statement. Another 28% responded that this was not applicable to them.</p> <p>-----Fall Semester, 2012 -- 90% of the faculty responding to an electronic survey ( N=10) strongly agreed or agreed that the GCC Library has sufficient resources, books, e-books and DVD, about Guam and Micronesia. One faculty member, in a comments section, indicated that the library needs more documentaries on geology, ecology and biology. 60% of the faculty strongly agreed or agreed that the GCC Library has sufficient books, periodicals and DVD to support student needs in their subject area, including resources necessary for students to complete their assignments. One faculty member, or 10%, checked N/A, so only 30% disagreed that the GCC Library has sufficient materials. 40% of the faculty strongly agreed or agreed that the GCC Library has sufficient electronic resources such as e-books, e-audio books, and streaming video. However, adding e-books, e-audio books and streaming video have only been added to the collection within the past couple years. Most of the electronic resources were purchased with Federal grants. As funds are available, the library will be adding more electronic resources to support GCC courses and programs.</p> <p>GCC Library needs to continue purchasing books and other resources to keep the Pacific Collection current. The GCC Library also needs to expand the selection of books and DVD that support GCC courses and programs.</p> <p>It was also noted that over 60% of the patrons (mostly students) completing a paper survey (N=276), strongly agreed or agreed that there are a sufficient number of books to support course work. However, over 45% of the respondents strongly agreed or agreed that they could find the books they needed for courses, papers, and research. About 40% strongly agreed or agreed that the GCC library offers enough bestsellers and novel. About 45% strongly agreed or agreed that there were enough DVDs to support their classes. Respondents also made comments about the resources they wanted GCC to add to the library collection: books on architectural designing, up to date books and DVD, novels, twilight books, Sparks novels, chicken soup for the soul books, more print periodicals, and more magazines. It could be that the Library had the materials, but the students needed to request assistance to find the books and DVD. It could be that the</p>	<p>acquire some titles to support developmental reading courses, that a significant number of GCC students take. The Library encourages donation of books and DVD that support the curriculum. The Library received a donation of dozens of high interest, quality books to support the early childhood program from a faculty member.</p> <p>One of the areas that the library needs to provide sufficient student resources to support the curriculum is the Allied Health program. It requires up to date materials, since outdated health materials can actually cause harm. The Allied Health program is expanding, and the library will need to receive thousands of dollars to cover the cost of print and electronic resources for new programs like EMS and Phlebotomy. The print magazines that do not directly support coursework are donated, since it has been necessary to cut the print periodical subscription for the last several years.</p> <p>Recurring Cost for Electronic Reference The students are requesting more books to support their coursework. This will be a challenge because many resources will only be available through online subscriptions. For example, the Encyclopedia Britannica that is no longer in print. That is a resource every academic library needs to provide. This means that instead of simply purchasing a set of encyclopedias, GCC will need to pay annual subscriptions for online versions of encyclopedias and other reference books. After the year is up, GCC no longer has those references in its collection. The Library will advocate for a sufficient budget to keep the reference section current.</p> <p><b>Implementation Status:</b> 02/28/2013 - GCC Library continues to advocate for a budget sufficient to replace out of date materials and to keep the library collection current. Supporting the curriculum, particularly new programs continues</p>



Student Learning Outcomes (SLOs)	Means of Assessment & Criteria ( Written in % ) / Tasks	Data Collection Status/Summary of Results (N=?)	Use of Summary Result & Implementation Status
		<p>students need more assistance in finding the books and other resources that are already in the GCC Library collection, such as correctly searching in the catalog and EBSCO periodical database.</p> <p>-----The Library found issues keeping it from reaching its goal of 80% of the faculty being satisfied that library resources meet their curricular needs in all areas surveyed.</p> <p><b>Summary of Result Type:</b> Issues Found</p> <p><b>Data Collection Status/Summary of Result Status:</b> Open</p> <p><b>Growth Budget Implications/Effect:</b> Over \$5,000</p> <p><b>Growth Budget Justification:</b> GCC Library needs to actually receive the funds budgeted for library resources in each fiscal year. The amount budgeted by GCC must be sufficient to purchase needed resources. Library fees should also be considered as a revenue source for library materials.</p> <p><b>Related Documents:</b>  <a href="#">Faculty Survey Results, Spring 2012</a>  <a href="#">Faculty Survey Results, Fall, 2012</a>  <a href="#">Student Electronic Survey Results, Fall, 2012</a>  <a href="#">Student Library Services Survey Results, Fall, 2012</a> </p>	<p><b>Implementation Status:</b> to be the number one priority as well as providing electronic resources for both the Reference and General Book Collections.</p> <p>Although the library has received donations of materials particularly for the Early Childhood Education Program, it continues to struggle to find funding for new programs such as the Pharmacy Technician, Phlebotomy and EMT programs.</p> <p>Given the condition of the College financial resources, the Administration has been unable to provide sufficient funding to support new programs and update the collection. The library fees that were requested are being used to support the library in other venues.</p>
<p>Learning Resource Center - SSUO#4 LIBRARY TECHNOLOGY AND FACILITIES - FA11-SP13 SSUO#4: Students and faculty will be provided with the most current library technology and appropriate facilities to support student learning and improve access to information.</p> <p><b>Outcome Type:</b> SLO</p> <p><b>Start Date:</b> 03/14/2011</p> <p><b>End Date:</b> 03/11/2013</p> <p><b>SLO Status:</b> Completed the Assessment Cycle</p> <p><b>Program SLO/AUO Plan reflects/incorporates:</b> Self Study Report</p> <p><b>Historical Assessment Perspective:</b></p>	<p><b>Artifact/Instrument/Rubric/Method/Tool Description:</b> Surveys and focus groups will be used to evaluate library technology.</p> <p><b>Type of Artifact/Instrument/Rubric/Method/Tool:</b> Client/Customer Service Survey</p> <p><b>Criterion ( Written in % ):</b> 80% of students and faculty will report satisfaction with the library technology on surveys and in focus groups.</p> <p><b>Related Documents:</b>  <a href="#">Student Library Survey, 2011-2013</a>  <a href="#">Student Electronic Survey, Fall, 2012</a> </p>	<p>03/07/2012 - -----Fall Semester, 2011 -- A survey was distributed (N= 217) to library patrons who visited the GCC Library in Fall semester 2011. 217 library users responded to the survey. The majority of the respondents were students. 81% of the respondents agreed or strongly agreed that the library has a sufficient number of computers. 7% disagreed or strongly disagreed, while 12% had no opinion. In that same survey, 88% of respondents agreed or strongly agreed that the library computers are up-to-date and in working order. 4% disagreed or strongly disagreed, while 8% had no opinion. In the faculty survey (N=17), 66% of the faculty agreed or strongly agreed that students should be able to borrow laptops and tablets for use while in the GCC Library. 12% disagreed or strongly disagreed. 22% responded that the question was not applicable. Therefore, the Library reached its goal in that well over 80% of students agreed that there were enough computers in the library and that they had enough</p>	<p>10/01/2012 - GCC Library will launch a pilot program in Spring 2013 to loan laptops to students for in-library use. Furthermore, the GCC Library will advocate for a budget to purchase tablet computers and additional laptops computers (if needed) that can be used by students for in-library use. This will also act supplement the number of computers available in the library for student use. This should allow the library to reach its goal, that 80% of the students and faculty will agree that library technology meets their curricular needs.</p> <p>GCC Library will also advocate that the Administration find a way to repair the library air conditioning within a couple days perhaps by purchasing a regular</p>

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<p>SSUO#4 will be used to "research the need and demand for additional electronic resources including e-books, e-book readers and computer tablets to facilitate the use of enhanced electronic services.</p>		<p>hands-on experience during library instruction. The majority of faculty supported the student use of laptops or tablets in the library. The library will explore this through appropriate college channels.</p> <p>-----Fall Semester, 2012</p> <p>In the electronic student survey (N=25), 84% of the students would like to have a laptop or tablet for students to check out for in library use only. Further, 80% of the faculty who responded to the electronic faculty survey (N=10) either strongly agreed or agreed that the students need more access to computers, including laptops or tablets. 72% of the students (N=25) agreed that there were enough computers in the GCC Library for students.</p> <p>In the paper survey distributed to patrons in the GCC Library (N=276), approximately 65% of the respondents strongly agreed or agreed the library has a sufficient number of computers.</p> <p>Facility:</p> <p>Although results indicated that students are generally satisfied with the facility, patrons made many negative complaints about the library temperature in the paper survey (N=276) distributed to library patrons. The air conditioning in the library second floor was out for almost a month.</p> <p>-----Although not meeting the requirement that 80% of students and faculty will report satisfaction with the library technology and facilities, the library does get close to this number with 72% of the students and 65% of patrons agreeing .</p> <p><b>Summary of Result Type:</b> Issues Found</p> <p><b>Data Collection Status/Summary of Result Status:</b> Open</p> <p><b>Growth Budget Implications/Effect:</b> Over \$5,000</p> <p><b>Growth Budget Justification:</b> Upgrades to the computers, software, wired and wireless network access and the availability of tablets or similar devices in the library will be needed to stay technologically current.</p> <p><b>Related Documents:</b>  <a href="#">Student Library Services Survey Results, Spring, 2011</a>  <a href="#">Student Library Services Survey Results, Fall, 2011</a>  <a href="#">Faculty Survey Results, Spring 2012</a>  <a href="#">Faculty Survey Results, Fall, 2012</a>  <a href="#">Student Library Services Survey</a> </p>	<p>maintenance plan from Carrier. This may be difficult because of our current financial status, but it will be important if we are to preserve the books and create an environment that facilitates learning for our students.</p> <p><b>Implementation Status:</b> 02/28/2013 - A pilot program to loan laptops to students could not go forward after it was learned that stipulated conditions in the Federal loan which funded the laptops did not permit them to be lent for in-library use. When funding is available, the Library will purchase computer tablets and implement a pilot program that will permit them to be borrowed by students.</p> <p>The library catalog and e-books are still currently accessible by personal computer for students in the library. Students who own tablets or smart phones can also access these resources through the GCC Library wireless network.</p>

Student Learning Outcomes (SLOs)	Means of Assessment & Criteria ( Written in % ) / Tasks	Data Collection Status/Summary of Results (N=?)	Use of Summary Result & Implementation Status
		<a href="#">Results, Fall, 2012</a> <a href="#">Student Electronic Survey Results, Fall, 2012</a>	
<p>Learning Resource Center - SSUO#1.1 CUSTOMER SERVICES - FA13-SP15 SSUO#1: Upon the completion of receiving circulation services, assistance and/or information from GCC Library personnel, students will be able to execute borrowing materials, asking directional questions, using computer stations, completing audio-visual requests and conducting other library business.</p> <p><b>Outcome Type:</b> SLO</p> <p><b>Start Date:</b> 10/14/2013</p> <p><b>End Date:</b> 03/09/2015</p> <p><b>SLO Status:</b> Completed the Assessment Cycle</p> <p><b>Program SLO/AUO Plan reflects/incorporates:</b> Use and Implementation of Results from the previous cycle</p> <p><b>Historical Assessment Perspective:</b> GCCLIB will continue to seek ways to provide effective customer services.</p> <p><b>Budget Goals:</b> xxx</p>	<p><b>Artifact/Instrument/Rubric/Method/Tool Description:</b> Surveys and a focus group will be used to determine effectiveness of customer services.</p> <p><b>Type of Artifact/Instrument/Rubric/Method/Tool:</b> Client/Customer Service Survey</p> <p><b>Criterion ( Written in % ):</b> 80% of students will report success when requesting Circulation and Customer Services.</p> <p><b>Related Documents:</b>  <a href="#">Student Library Survey, 2013-2015</a>  <a href="#">Faculty Survey, 2013</a> </p>	<p>02/20/2014 - A Library Survey was distributed and compiled for Fall, 2013 with 223 participants, and Spring, 2014 with 201 participants. (N=424) Students evaluated the Library on Services, Library Collections, Library Technology and the LRC Facility.</p> <p>88% of students agreed or strongly agreed that they were successful when requesting Circulation and Customer Services. 4% of students disagreed or strongly disagreed and 8% of students had no opinion.</p> <p><b>Summary of Result Type:</b> Criterion Met</p> <p><b>Data Collection Status/Summary of Result Status:</b> Administrative/Student Services Unit Data Collection Status</p> <p><b>Growth Budget Implications/Effect:</b> Over \$5,000</p> <p><b>Growth Budget Justification:</b> The administration should maintain current library staffing to foster the high standard of Customer Services provided by the LRC/Library.</p> <p><b>Budget Related Proposed Outcomes:</b> GCC Library has sufficient resources to meet faculty and student needs.</p> <p><b>Related Documents:</b>  <a href="#">Student Library Survey, 2013-2015</a>  <a href="#">Student Library Survey Results - Fall,2013</a>  <a href="#">Student Library Survey Results - Spring, 2014</a> </p>	<p>09/24/2014 - GCC Library will use the excellent results of this assessment cycle to continue to advocate for full staffing in order to provide maximum service hours and superior services for GCC students.</p> <p><b>Implementation Status:</b> 02/23/2015 - GCC Library has been able to provide superior customer service with a full staff and maximum service hours for this assessment cycle. The Library will continue to advocate, as needed, to maintain these service standards.</p>
<p>Learning Resource Center - SSUO#2.1 LEARNING RESOURCES - FA13-SP15 SSUO#2 Upon completion of navigating the physical and/or virtual learning resources at GCC Library, students will be able to find and use a variety of print, digital and technological resources to support their learning needs.</p> <p><b>Outcome Type:</b> SLO</p> <p><b>Start Date:</b> 10/14/2013</p> <p><b>End Date:</b></p>	<p><b>Artifact/Instrument/Rubric/Method/Tool Description:</b> A student survey will be used.</p> <p><b>Type of Artifact/Instrument/Rubric/Method/Tool:</b> Client/Customer Service Survey</p> <p><b>Criterion ( Written in % ):</b> 80% of students will agree that they are able to find and use a variety of print, digital and technological resources.</p> <p><b>Related Documents:</b>  <a href="#">Student Library Survey, 2013-2015</a> </p>	<p>02/20/2014 - Library Surveys were distributed in Fall, 2013 and Spring, 2014 (N=424). 65% of the survey respondents agreed or strongly agreed with the statement "I am able to find books and e-books I need for research" and 54% of the survey respondents agreed or strongly agreed with the statement "I am able to find the journals, magazines, newspapers I need".</p> <p><b>Summary of Result Type:</b> Criterion Not Met</p> <p><b>Data Collection Status/Summary of Result Status:</b> Administrative/Student Services Unit Data Collection Status</p>	<p>09/26/2014 - GCC Library will continue to advocate for an adequate budget to purchase learning resource materials for new and existing programs. Additionally, the library needs advance notice of new programs in order to have resources available for the program on the first day of classes.</p> <p><b>Implementation Status:</b> 02/23/2015 - GCC Library requested an adequate budget to purchase</p>

Student Learning Outcomes (SLOs)	Means of Assessment & Criteria ( Written in % ) / Tasks	Data Collection Status/Summary of Results (N=?)	Use of Summary Result & Implementation Status
<p>03/09/2015</p> <p><b>SLO Status:</b> Completed the Assessment Cycle</p> <p><b>Program SLO/AUO Plan reflects/incorporates:</b> Use and Implementation of Results from the previous cycle</p> <p><b>Historical Assessment Perspective:</b> GCC Library will continue to seek ways to provide a variety of learning resources for student learning.</p> <p><b>Budget Goals:</b> xxx</p>		<p><b>Growth Budget Implications/Effect:</b> Over \$5,000</p> <p><b>Growth Budget Justification:</b> In order to improve the students ability to find and use a variety of print, digital and technological resources, the GCC Library needs to receive additional funding to purchase or subscribe to additional resources.</p> <p>Moreover, students need to take advantage of the opportunities for training in the use of library resources and information about available resources, through a partnership between faculty and the curriculum process. This should be required a required part of program and course development.</p> <p>Finally, consideration should be given to replacing library computers which are now four or more years old on which these library resources are accessed.</p> <p><b>Budget Related Proposed Outcomes:</b> GCC Library has sufficient resources to meet faculty and student needs.</p> <p><b>Related Documents:</b> <a href="#">Student Library Survey, 2013-2015</a> <a href="#">Student Library Survey Results - Fall,2013</a> <a href="#">Student Library Survey Results - Spring, 2014</a></p>	<p><b>Implementation Status:</b> learning resource materials for new and existing programs. Although the budget allotted was insufficient, GCC Library will continue to advocate for an adequate library resources budget. GCC Library received advance notice of the new Human Resources program. A librarian collaborated with the program's DC to identify library resources to support HR. It appears the program's department will purchase five key references to support the new program.</p>
<p>Learning Resource Center - SSUO#3.1 INFORMATION LITERACY - FA13-SP15 SSUO#3: Upon completion of Information Literacy Instruction at GCC Library, students will be able to demonstrate the necessary knowledge to be effective library users, information consumers and life long learners.</p> <p><b>Outcome Type:</b> SLO</p> <p><b>Start Date:</b> 10/14/2013</p> <p><b>End Date:</b> 03/09/2015</p> <p><b>SLO Status:</b> Completed the Assessment Cycle</p> <p><b>Program SLO/AUO Plan reflects/incorporates:</b></p>	<p><b>Artifact/Instrument/Rubric/Method/Tool Description:</b> Student and faculty surveys will be used to determine whether students are demonstrating the necessary information literacy skills.</p> <p><b>Type of Artifact/Instrument/Rubric/Method/Tool:</b> Client/Customer Service Survey</p> <p><b>Criterion ( Written in % ):</b> 80% of students will report success in demonstrating the necessary information literacy skills.</p> <p><b>Related Documents:</b> <a href="#">Faculty Survey, 2013</a> <a href="#">Student Library Survey, 2013-2015</a></p>	<p>02/20/2014 - A survey was conducted in Fall, 2013 and Spring, 2014 (N=121). 100% of the students responding reported that "The instruction today will help me be a more effective library user." 100% of the students responding reported that what they learned today would help them with their research assignments for their class.</p> <p><b>Summary of Result Type:</b> Criterion Met</p> <p><b>Data Collection Status/Summary of Result Status:</b> Administrative/Student Services Unit Data Collection Status</p> <p><b>Growth Budget Implications/Effect:</b> No budget impact</p> <p><b>Growth Budget Justification:</b> At this time, there is no budget impact.</p> <p><b>Budget Related Proposed Outcomes:</b></p>	<p>09/26/2014 - Information Literacy, the ability to find and use Library resources, needs to be incorporated into the curriculum. GCC Library will continue to advocate for an Information Literacy course that all students are required to take before getting a degree or the inclusion of information literacy into the curriculum of an existing course all students must take.</p> <p><b>Implementation Status:</b> 02/23/2015 - A Recommendation was made to the Acting Dean, that Information Literacy, the ability to find and use Library resources, should be incorporated into the curriculum. This should either be as</p>



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<p>Use and Implementation of Results from the previous cycle</p> <p><b>Historical Assessment Perspective:</b> GCCLIB will continue to offer information literacy workshops to enable students to improve their information seeking skills to become effective library users, information consumers and life long learners.</p> <p><b>Budget Goals:</b> xxx</p>		<p>Students will demonstrate effective information literacy skills.</p> <p><b>Related Documents:</b> <a href="#">Student Library Instructional Survey, 2014-2015</a> <a href="#">Student Library Instructional Survey Results, 2014</a></p>	<p><b>Implementation Status:</b> part of a college skills course, a library skills one credit course, or into a specific course that all students must take to get an associate degree.</p>
<p>Learning Resource Center - SSUO#1 CUSTOMER SERVICES - FA15-SP17 SSUO#1: Upon the completion of receiving circulation services, assistance and/or information from GCC Library personnel, students will be able to execute borrowing materials, asking directional questions, using computer stations, laptops and/or tablets and conducting other library business.</p> <p><b>Outcome Type:</b> SLO</p> <p><b>Start Date:</b> 10/12/2015</p> <p><b>End Date:</b> 03/13/2017</p> <p><b>SLO Status:</b> Currently being assessed</p> <p><b>Program SLO/AUO Plan reflects/incorporates:</b> Use and Implementation of Results from the previous cycle</p> <p><b>Historical Assessment Perspective:</b> GCC Library will continue to seek ways to provide excellent customer services.</p> <p><b>Budget Goals:</b> Provide sufficient staff resources to support the curricular needs of faculty and students.</p>	<p><b>Artifact/Instrument/Rubric/Method/Tool Description:</b> Surveys will be used to determine effectiveness of customer services.</p> <p><b>Type of Artifact/Instrument/Rubric/Method/Tool:</b> Client/Customer Service Survey</p> <p><b>Criterion ( Written in % ):</b> 80% of students will report success when requesting Circulation and Customer Services.</p> <p><b>Budget Related Performance Indicators:</b> 80% of students will agree that GCC Library provides sufficient Customer Services.</p> <p><b>Related Documents:</b> <a href="#">Student Library Survey, 2015-2017</a> <a href="#">Annual Circulation Report, 2014-2015</a></p>		
		<p>03/08/2016 - A Library Survey was distributed and compiled for Fall, 2015 with 248 participants, Spring, 2016 with 141 participants and Fall, 2016 with 147 participants. (N=536). Students evaluated the Library on Services, Library Collections, Library Technology and the LRC Facility. 94% of students agreed or strongly agreed that they were successful when requesting Circulation and Customer Services. 3% of students disagreed or strongly disagreed and 3% of students had no opinion.</p> <p><b>Summary of Result Type:</b> Criterion Met</p> <p><b>Data Collection Status/Summary of Result Status:</b> Administrative/Student Services Unit Data Collection Status</p> <p><b>Growth Budget Implications/Effect:</b> Over \$5,000</p> <p><b>Growth Budget Justification:</b> The administration should fill library technician positions currently open and recently lost to continue and foster the high standard of Customer Services provided by the LRC/Library.</p>	<p>09/27/2016 - GCC Library will use these excellent results to continue to advocate for full staffing and prompt replacement of staff openings so that maximum service hours may be maintained.</p> <p><b>Implementation Status:</b> 03/07/2017 - GCC Library has provided excellent customer service with full service hours including Saturdays for this assessment cycle. The Library will continue to encourage the College Administration to provide full staffing to maintain the high service standards that currently exist.</p>

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		<p><b>Budget Related Proposed Outcomes:</b> GCC Library will have sufficient learning resources to meet student needs.</p> <p><b>Related Documents:</b>  <a href="#">Library Service Survey Results, Fall Semester, 2015.pdf</a>  <a href="#">Library Service Survey, Results, Spring, 2016.pdf</a>  <a href="#">Library Service Survey, Fall, 2016.pdf</a>  <a href="#">Library Service Survey, Results, Spring, 2017.pdf</a></p>	
<p>Learning Resource Center - SSUO#2 LEARNING RESOURCES - FA15-SP17 SSUO#2 Upon completion of navigating the physical and/or virtual learning resources at GCC Library, students will be able to find and use a variety of print, digital and technological resources to support their learning needs.</p> <p><b>Outcome Type:</b> SLO</p> <p><b>Start Date:</b> 10/12/2015</p> <p><b>End Date:</b> 03/13/2017</p> <p><b>SLO Status:</b> Currently being assessed</p> <p><b>Program SLO/AUO Plan reflects/incorporates:</b> Use and Implementation of Results from the previous cycle</p> <p><b>Historical Assessment Perspective:</b> GCC Library will continue to provide appropriate learning resources for student learning.</p> <p><b>Budget Goals:</b> Provide sufficient print, digital and technological resources to support student learning and faculty instruction.</p>	<p><b>Artifact/Instrument/Rubric/Method/Tool Description:</b> A student and faculty survey will be used to evaluate GCC Library Learning Resources.</p> <p><b>Type of Artifact/Instrument/Rubric/Method/Tool:</b> Client/Customer Service Survey</p> <p><b>Criterion ( Written in % ):</b> 80% of students will agree that they are able to find and use a variety of print, digital and technological resources.</p> <p><b>Budget Related Performance Indicators:</b> 80% of students will agree that the library provides sufficient print, digital and technological resources.</p> <p><b>Related Documents:</b>  <a href="#">Student Library Survey, 2015-2017</a>  <a href="#">Faculty Library Survey, 2015-2017</a></p>		
		<p>03/08/2016 - Student surveys were conducted in Fall, 2015 and Spring, 2016 (N=389). Students were surveyed about the sufficiency of library materials in the collection. Only 61% of the students agreed or strongly agreed that they have sufficient print books. 49% of the students agreed that there were sufficient e-books.</p> <p>The Library failed to meet its goal that 80% of the students would be able to find and use a variety of print, digital and technological resources to support their learning needs. Sufficient print and e-books were not available to meet their learning needs.</p> <p>A faculty survey was conducted in Spring 2016 (N=27). Faculty were surveyed about the sufficiency of learning resources in the Library to support student learning.</p>	<p>09/28/2016 - GCC Library requested an adequate budget to purchase learning resource materials for new and existing programs. In Summer2016, library requisitions and orders in process were returned to the library and could not be ordered. This included resources that faculty and students requested to support student learning. GCC froze Fund 1, the fund the library uses to pay for library materials, due to low government allotments. These resources were to support early childhood education, social science and English courses, among others. The GCC Library print resources are dated. The funding to pay an annual subscription for the Academic e-book collection was not processed due to the</p>

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		<p>Faculty comments included that the library should be “purchasing current titles relevant to my instructional area,” “more math and science titles,” “promote new materials,” “improve and update the resources section,” and that “material on computers was limited and very dated.”</p> <p>Only 44% of faculty agreed or strongly agreed that there are sufficient print books to support student learning. The students cannot find and use a variety of print books if the books are not in the library’s collection.</p> <p>9/28/2016 - A Library Survey was conducted in Fall 2016 (N=146). Students were surveyed about the sufficiency of library materials in the collection. Only 77% of students strongly agreed or agreed that there is a sufficient quantity of books to support course work. 69% of the students strongly agreed or agreed that there are a sufficient number of e-books. 71% of the students strongly agreed or agreed that there are a sufficient number of magazines. 72% of the students agreed or strongly agreed that they can find books and e-books they need for research.</p> <p>The Library failed to meet its goal that 80% of the students would strongly agree or agree that they were able to find and use a variety of print and digital resources to support their learning needs.</p> <p><b>Summary of Result Type:</b> Criterion Not Met</p> <p><b>Data Collection Status/Summary of Result Status:</b> Administrative/Student Services Unit Data Collection Status</p> <p><b>Growth Budget Implications/Effect:</b> Over \$5,000</p> <p><b>Growth Budget Justification:</b> The LRC will continue to advocate for a budget to purchase sufficient print, digital and other resources to meet this goal. The LRC will continue to investigate using student library fees for this purpose.</p> <p><b>Budget Related Proposed Outcomes:</b> GCC Library will have sufficient learning resources to meet student needs.</p> <p><b>Related Documents:</b>  <a href="#">Library Service Survey Results, Fall Semester, 2015.pdf</a>  <a href="#">GCCLIB Faculty Survey, Spring, 2016.pdf</a>  <a href="#">GCCLIB Faculty Survey, Spring,</a> </p>	<p>freeze on Fund 1. Since the print collection is dated, e-books with recent publication dates, varying degrees of depth and covering a wide range of subjects are necessary. Since GCC has not paid for the subscription, EBSCO can cut off access. When funds for FY 2017 are made available, the GCC Library will resubmit the requisitions for the print resources and the e-book database.</p> <p><b>Implementation Status:</b> 03/07/2017 - GCC Library will continue to request an adequate budget to support library resources for new and existing programs. The books that could not be ordered in summer semester 2017, due to a lack of funds, have not been ordered in fall 2016 or spring 2017. The print books in the GCC Library collection are dated. However, the two e-book databases offset that, since there over a 130,000 e-books on a wide array of college subjects, including career and technical education areas. The books have varying reading levels and depth. The Library also subscribes to a set of periodical databases that are needed for students to complete research assignments. The GCC Library will continue to advocate for the continuation of the two e-book subscription databases and e-periodical subscription database.</p>

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		<a href="#">Results, 2016.pdf</a> <a href="#">Library Service Survey, Results, Spring, 2016.pdf</a> <a href="#">Student Resource Requests, Fall 2016</a> <a href="#">Student Book Requests, Fall, 2016</a> <a href="#">Library Service Survey, Results, Fall, 2016</a> <a href="#">GCCLIB Faculty Survey, Spring Results, 2017</a> <a href="#">Library Service Survey, Results, Spring, 2017.pdf</a>	
<p>Learning Resource Center - SSUO#3  INFORMATION LITERACY - FA15-SP17  SSUO#3:  Upon completion of Information Literacy Instruction at GCC Library, students will be able to demonstrate the necessary knowledge to be effective library users, information consumers and life long learners.</p> <p><b>Outcome Type:</b>  SLO</p> <p><b>Start Date:</b>  10/12/2015</p> <p><b>End Date:</b>  03/13/2017</p> <p><b>SLO Status:</b>  Currently being assessed</p> <p><b>Program SLO/AUO Plan reflects/incorporates:</b>  Use and Implementation of Results from the previous cycle</p> <p><b>Historical Assessment Perspective:</b>  GCCLIB will continue to offer information literacy workshops to enable students to improve their information seeking skills to become effective library users, information consumers and life long learners.</p> <p><b>Budget Goals:</b>  Provide information literacy instruction resources to ensure students become effective library users, information consumers and lifelong learners</p>	<p><b>Artifact/Instrument/Rubric/Method/Tool Description:</b>  Student surveys will be used to determine whether students are demonstrating the necessary information literacy skills.</p> <p><b>Type of Artifact/Instrument/Rubric/Method/Tool:</b>  Client/Customer Service Survey</p> <p><b>Criterion ( Written in % ):</b>  80% of students will report success in demonstrating the necessary information literacy skills.</p> <p><b>Budget Related Performance Indicators:</b>  80% of students will report success in demonstrating the necessary information literacy skills.</p> <p><b>Related Documents:</b>  <a href="#">Student Library Survey, 2015-2017</a>  <a href="#">Student Library Instructional Survey, 2014-2015</a></p>		
		<p>03/08/2016 - A student survey was conducted in Spring, 2016 (N=22) . Students were surveyed about information competency instruction. 100% of students agreed or strongly agreed that the instruction made them a more effective library user. 100% of students agreed or strongly agreed that the instruction helped them research assignments for their class.</p> <p>The Library met its goal that at least 80% of the students could demonstrate the necessary knowledge to be effective library users, information consumers and lifelong learners.Student surveys were conducted in Spring, 2016.</p> <p>An information competency instruction survey was administered to students in an EN 111 class using a pre-test and post-test, (N=18). The pre-test inquired about</p>	<p>09/28/2016 - The Library continues to advocate for information literacy instruction to be made a part of the curriculum for one class, such as EN 111, or for a one credit course in college skills, that is required in all associate degree programs.</p> <p>The pre and post test for EN 111 will be used in Fall 2016 EN 111 classes that bring their students to the Library for instruction. The first EN 111 Fall 2016 instruction is scheduled for September 29, 2016.</p> <p>The pre and post test for EN 111 provides a better assessment of student</p>



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		<p>their knowledge as a library user. The post-test looked at their knowledge as library users after receiving information competency instruction in the GCC LRC. Before instruction, 66% of students surveyed did not know how to find and use electronic periodicals and electronic books, and were unable to name a research database available at GCC. After instruction, 100% of students responding could explain where they could find electronic periodicals and e-books, and at a minimum, respond that the periodical database was an EBSCO company database.</p> <p>9/28/2016 - Student surveys were conducted in Fall 2016 library instruction classes (N=35). Students were surveyed about information competency instruction. 100% of the students strongly agreed or agreed that the instruction made them a more effective library user. 100% also agreed that the instruction would help them with research assignments for their class.</p> <p>The Library met its goal that at least 80% of the students could demonstrate the necessary knowledge to be effective library users, information consumers and lifelong learners.</p> <p><b>Summary of Result Type:</b> Criterion Met</p> <p><b>Data Collection Status/Summary of Result Status:</b> Administrative/Student Services Unit Data Collection Status</p> <p><b>Growth Budget Implications/Effect:</b> Over \$5,000</p> <p><b>Growth Budget Justification:</b> Guam Community College Library should continue to expand the available print and digital resources to promote Information Literacy for GCC students.</p> <p><b>Budget Related Proposed Outcomes:</b> Students will become competent users of library resources.</p> <p><b>Related Documents:</b>  <a href="#">Student Instructional Survey, Pre Test, 2016.pdf</a>  <a href="#">Student Instructional, Survey Post test, 2016.pdf</a>  <a href="#">Student Library Instructional Survey Results, Spring, 2016.pdf</a>  <a href="#">Student Library Instructional Survey, 2016-2017</a>  <a href="#">Student Library Instruction Survey Results, Fall 2016</a> </p>	<p>learning. The students had to provide answers about where they can find resources in specific areas. Therefore, the pre and post test will be adapted for use in library instruction for other courses.</p> <p><b>Implementation Status:</b> 03/07/2017 - The Library contacted the English Department about information literacy instruction for English courses. As a result additional information literacy classes were scheduled. The goal is to determine if the English Department might be the appropriate department to integrate library skills into the curriculum in one course all students who receive in all associate degree programs. The other possibility is for the library to advocate for a one credit course in college skills that is required in all associate degree programs. In regard to information literacy instruction, GCC Library will continue using the pretest and post test assessment for EN 110 and EN 111 library instruction classes. It helps the Library to determine whether or not students are attaining mastery of the information literacy student learning outcome, since we can compare the pretest with the posttest.</p>

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		<a href="#">Library Service Survey, Results, Spring, 2017.pdf</a>	