Unit Assessment Report - Four Column

Guam Community College
Learning Resource Center

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

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

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

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

Student Services Unit Outcomes	Means of Assessment & Criteria (Written in %) / Tasks	Data Collection Status/Summary of Results	Use of Summary Result & Implementation Status
Learning Resource Center - 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. **Start Date:** 10/03/2004 **End Date:** 03/05/2005	**Artifact/Instrument/Rubric/Method/Tool Description:** 6a.2 A focus group of Library faculty and staff will be used to assess training needs. **Criterion (Written in %):** 80% of the Library service unit will agree that their training needs are being meet.	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. **Summary of Result Type:** Distinction/strength **Data Collection Status/Summary of Result Status:** Closed **Budget Implications:** No budget impact **Notes:** Completed during the AY04-05 cycle.	01/10/2005 - The Staff and Faculty will pursue further training in the following areas: Staff: Best Customer Service Enhance computer skills with additional programs and accessories Stress Management 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.

Student Services Unit Outcomes	Means of Assessment & Criteria (Written in %) / Tasks	Data Collection Status/Summary of Results	Use of Summary Result & Implementation Status
			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 an appropriate library environment - Students and faculty will be provided with a library environment that meets their instructional and physical needs.

Start Date:
10/03/2004
End Date:
03/05/2005 | **Artifact/Instrument/Rubric/Method/Tool Description:**
Surveys and focus groups will be used to determine adequacy of library environment.

Criterion (Written in %):
80% of students and faculty will report satisfaction with the library environment in meeting the instructional and physical needs of the college community. | 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.

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.
Summary of Result Type:
Problem/limitation
Data Collection Status/Summary of Result Status:
Closed
Budget Implications:
No budget impact
Notes:
Completed during the AY04-05 cycle. | 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:

A. A/V Viewing Area
B. Group Study Areas (1 large & 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 |

Student Services Unit Outcomes	Means of Assessment & Criteria (Written in %) / Tasks	Data Collection Status/Summary of Results	Use of Summary Result & Implementation Status
Learning Resource Center - AY 04-05 Provide competent assistance in information needs - Students will receive competent assistance in accessing and using information. **Start Date:** 10/03/2004 **End Date:** 03/05/2005	**Artifact/Instrument/Rubric/Method/Tool Description:** Surveys and focus groups will be used to determine competence of assistance. **Criterion (Written in %):** 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. **Summary of Result Type:** Distinction/strength **Data Collection Status/Summary of Result Status:** Closed **Budget Implications:** No budget impact **Notes:** 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, making audio-visual requests, or conducting other library business at the Circulation Desk. **Start Date:** 10/03/2004 **End Date:**	**Artifact/Instrument/Rubric/Method/Tool Description:** Surveys and focus groups will be used to determine quality of customer services. **Criterion (Written in %):** 80% of students will report satisfaction with the assistance provided when requesting Circulation 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 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.	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 Customer Services' training class.

Student Services Unit Outcomes	Means of Assessment & Criteria (Written in %) / Tasks	Data Collection Status/Summary of Results	Use of Summary Result & Implementation Status
03/05/2005		**Summary of Result Type:** Distinction/strength **Data Collection Status/Summary of Result Status:** Closed **Budget Implications:** No budget impact **Notes:** Completed during the AY04-05 cycle.	
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. **Start Date:** 10/03/2004 **End Date:** 03/05/2005	**Artifact/Instrument/Rubric/Method/Tool Description:** A survey and focus group will be used to determine sufficiency of learning resources. **Criterion (Written in %):** 80% of faculty will report that the library collections meet their instructional and curricular needs.		
		10/11/2004 - 86% of faculty who responded reported that library collections meet their instructional and curricular needs. 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. **Summary of Result Type:** Distinction/strength **Data Collection Status/Summary of Result Status:**	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.

Student Services Unit Outcomes	Means of Assessment & Criteria (Written in %) / Tasks	Data Collection Status/Summary of Results	Use of Summary Result & Implementation Status
		Closed **Budget Implications:** No budget impact **Notes:** Completed during ghe AY04-05 cycle.	
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. **Start Date:** 10/03/2004 **End Date:** 03/05/2005	**Artifact/Instrument/Rubric/Method/Tool Description:** Surveys and focus groups will be used to determine effectiveness of instruction. **Criterion (Written in %):** 80% of students receiving library instruction will report success in using information literacy skills in the completion of their assignments.		
		10/11/2004 - 97% of students who responded reported success using literacy skills in the completion of their assignments. 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. **Summary of Result Type:** Distinction/strength **Data Collection Status/Summary of Result Status:** Closed **Budget Implications:** No budget impact **Notes:**	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.

Student Services Unit Outcomes	Means of Assessment & Criteria (Written in %) / Tasks	Data Collection Status/Summary of Results	Use of Summary Result & Implementation Status
		Completed during the AY04-05 cycle.	
Learning Resource Center - AY 05-06 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. **Start Date:** 03/07/2005 **End Date:** 03/12/2007	**Artifact/Instrument/Rubric/Method/Tool Description:** Surveys and focus groups will be used to determine quality of customer services. **Criterion (Written in %):** 80% of students will report satisfaction with the assistance provided when requesting Circulation services.		
		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. **Summary of Result Type:** Distinction/strength **Data Collection Status/Summary of Result Status:** Closed **Budget Implications:** No budget impact **Notes:** Completed during the AY05-06 cycle.	10/10/2006 - The staff in order to maintain their exceptional customer service skills will attend appropriate training.
Learning Resource Center - AY 05-06 INFORMATION LITERACY SKILLS - Students will learn information literacy skills to become effective library users, information consumers and life long **Start Date:** 03/07/2005 **End Date:** 03/12/2007	**Artifact/Instrument/Rubric/Method/Tool Description:** Surveys and focus groups will be used to determine effectiveness of instruction. **Criterion (Written in %):** 80% of students receiving library instruction will report success in using information literacy skills in the completion of their assignments.	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. 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	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.

Student Services Unit Outcomes	Means of Assessment & Criteria (Written in %) / Tasks	Data Collection Status/Summary of Results	Use of Summary Result & Implementation Status
		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.

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.
Summary of Result Type:
Distinction/strength
Data Collection Status/Summary of Result Status:
Closed
Budget Implications:
No budget impact
Notes:
Completed during the AY05-06 cycle. | |
| Learning Resource Center - AY 05-06 LEARNING RESOURCES - The library will provide sufficient resources to support the curricular needs of faculty instruction.
Start Date:
03/07/2005
End Date:
03/12/2007 | **Artifact/Instrument/Rubric/Method/Tool Description:**
A survey and focus group will be used to determine sufficiency of learning resources.

Criterion (Written in %):
80% of faculty will report that the library collections meet their instructional and curricular needs | 10/01/2006 - 88% of faculty who responded reported that the library collections meet their instructional and curricular needs.

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. Likewise, in | 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. |

Student Services Unit Outcomes	Means of Assessment & Criteria (Written in %) / Tasks	Data Collection Status/Summary of Results	Use of Summary Result & Implementation Status
		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. **Summary of Result Type:** Distinction/strength **Data Collection Status/Summary of Result Status:** Closed **Budget Implications:** No budget impact **Notes:** Completed during the A705-06 cycle.	
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. **Start Date:** 03/07/2005 **End Date:** 03/12/2007	**Artifact/Instrument/Rubric/Method/Tool Description:** Surveys and focus groups will be used to evaluate library technology. A comparison will also be made with peer community colleges. **Criterion (Written in %):** 80% of students and faculty will report satisfaction with the library technology on surveys and in focus groups.	10/01/2006 - 88% of faculty who responded reported satisfaction with GCC library technology. 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. **Summary of Result Type:** Distinction/strength	10/10/2006 - The Library will continue to advocate for a sufficient number of updated computers to satisfy the needs of the students. 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.

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		Data Collection Status/Summary of Result Status: Closed **Budget Implications:** No budget impact **Notes:** Completed during the AY05-06 cycle.	
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 **Start Date:** 10/08/2007 **End Date:** 03/09/2009	**Artifact/Instrument/Rubric/Method/Tool Description:** Surveys and focus groups will be used to determine quality of customer services. **Type of Artifact/Instrument/Rubric/Method/Tool:** Client/Customer Service Survey **Criterion (Written in %):** 80% of students will report satisfaction with the assistance provided when requesting Circulation services.		
	Artifact/Instrument/Rubric/Method/Tool Description: Surveys and focus groups will be used to determine quality of customer services. **Type of Artifact/Instrument/Rubric/Method/Tool:** Client/Customer Service Survey **Criterion (Written in %):** 80% of students will report satisfaction with the assistance provided when requesting Circulation services.		
	Task Name: Evaluation of Customer Services **Task Description:** Customer Services will be evaluated through surveys and focus groups conducted during the assessment cycle.		
		10/13/2008 - A Library Services Survey was distributed and results were compiled from the	

Student Services Unit Outcomes	Means of Assessment & Criteria (Written in %) / Tasks	Data Collection Status/Summary of Results	Use of Summary Result & Implementation Status
		606 patrons who completed survey forms collected for Fall 2007 (347), Spring 2008 (103) and Fall 2008 (156). 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. 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 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). 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. 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. Finally, the third highest number were directed	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. The three staff members and supervisor attended a half-day customer service refresher training September 5th. Training was conducted for all library employees in the new Dynix Symphony program, September 24th through October 1st. 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. 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 of

Student Services Unit Outcomes	Means of Assessment & Criteria (Written in %) / Tasks	Data Collection Status/Summary of Results	Use of Summary Result & Implementation Status
		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. 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. **Summary of Result Type:** Issues Found **Data Collection Status/Summary of Result Status:** Open **Budget Implications:** Over $5,000 **Related Documents:** Student Library Services Survey Student Library Services Survey Results, Fall, 2007 Student Library Services Survey Results, Spring , 2008 Student Focus Group Questions Student Focus Group Responses	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. 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. 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

Student Services Unit Outcomes	Means of Assessment & Criteria (Written in %) / Tasks	Data Collection Status/Summary of Results	Use of Summary Result & Implementation Status
			maintenance of work order service requests.

Implementation Status:

03/02/2009 - I. Staff Training:

1. Staff and Supervisor received updated training in Sexual Harassment Prevention on March 18, 2009.

2. Staff and Supervisor received training in MyGCC Self Service throughout the month of December.

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.

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 |

Student Services Unit Outcomes	Means of Assessment & Criteria (Written in %) / Tasks	Data Collection Status/Summary of Results	Use of Summary Result & Implementation Status
			Implementation Status: attitude, skill, teamwork, strategy, etc. 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. 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. II. Network and Wireless Capabilities: 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. 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

Student Services Unit Outcomes	Means of Assessment & Criteria (Written in %) / Tasks	Data Collection Status/Summary of Results	Use of Summary Result & Implementation Status
			Implementation Status: OPAC. When operable, the extra system from the previous librarian position will be the permanent station for the OPAC at the Circulation Desk. 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. III. New Learning Resource Center 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. 2. The Grant does not address additional furnishings or equipment. This will need to be addressed in future fiscal year

Student Services Unit Outcomes	Means of Assessment & Criteria (Written in %) / Tasks	Data Collection Status/Summary of Results	Use of Summary Result & Implementation Status
			Implementation Status: 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 certfication will open the campus up to additional funding opportunities in the federal government. 3. Facility Maintenance continues to monitor temperature and work closely with the department on all work order service requests.
Learning Resource Center - AY 07-08 SSUO#2 INFORMATION LITERACY SKILLS - Students will learn information literacy skills to become effective library users, information consumers and life long learners. **Start Date:** 10/08/2007 **End Date:** 03/09/2009	**Artifact/Instrument/Rubric/Method/Tool Description:** Surveys and focus groups will be used to determine effectiveness of instruction. **Type of Artifact/Instrument/Rubric/Method/Tool:** Focus Group **Criterion (Written in %):** 80% of students receiving library instruction will report success in using information literacy skills in the completion of their assignments.		
	Artifact/Instrument/Rubric/Method/Tool Description: Surveys and focus groups will be used to determine effectiveness of instruction. **Type of Artifact/Instrument/Rubric/Method/Tool:** Focus Group		

Student Services Unit Outcomes	Means of Assessment & Criteria (Written in %) / Tasks	Data Collection Status/Summary of Results	Use of Summary Result & Implementation Status
	Criterion (Written in %): 80% of students receiving library instruction will report success in using information literacy skills in the completion of their assignments.		
	Task Name: Evaluation of Information Literacy Instructional Program **Task Description:** Evaluation of the Information Literacy Program will be assessed by administering surveys and conducting focus groups to determine the effectiveness of the instructional program.	10/13/2008 - Surveys were distributed in 7 Library Information Literacy Classes during the 2007 Fall and 2008 Spring & Fall Semesters. Student artifacts were collected and analyzed. 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. 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. 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.	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). **Implementation Status:** 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.
		Summary of Result Type: Criterion Met	

Student Services Unit Outcomes	Means of Assessment & Criteria (Written in %) / Tasks	Data Collection Status/Summary of Results	Use of Summary Result & Implementation Status
		Data Collection Status/Summary of Result Status: Open **Budget Implications:** No budget impact **Related Documents:** Student Library Instructional Survey Student Library Instructional Survey Results, Spring, 2008 Student Focus Group Questions Student Focus Group Responses	
Learning Resource Center - AY 07-08 SSUO#3 LEARNING RESOURCES - The library will provide sufficient resources to support the curricular needs of faculty instruction. **Start Date:** 10/08/2007 **End Date:** 03/09/2009	**Artifact/Instrument/Rubric/Method/Tool Description:** A survey and focus group will be used to determine sufficiency of learning resources. **Type of Artifact/Instrument/Rubric/Method/Tool:** Client/Customer Service Survey **Criterion (Written in %):** 80% of faculty will report that the library collections meet their instructional and curricular needs		
	Artifact/Instrument/Rubric/Method/Tool Description: A survey and focus group will be used to determine sufficiency of learning resources. **Type of Artifact/Instrument/Rubric/Method/Tool:** Client/Customer Service Survey **Criterion (Written in %):** 80% of faculty will report that the library collections meet their instructional and curricular needs		
	Task Name: Evaluation of Learning Resources **Task Description:**	10/13/2008 - In both the Faculty Focus Group and Faculty Survey distributed in February, 2008, the faculty were polled about the sufficiency of	

Student Services Unit Outcomes	Means of Assessment & Criteria (Written in %) / Tasks	Data Collection Status/Summary of Results	Use of Summary Result & Implementation Status
	A faculty survey and focus group will be used to determine the sufficiency of resources to support the curriculum.	learning resources in GCC Library. 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. 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. **Summary of Result Type:** Issues Found **Data Collection Status/Summary of Result Status:** Open **Budget Implications:** Over $500 **Related Documents:** Faculty Instructional Survey Faculty Instructional Survey Responses 2008-1 Faculty Focus Group Questions Faculty Focus Group Responses 2008-1	10/07/2008 - The GCC library has been selecting current DVDs titles that support the curriculum, as the budget has permitted and will continue to add more instructional DVDs to the collection. 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. 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. **Implementation Status:** 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. The removal of outdated and damaged books from the collection has made it easier for users to locate current materials, since they do not needs to look through outdated materials. There is continued collection development collaboration with faculty; however, the lack of funds to purchase materials places on damper on this.

Student Services Unit Outcomes	Means of Assessment & Criteria (Written in %) / Tasks	Data Collection Status/Summary of Results	Use of Summary Result & Implementation Status
			Implementation Status: Requests are being saved for the time that funds are again available.
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. **Start Date:** 10/08/2007 **End Date:** 03/09/2009	**Artifact/Instrument/Rubric/Method/Tool Description:** Surveys and focus groups will be used to evaluate library technology. **Type of Artifact/Instrument/Rubric/Method/Tool:** Client/Customer Service Survey **Criterion (Written in %):** 80% of students and faculty will report satisfaction with the library technology on surveys and in focus groups.		
	Artifact/Instrument/Rubric/Method/Tool Description: Surveys and focus groups will be used to evaluate library technology. **Type of Artifact/Instrument/Rubric/Method/Tool:** Client/Customer Service Survey **Criterion (Written in %):** 80% of students and faculty will report satisfaction with the library technology on surveys and in focus groups.		
	Task Name: Evaluation of Library Technology **Task Description:** Student surveys and a faculty focus group will be used to evaluate current library technology.	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. 100% of the students agreed that they have enough hands on experience with computers during library instruction. 16 of the 48 students surveyed stated that the	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. The GCC Library will continue to offer the EBSCO electronic

Student Services Unit Outcomes	Means of Assessment & Criteria (Written in %) / Tasks	Data Collection Status/Summary of Results	Use of Summary Result & Implementation Status
		most valuable thing they learned in library instruction was how to use the EBSCO database. 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. **Summary of Result Type:** Issues Found **Data Collection Status/Summary of Result Status:** Open **Budget Implications:** Under $500 **Related Documents:** Student Focus Group Responses Student Library Services Survey Results, Spring , 2008 Faculty Focus Group Responses 2008-1 Faculty Instructional Survey Responses 2008-1	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 datatbase, GCC Library will need to find considerable funding to provide a comparable full text periodical database. **Implementation Status:** 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. 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.
Learning Resource Center - FA09-SP11 SSUO#1 CUSTOMER SERVICES - Students will receive competent assistance when borrowing materials, asking directional questions, using computer stations, making audio-visual requests, or conducting other library business at the **Start Date:** 10/12/2009	**Artifact/Instrument/Rubric/Method/Tool Description:** Surveys and focus groups will be used to determine quality of customer services. **Type of Artifact/Instrument/Rubric/Method/Tool:** Client/Customer Service Survey **Criterion (Written in %):** 80% of students will report satisfaction with	10/11/2010 - A Library Survey was distributed and compiled for Fall 2009 with 327 participants, and Spring 2010 with 198 participants. (N=525) Patrons evaluated the Library on general and technology services, as well as satisfaction with the facility and collections. 97% of patrons agreed or strongly agreed that GCC Library employees were respectful and	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

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Student Services Unit Outcomes	Means of Assessment & Criteria (Written in %) / Tasks	Data Collection Status/Summary of Results	Use of Summary Result & Implementation Status
End Date: 03/14/2011 **SSUO Status:** Completed the Assessment Cycle	the assistance provided when requesting Circulation and Customer Services. **Budget-Related Proposed Outcomes:** 1. GCC Library has sufficient resources to meet faculty and student needs. 2. Students and faculty become competent users of library technology. 3. Students will demonstrate effective information literacy skills.	helpful and that they received prompt and competent service. 3% of students disagreed or strongly disagreed that they received competent customer service. Students had concerns about customer service related to technology. In a focus group, students were concerned that "computers are slow and your Internet is slow", the more students using the Internet, the slower the Internet becomes. Students wanted to see equipment, such as laptops available for loan, and were interested in electronic books and electronic book readers. Students have found the Dynix Symphony Library System helpful and useful. In surveys, similar comments were made about laptops available for loan, more computers, upgraded computers, faster computers, faster Internet and a reliable Internet connection. The significant facility concerns in the Spring 2010 survey were as follows: 20% of patrons disagreed or strongly disagreed that the library provides comfortable seating. 22% of students disagreed or strongly disagreed that the library provides adequate study rooms. The vast majority of patrons agreed that the library is clean, had sufficient lighting, and a comfortable sound level. 28% of students disagreed or strongly disagreed that the library is kept at a comfortable temperature. Comments on the survey mentioned the need for more study and group study rooms, more comfortable seating and more outlets for laptops. The comments about comfortable seating and the lack of properly working air conditioner were mentioned several times. Also, in the focus group, students wanted study rooms to use because they felt that a study room would result in a quieter library atmosphere.	staff will be requested. At the present time if even one staff member takes leave, the library can not provide full services. New computers will be requested for the new library as well as faster network services. The library will also continue to investigate the purchase and use of electronic resources including e-book readers and computer tablets such as the iPad. In order to facilitate the use of enhanced electronic services, the library will also request a high capacity secured WI-FI network for laptops, tablets and other electronic devices that the library will be providing for student use. (The current DSL open WI-FI network in the library can only accommodate about 3-4 laptops operating at one time.) The library will seek to offer a comfortable temperature. The library will also seek to provide adequate study rooms and seating in the main areas of the new library. The library will continue to request funds to purchase an adequate number of library resources such as books and other types of media. **Implementation Status:** 03/01/2011 - Great progress was made as a result of the building and move to a new library as of

Student Services Unit Outcomes	Means of Assessment & Criteria (Written in %) / Tasks	Data Collection Status/Summary of Results	Use of Summary Result & Implementation Status
		The students also wanted additional quiet study space and more space in the library in general. In the focus group, students also requested more resources, an interlibrary loan program, and more library resources. There were specific requests for a subscription to the Guam Pacific Daily News. Due to budget constraints, the library lacked this subscription for a time. Requests were made for entertainment and business magazines. Students wanted more and newer local books. Students wanted easier access to archived PDN articles. In addition to local books, resources on psychology, sociology, DVDs and GED books were requested. In the March, 2010 survey, 15% of students disagreed or strongly disagreed that that there were enough books and magazines for pleasure reading, 23% disagreed or strongly disagreed that there were enough bestsellers and novels, 21% disagreed that there were enough DVDs to support classes. Comments on this survey included requests for more varied book selections, and more bestselling books. A Student Focus Group was conducted on February 26, 2010 to examine student perceptions of the quality of patron services, the facility, collections and technology services. **Summary of Result Type:** Criterion Met **Data Collection Status/Summary of Result Status:** Administrative/Student Services Unit Data Collection Status **Budget Implications:** Over $5,000 **Notes:** The library budget will need to include	**Implementation Status:** the Spring Semester, 2011. As a result the following items in the summary of results were addressed and the following actions implemented: 1. Customer Service was enhanced with the hiring of a replacement Library Technician. However, due to increased demand of services and a doubling of the square footage of the library, another Library Technician is required. 2. 34 new computers have been provided for student use and to support student learning and library access. These replaced several dated computers. 3. 12 laptops were also purchased for student use and to support student learning and library access. 4. Three student study rooms were constructed to provide for student group study and meetings as well as Audio-Visual, Media and Library Instruction rooms. 5. Comfortable seating for 100+ were purchased for public areas as well as outlets for laptops and WiFi access. 6. A new air conditioning system now provides a comfortable

Student Services Unit Outcomes	Means of Assessment & Criteria (Written in %) / Tasks	Data Collection Status/Summary of Results	Use of Summary Result & Implementation Status
		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. 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. The library will request that additional funds be provided to ensure that the air conditioning system is properly maintained and that cleaning services are adequately provided in the new and larger library facility to alleviate student concerns. The GCC Library will continue to request increased funds to purchase books, DVDs, and periodicals, in order to satisfy student requests for library materials. **Budget Related Performance Indicators:** Increased funding for staff, technology, facilities and resources will enable 80% of students to report satisfaction with the assistance provided when requesting Circulation and Customer services. **Related Documents:** Student Library Survey, 2009 Student Library Services Survey Results, Fall, 2009 Student Library Services Survey Statistical Results, Fall, 2009 Student Library Services Survey	**Implementation Status:** temperature and a clean environment. 7. Requests for more library books, periodicals, multi-media and electronic items cannot be fulfilled at this time due to budgetary constraints.

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

Student Services Unit Outcomes	Means of Assessment & Criteria (Written in %) / Tasks	Data Collection Status/Summary of Results	Use of Summary Result & Implementation Status
		Summary of Result Type: Criterion Met **Data Collection Status/Summary of Result Status:** Administrative/Student Services Unit Data Collection Status **Budget Implications:** Over $5,000 **Notes:** The budget needs to include funds for electronic resources as most library materials move to a digital format. The funds available to purchase electronic resources will need to be increased. These funds are not yet available. Access to electronic resources depends upon the availability of computers, netbooks, tablets, e-readers and other devices. **Budget Related Performance Indicators:** Funding will need to be located for these resources to help 80% of students receiving library instruction to report success in using information literacy skills in the completion of their assignments. **Related Documents:** Student Library Instructional Survey, 2009-2010 English Worksheet English Resources Worksheet Library Student Success Worksheet Nursing Worksheet Faculty Focus Group Questions, Faculty Focus Group Question Responses, 2010 Faculty Survey, 2010 Faculty Survey Responses, 2010 Student Library Instructional	**Implementation Status:** use and to support student learning and library access, and 8 laptops purchased for student use and to support students learning and library access. An information literacy workshop was conducted in coordination with Project Aim. Since the opening of the new library building, 14 in-person information literacy workshops for GCC courses have been held. The majority of the classes are English classes, to assist the students with periodical research in the EBSCO Periodical Database.

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

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

Student Services Unit Outcomes	Means of Assessment & Criteria (Written in %) / Tasks	Data Collection Status/Summary of Results	Use of Summary Result & Implementation Status
Learning Resource Center - FA09-SP11 SSUO#4 LIBRARY TECHNOLOGY AND FACILITIES - Students and faculty will be provided with the most current library technology and appropriate facilities to support student learning and improve access to information. **Start Date:** 10/12/2009 **End Date:** 03/07/2011 **SSUO Status:** Completed the Assessment Cycle	**Artifact/Instrument/Rubric/Method/Tool Description:** Surveys and focus groups will be used to evaluate library technology. **Type of Artifact/Instrument/Rubric/Method/Tool:** Client/Customer Service Survey **Criterion (Written in %):** 80% of students and faculty will report satisfaction with the library technology on surveys and in focus groups. **Budget-Related Proposed Outcomes:** Students and faculty become competent users of library technology.	10/11/2010 - A faculty survey showed the 64% of faculty strongly agreed or agreed that the GCC Library provides students and faculty sufficient access to technology. A faculty focus group provided input about library technology. Faculty commented favorably about updating computers and adding more technology to the library. The idea of the library loaning laptops to students was suggested. Faculty believed that students are "very happy with . . . the accessibility of computers at the library . . ." note * [The library has expanded the number of computers for student use to 35.] **Summary of Result Type:** Issues Found **Data Collection Status/Summary of Result Status:** Administrative/Student Services Unit Data Collection Status **Budget Implications:** Over $5,000 **Notes:** GCC Library needs to receive sufficient funds to allow for purchase of additional electronic technology and a reasonable replacement cycle for current equipment to provide access to students both on and off campus. Funding to accomplish these objectives is not available at the moment. **Budget Related Performance Indicators:** By procuring updated and additional electronic technology, the library will enable 80% of students and faculty to report satisfaction with technology on surveys and in focus groups. **Related Documents:** Student Library Survey, 2009 Student Library Services Survey	10/11/2010 - The library will continue to investigate the possibility of loaning students laptops, tablets (Apple iPad, Samsung galaxy), and e-readers (Kindle) for in library use. The library will study how best to plan for the replacement of computers, tablets, and netbooks to maintain the current library computers, with a view to growth. **Implementation Status:** 03/08/2011 - Through a Federal grant, the addition of 34 new desktop computers and 8 new laptop computers for student use and to support student learning and library access have increased the number and quality of computers in the library. The library is planning policies and procedures in order to allow students to check out laptop computers for in-library use. Students, faculty and staff have access to borrowing the Kindle e-reader, loaded with fiction and non-fiction books. Plans to replace computers and other library technology in order to provide for replacements over time have been included in the Library?s 3-year Budget plan.

Student Services Unit Outcomes	Means of Assessment & Criteria (Written in %) / Tasks	Data Collection Status/Summary of Results	Use of Summary Result & Implementation Status
		Results, Fall, 2009 Student Library Services Survey Statistical Results, Fall, 2009 Faculty Survey, 2010 Faculty Focus Group Questions, Faculty Focus Group Question Responses, 2010 Faculty Survey Responses, 2010 Student Focus Group Questions, Rev. Student Focus Group Responses, Spring, 2010 Student Library Services Survey Results, Spring, 2010	
	Task Name: Evaluation of Library Technology and Facilities **Task Description:** Student surveys and a faculty focus group will be used to evaluate current library technology and facilities.		
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 **Student Services Unit Outcomes:** SSUO **Start Date:** 03/14/2011 **End Date:** 03/11/2013 **SSUO Status:** Currently being assessed **Program SLO/AUO/SSUO Plan reflects/incorporates:**	**Artifact/Instrument/Rubric/Method/Tool Description:** Surveys and focus groups will be used to determine quality of customer services. **Type of Artifact/Instrument/Rubric/Method/Tool:** Client/Customer Service Survey **Criterion (Written in %):** 80% of students will report satisfaction with the assistance provided when requesting Circulation and Customer Services. **Budget-Related Proposed Outcomes:** Provide sufficient resources to support the curricular needs of faculty and students. **Related Documents:** Student Library Survey, 2011-2013 Student Electronic Survey, Fall,	03/05/2012 - -----Spring & 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. FACILITY: 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. SERVICE: Over 90% of patrons Agree or Strongly Agree that they received prompt, courteous and competent	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.

Student Services Unit Outcomes	Means of Assessment & Criteria (Written in %) / Tasks	Data Collection Status/Summary of Results	Use of Summary Result & Implementation Status
Self Study Report **Notes from the pull/drop down list** SSUO#1 incorporates the need for information to "assess the staffing needs" as noted in the Self Study Report.	[2012](#)	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. COLLECTIONS: 90% of students Agree or Strongly Agree that the Library has a sufficient number of books, journals and 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. 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. ----------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. 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. 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. ----------GCC Library clearly met the goal of	

having 80% of students report satisfaction with the assistance they are provided.

Summary of Result Type:
Criterion Met
Data Collection Status/Summary of Result Status:
Open
Budget Implications:
Over $5,000
Notes:
BUDGET IMPLICATIONS:

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.

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.
Budget Related Performance Indicators:
PERFORMANCE INDICATORS

1. GCC library has sufficient resources to meet faculty and student needs.

2. The library has sufficient equipment to

Student Services Unit Outcomes	Means of Assessment & Criteria (Written in %) / Tasks	Data Collection Status/Summary of Results	Use of Summary Result & Implementation Status
		meet student and faculty needs.	
		Related Documents: Student Library Services Survey Results, Spring, 2011 Student Library Services Survey Results, Fall, 2011 Student Library Services Survey Results, Fall, 2012 Student Electronic Survey Results, Fall, 2012	
	Task Name: Evaluation of Customer Services **Task Description:** Customer Services will be evaluated through surveys and focus groups conducted during the assessment cycle.		
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. **Student Services Unit Outcomes:** SSUO **Start Date:** 03/14/2011 **End Date:** 03/11/2013 **SSUO Status:** Currently being assessed **Program SLO/AUO/SSUO Plan reflects/incorporates:** Self Study Report **Notes from the pull/drop down list**	**Artifact/Instrument/Rubric/Method/Tool Description:** Surveys and focus groups will be used to determine effectiveness of instruction. **Type of Artifact/Instrument/Rubric/Method/Tool:** Client/Customer Service Survey **Criterion (Written in %):** 80% of students receiving library instruction will report success in using information literacy skills in the completion of their assignments. **Budget-Related Proposed Outcomes:** Provide sufficient resources to support the curricular needs of faculty and students. **Related Documents:** Student Library Instructional Survey, 2011 Student Library Instructional	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.	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.

Student Services Unit Outcomes	Means of Assessment & Criteria (Written in %) / Tasks	Data Collection Status/Summary of Results	Use of Summary Result & Implementation Status
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".	Survey, 2012	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. ----------------------Fall Semester, 2012. 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 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. ---------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. **Summary of Result Type:** Criterion Met **Data Collection Status/Summary of Result Status:** Open **Budget Implications:** Over $5,000 **Notes:** GCC Library needs to actually receive the funds budgeted for library resources, equipment and technology in each fiscal	

Student Services Unit Outcomes	Means of Assessment & Criteria (Written in %) / Tasks	Data Collection Status/Summary of Results	Use of Summary Result & Implementation Status
		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. **Budget Related Performance Indicators:** Receiving funding allotted in the budget, and being permitted to spend the funding will permit 80% of students to continue to report success in using information literacy skills in the completion of their assignments. Due to a Federal grant, the current infrastructure supports information literacy instruction, but it must be maintained. **Related Documents:** Student Library Instructional Survey Results, 2011 Student Library Instructional Survey Results, 2012	
	Task Name: Evaluation of Information Literacy Instructional Program **Task Description:** Evaluation of the Information Literacy Program will be assessed by administering surveys and conducting focus groups to determine the effectiveness of the instructional program.		
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.	**Artifact/Instrument/Rubric/Method/Tool Description:** A survey and focus group will be used to determine sufficiency of learning resources. **Type of Artifact/Instrument/Rubric/Method/Tool:**	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	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.

Student Services Unit Outcomes	Means of Assessment & Criteria (Written in %) / Tasks	Data Collection Status/Summary of Results	Use of Summary Result & Implementation Status
Student Services Unit Outcomes: SSUO **Start Date:** 03/14/2011 **End Date:** 03/11/2013 **SSUO Status:** Currently being assessed **Program SLO/AUO/SSUO Plan reflects/incorporates:** Self Study Report **Notes from the pull/drop down list** SSUO#3 will access the need to "provide direct access to a portion of student library fees" for funding learning resources.	Client/Customer Service Survey **Criterion (Written in %):** 80% of faculty will report that the library collections meet their instructional and curricular needs **Budget-Related Proposed Outcomes:** Provide sufficient equipment to support student learning and faculty instruction. **Related Documents:** Faculty Survey, Spring 2012 Faculty Survey, Fall, 2012 Student Electronic Survey, Fall, 2012 Student Library Survey, 2011-2013	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. 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 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. ----------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	PLAN: 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 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. 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.

Student Services Unit Outcomes	Means of Assessment & Criteria (Written in %) / Tasks	Data Collection Status/Summary of Results	Use of Summary Result & Implementation Status
		are available, the library will be adding more electronic resources to support GCC courses and programs. 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. 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 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. ----------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. **Summary of Result Type:**	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.

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		Issues Found **Data Collection Status/Summary of Result Status:** Open **Budget Implications:** Over $5,000 **Notes:** 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. **Budget Related Performance Indicators:** Increased funding, and actually being permitted to spend the funding will permit 80% of faculty to report that the library collections meet their instructional and curricular needs. **Related Documents:** Faculty Survey Results, Spring 2012 Faculty Survey Results, Fall, 2012 Student Electronic Survey Results, Fall, 2012 Student Library Services Survey Results, Fall, 2012	
	Task Name: Evaulation of Resources **Task Description:** A faculty survey and focus group will be used to determine the sufficiency of resources to support the curriculum.		
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	**Artifact/Instrument/Rubric/Method/Tool Description:** Surveys and focus groups will be used to evaluate library technology. **Type of**	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.	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

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learning and improve access to information. **Student Services Unit Outcomes:** SSUO **Start Date:** 03/14/2011 **End Date:** 03/11/2013 **SSUO Status:** Currently being assessed **Program SLO/AUO/SSUO Plan reflects/incorporates:** Self Study Report **Notes from the pull/drop down list** 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.	**Artifact/Instrument/Rubric/Method/Tool:** Client/Customer Service Survey **Criterion (Written in %):** 80% of students and faculty will report satisfaction with the library technology on surveys and in focus groups. **Budget-Related Proposed Outcomes:** GCC library has sufficient resources to meet faculty and student needs. **Related Documents:** Student Library Survey, 2011-2013 Student Electronic Survey, Fall, 2012	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 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. ----------Fall Semester, 2012 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. 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. Facility: Although results indicated that students are generally satisfied with the facility, patrons	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. 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 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.

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		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. ----------Although not meeting the requirement that 80% of students and faculty will report satifaction with the library technology and facilities, the library does get close to this number with 72% of the students and 65% of patrons agreeing . **Summary of Result Type:** Issues Found **Data Collection Status/Summary of Result Status:** Open **Budget Implications:** Over $5,000 **Notes:** 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. **Budget Related Performance Indicators:** Receiving funding allotted in the budget, and being permitted to spend the funding will permit 80% of students to continue to report success in providing the most current library technology and appropriate facilities to students. **Related Documents:** Student Library Services Survey Results, Spring, 2011 Student Library Services Survey Results, Fall, 2011 Faculty Survey Results, Spring 2012 Faculty Survey Results, Fall, 2012 Student Library Services Survey	

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		Results, Fall, 2012 Student Electronic Survey Results, Fall, 2012	
	Task Name: Evaluation of Library Technology and Facilities **Task Description:** Student surveys and a faculty focus group will be used to evaluate current library technology and facilities.		