

Part III

Library Services is unique in the world of SLOs as we have classes with outcomes and we also have service area outcomes. During 2009-10 the instructors for the classes wrote SLOs for all 4 classes we offer. One instructor is doing an assessment this quarter but does not yet have results available for reflection and analysis. The entire group of faculty librarians will join him in reviewing the outcomes this fall. We have also been working on developing service area outcomes. As a starting point we surveyed our students using several of the same questions that were asked in 2000 when we last did a survey. We met as a group to reflect on the results of the survey.

This survey, which is attached, was given to 335 people, predominately full-time students. We collected a mix of online and paper surveys. About 40% came from surveys filled out by students in orientations.

Major findings:

- Students come in the library to use the library's computers and to study with friends.
- They like using wi-fi and checking out books.
- When they use computers, the major activities are checking email and browsing the web.
- Students who say they use reference and reserves are 90+% satisfied or completely satisfied; approximately 2/3 of respondents say they have used these services.
- The largest problem issues are with printing and wireless access.
- On the 2001 survey, the biggest issues listed in the comments sections were not enough computers and the books are too old. Neither of these is showing up as an issue now, indicating that we have made progress in providing computer access and in updating the books, dvds, and audio book collections.
- Air quality and noise are repeat issues from the previous surveys.
- Directions to the collection need to be clearer.

Top Five Things Students like:

- The physical building
- The wireless network
- Off campus access to databases
- Borrowing library books
- Fulltext articles online

Action Items

- We need to survey students in orientations separately, using a pre and post survey/test.
- Our list of problems students might face did not give us enough useful information, so we need to reformulate that question to enable us to drill down further.
- We can improve directions to items in the collection by making better maps and clearer signs. We plan to have those in place by fall.

- We are constantly working on noise issues. Air quality is much tougher to solve as we need an improved HVAC system.

Part IV

What SLO Assessment findings, if any, support and guide the resource request?

Results from our survey this spring show that students indeed do use the library databases and electronic resources. The statistics from the databases corroborates that; as an example, EBSCOHost shows an average of 28,700 searches per month with an average of 7580 full text articles retrieved per month. Their 24/7 availability expands our services when the building is closed. The databases give students much more scope for research than is possible with a print collection in a library this size.

How will the resource allocation specifically enhance your program's services, activities, processes, etc. to improve student learning and achievement?

How will the resource enhance your program with respect to the College mission or Strategic initiatives and/or your program's goals for improvement as stated in your last program review?

Additional electronic, print and nonprint resources have the potential to enhance every student's college experience and will support a deeper level of learning.

An additional librarian will enable us to provide more assistance in promoting information literacy and a greater ability to focus on managing all components of the library collections.

If applicable, please describe why you do not have enough funding within your current budget allocation for this request.

The library was fortunate in having an augmented materials budget for three years, FY 07, 08, and 09. That helped us bring in newer and more relevant books and films. We also had resources from the state in the form of a TTIP allotment for library technology. That was eliminated as part of the categorical cuts. In effect this year we went from over \$300,000 in funding down to \$100,000 to support the purchase of databases, electronic resources, books, and films. In order to keep even part of our databases and electronic resources for student use, we had to cut all our print reference standing orders, cut our periodicals purchases in half, and greatly reduce our print and nonprint purchases.

In terms of staffing, we have not had a new librarian position in 24 years.