

Administrative and Support Units Assessment Report

Learning Resources Center (LRC)

Fall 2010-2012

Unit/Office/Program**Assessment Period Covered** **Formative Assessment**

November 2012

 Summative Assessment**Date Submitted****Administrative Evaluation Question (Use a different form for each evaluation question):**

Were collections at all campus libraries updated? (Outdated materials weeded; newer editions acquired)

First Means of Assessment for Evaluation Question Identified Above (from your approved assessment plan):*1a. Means of Unit Assessment & Criteria for Success:*

1. Weeding of materials
2. Collection ratio per FTE
3. Spring 2012 survey results

1a. Summary of Assessment Data Collected:

1. Materials Weeded

Year	Total
2010	217
2011	355
2012	441

2. Collection ratio per FTE

* Use of Fall semesters beginning in August

Collection statistics report generate total number of volumes that are acquired from new purchases and donations.

Fall 2010: 61,239

Fall 2011: 62,873

Fall 2012: 65,524

Semester	FTE Enrollment	Collection per FTE
Fall 2010	1079.8 FTE	57
Fall 2011	1131.3 FTE	56
Fall 2012	1092.4 FTE	60

3. Spring 2012 survey results

In spring 2012, user surveys were administered to students, staff, and faculty. Staff and students were given the user surveys while faculty were given the faculty usage surveys. A total of 424 students visited the library and were surveyed. Respondents rated the library's services and resources on an average of 4.0 rating which corresponds to "good". Services on reference, hours, circulation, ILL, computers, online resources, Internet access and customer services all were

rated “good”. Places to work individually and in groups, inviting environment, ease of finding resources, quality of collections, printing, and photocopying were all rated between “average” and “good”. (National campus library user survey, spring 2012)

A total of 17 full-time faculty responded to the library survey. The library received a low number of faculty respondents due to the timing of the survey distribution, which was around preparations for final exams. On rating of services (question 10), the library received an average rating of “satisfied” with services with circulation, reserves, media, and reference assistance. Faculty were “somewhat satisfied” with materials acquisitions and the online library catalog. Overall, 47% of the faculty were “very satisfied” with library resources and services and 47% “satisfied”. (National campus library faculty survey, spring 2012)

1a: Use of Results to Improve Unit Services:

More attention needs to be focused on improving the services to users, mainly those focusing on individual and group spaces, finding resources and quality of collections. Improved ratings of the library’s resources and services need to be addressed with all types of users of the library. The library will also need to work more closely with each academic division in procuring materials relevant to their subject areas.

Second Means of Assessment for Evaluation Question Identified Above (from your approved assessment plan):

1b. Means of Unit Assessment & Criteria for Success:

1b. Summary of Assessment Data Collected:

1b: Use of Results to Improve Unit Services:

Third Means of Assessment for Evaluation Question Identified Above (from your approved assessment plan):

1c. Means of Unit Assessment & Criteria for Success:

1c. Summary of Assessment Data Collected:

1c: Use of Results to Improve Unit Services:

Administrative Evaluation Question (Use a different form for each evaluation question):

Was there an increase in students' information literacy skills via the library instructional modules?

First Means of Assessment for Evaluation Question Identified Above (from your approved assessment plan):

Ia. Means of Unit Assessment & Criteria for Success:

1. Library instruction
2. Library instruction surveys Fall 2011, Spring 2012, Fall 2012

Ia. Summary of Assessment Data Collected:

1. Library Instruction

The LRC continues to collaborate with faculty for instruction in the use of information resources in the library through the use of the online public access catalog, electronic databases (EBSCO), and library orientation.

Year	Sessions	Total Students
2010	32	463
2011	38	682
2012	23	356

2. Library Instruction Survey Results

To assess the instructions delivered by the library staff to students, in collaboration with the faculty, students were given time at the end of sessions to evaluate the information gathered from the sessions and evaluate the delivery methods of the librarian. The LRC first administered the survey in fall 2011 and has continued to fall 2012.

Semester	# of Respondents	Sessions	Courses
Fall 2011	87	5	EN120b
Spring 2012	174	14	EN12a, EN120b, ED486, SS200
Fall 2012	125	9	EN120b, SS280, ED486, NU123, Public Health 316A

In fall 2011, a total of 87 students were surveyed. 70% of respondents stated that the information received was "Very Useful" to their coursework. The survey was again administered in spring 2012 to 174 students. Results of survey revealed that 86% of students find the information "very useful" to their coursework. In fall 2012, the modules were revised to include the addition of new resources. A total of 125 students from nine classes participated in the survey, with 52% having a better understanding of the information gathering and research process. (Surveys attached for fall 2011, spring 2012, and fall 2012).

Ia: Use of Results to Improve Unit Services:

The surveys and their results have been shared with state campus libraries to begin a dialogue of

improvement, revisions, and implementation at all libraries. There needs to be additional mini workshops on information literacy skills based on free times of students. A form for tracking reference services also need to be developed to aid in the selection of resources that match the information needs of students.

Second Means of Assessment for Evaluation Question Identified Above (from your approved assessment plan):

Ib. Means of Unit Assessment & Criteria for Success:

Ib. Summary of Assessment Data Collected:

Ib. Use of Results to Improve Unit Services:

Third Means of Assessment for Evaluation Question Identified Above (from your approved assessment plan):

Ic. Means of Unit Assessment & Criteria for Success:

Ic. Summary of Assessment Data Collected:

Ic. Use of Results to Improve Unit Services:

Administrative Evaluation Question (Use a different form for each evaluation question):

Were users able to access the library online resources? Resources from the National campus LRC via interlibrary loan (ILL)?

First Means of Assessment for Evaluation Question Identified Above (from your approved assessment plan):*Ia. Means of Unit Assessment & Criteria for Success:*

1. Google Analytics
2. Interlibrary Loan

Ia. Summary of Assessment Data Collected:

Google Analytics

The LRC has been added to access and generate reports on website usage beginning in November 2012. A report generated from Google Analytics report an increase of usage of the library website from July-September 2012 compared to October-December 2012. (See report attached.)

July-September 2012: 3,280

October-December 2012: 7,435

The LRC will continue to track usage of the website to support the acquisitions of online resources.

Interlibrary Loan (ILL) Services

The LRC continues to provide ILL services within the college system libraries and with University of Guam (UOG). Where before ILL requests were made via air mail, that has changed recently to incorporate the use of scanning of materials into PDF format and emailed to requesters. Below shows ILL transactions from 2010-2012.

Year	Received	Sent
2010	167	153
2011	138	129
2012	122	137

Ia: Use of Results to Improve Unit Services:

Information from the Google Analytics will form decisions on website access and resources for the LRCs. ILL services has decreased from 2010, indicating that users may not be aware of the services offered and that there is a need for more partnerships with other PPEC institutions to foster sharing of resources. More promotion of all library services is needed to increase access and use of the services both online and in person.

Second Means of Assessment for Evaluation Question Identified Above (from your approved assessment plan):

1b. Means of Unit Assessment & Criteria for Success:

1b. Summary of Assessment Data Collected:

1b. Use of Results to Improve Unit Services:

Third Means of Assessment for Evaluation Question Identified Above (from your approved assessment plan):

1c. Means of Unit Assessment & Criteria for Success:

1c. Summary of Assessment Data Collected:

1c. Use of Results to Improve Unit Services: