

**PROGRAM REVIEW  
LIBRARY  
EXECUTIVE SUMMARY  
FALL 2015**

**General Comments**

Through the comprehensive delivery of services and access to instructional materials in a variety of formats, the Library is an essential service that supports the entire College – its students, faculty, administrators, and staff as well as the surrounding community who also utilize the facility.

As one of the College's most heavily used support services, the Library provides a vibrant learning environment for students, faculty, staff, and the community with seating to accommodate up to 1,300 students in 18 group study rooms, 150 individual study carrels, and a 47-seat computer classroom. The library has 220 student computers that provide convenient access to the online catalog, web-based proprietary databases, internet resources, and specialized accessibility software.

The Library consists of multiple, interdependent units who work together to provide services to students, faculty and other library users. These units include:

- Reference Service librarians who provide assistance and information instruction to library users. To assist library users from remote locations, the reference librarians also respond to electronic reference questions received via chat or email.
- Bibliographic Instruction Librarians who provide users with formal instruction in library research methods.
- Technical Services which is responsible for all processes necessary to make library materials available to the user.
- Circulation, which is responsible for lending library materials to users and maintaining user records. This staff is also responsible for collecting fines and fees.
- Computer Systems librarian, skilled in technology issues in libraries, works closely with all areas of the Library to ensure computer programs, systems and services are working properly.
- Administration – This area is responsible for overseeing all library operations, including management of a \$2 million budget and expenditures.

The Library supports a huge number of student each semester. Students seek out library services and Library staff are proactive in providing services that are designed to help students succeed. For example, the Library offers over 400 Library Instruction Classes to assist students in developing their ability to do meaningful research and understand the value of effective research techniques.

The Library has greatly expanded its use of online information to provide “any time/any where” access to journals and other library materials. Library staff and faculty have also developed online reference services to support both online and on-ground students. Two areas of expressed student need to improve the user experience are increased access to on-line library materials via mobile devices and technical support available in the library as students are using and accessing materials through devices.

Recognizing that students' access to and use of information is changing and evolving along with the technology used to access information, the Library has made significant changes to their practices and collections to adapt to these change. In doing so, the Library is meeting the needs of a diverse student

body with equally diverse learning needs. Staff is in the early stages of planning a larger scale reorganization of space and services to create a variety of more effective and user friendly spaces in this student centric hub of the campus. Current usage patterns reflect the desire of students for both quiet and more collaborative spaces, which in the current layout can lead to conflict. To be effective different spaces should be segregated with designated areas for suggestions for which include an active “Maker Space” and a café where more interactive activities can take place.

Library staff express concern about security, especially following the tragic events of June 7, 2013 and the increasing number of student conduct issues. Given the size of the building and limited ability to disburse a small staff, ensuring the safety of library staff and the users remains an issue.

Library faculty are very engaged in the college community, serving on various committees. Most are equally engaged in professional organizations which keeps their skills and knowledge base current.

### **Program Evaluation**

The Library effectively uses statistics (e.g., circulation and reference usage) to assess and plan for staffing needs. The Library also uses database statistics to measure usage of on-line collection which helps predict future resource allocation needs. The Library also has integrated the assessment of Institutional Learning Outcomes (ILOs ) in the process of self- evaluation.

The Library clearly documented how its services support ILOs 1, 2 and 5. The Library assesses its services via Unit Outcomes which are regularly evaluated via student surveys. The current UO being assessed is “Using the Library will help students with their assignments.”

There are also SLOs for the Library 1 class. These include:

1. Students will locate books using the Library of Congress Classification system.
2. Students will use electronic and print resources to find appropriate materials and create a works-cited page in MLA format.

Other methods of evaluation include statistics-based assessments such as circulation statistics (the number of items checked out within specific time frame), and the gate count of users who enter the Library seeking services or access to library resources.

### **Commendations**

The Library is commended for:

1. Writing an excellent six-year Program Review report. The report is comprehensive but succinct and provides an excellent overview of the program and its services. It is also responsive to the format of the online system and its questions.
2. Attaining a very high level of user satisfaction as measured by the student surveys administered each year.
3. Relocating the Reference Desk to improve the ability of students to access needed services. The Library has also improved the efficiency of the library orientation process.
4. Adapting Library methods, practices and collections to address the myriad ways students use the library and access information. This flexibility helps meet diverse learning styles of the

college's students, thus improving access to information and services.

5. Responding in a meaningful way to the recommendations from the previous program review cycle.
6. Providing online reference support provided to onground and online students.
7. Supporting the digitization of the college newspaper, the Corsair.

### **Recommendations for Program Strengthening**

The committee recognizes Library's contribution to the learning programs of the college and its critical role in the academic success of SMC's students. The Committee makes the following recommendations for program improvement and for institutional improvement.

1. The committee recommends that the Library seek inclusion in the planning and implementation of whatever "student debit card" system is selected as the Library is a major provider of student services that would require students' use of a debit card. Similarly, the Library staff need to ensure that they do not independently pursue the development of a system that is not, ultimately, compatible with a system that addresses college wide needs.

### **Institutional Recommendations:**

1. Investigate providing greater student access to online (website) library materials via mobile devices.
2. Review options for increasing security coverage for the Library during operational hours.
3. Address student needs for technical support while using Library services.
4. Examine ways that the Library might better serve students through modifications to the building (e.g., Library Café).