

Departmental Assessment Cover Sheet

Division: President's Office

Department: Library

Submitted by: Dr. Michael Bell

Plans

Plan: Library

List of Intended Outcomes

Division: President's Office

Department: Library

Plan: Library

STCC Mission Statement

South Texas Community college is a comprehensive public community college established to address the diverse educational and training needs of the people of Hidalgo and Starr counties by empowering a pluralistic society of learners with the knowledge and skills necessary to enhance the quality of their lives and to promote the development of their communities.

Goal Statement(s) governing the purpose of this department/program:

Develop a Prepared Workforce

Provide Quality Academic Education

Encourage Life-Long Learning

Facilitate Students Development

Intended Outcome 1 (Expected Results)

The LRC will have appropriate resources to support the curricula of the college for faculty/student research.

Intended Outcome 2 (Expected Results)

Faculty/students will have efficient and timely access to information in all formats.

Intended Outcome 3 (Expected Results)

Faculty will have adequate access to instructional equipment (technology) for classroom use.

Intended Outcome 4 (Expected Results)

Instructors will have access to a collection that was built with significant faculty input.

Intended Outcome 5 (Expected Results)

Community members will strengthen their ties to STCC through the use of college facilities for cultural and intellectual pursuits.

Summary of Assessment

Division: President's Office

Department: Library

Plan: Library

Intended Outcome

The LRC will have appropriate resources to support the curricula of the college for faculty/student research.

Assessment 1 A count of available resources as documented by Library/LRC shelf lists will indicate that the library holdings for books will equal or exceed the 1990 Standards for Community, Junior and Technical College Learning Resources Programs as jointly adopted by the Association of College and Research Libraries and the Association for Educational Communications and Technology.

Actual Results: In academic year 1996-1997, The STCC Library/LRC held 16,380 volumes. According to ACRL/AECT with a student enrollment 3,000 - 4,999 FTE, a minimum of 60,000 volumes is required.

Use of Results: Response Required Response Volunteered No Response Required

Assessment 2 A count of available resources as documented by Library/LRC shelf lists will indicate that the library holdings for journal subscriptions will equal or exceed the 1990 Standards for Community, Junior and Technical College Learning Resources Programs as jointly adopted by the Association of College and Research Libraries and the Association for Educational Communications and Technology.

Actual Results: In 1996-1997 the STCC Library/LRC subscribed to 241 journals and magazines in hard copy, plus an additional 850 magazines via full-text electronic Internet subscriptions. According to ACRL/AECT with a student enrollment 3,000 - 4,999 FTE, a minimum of 500 subscriptions is required.

Use of Results: Response Required Response Volunteered No Response Required

Assessment 3 A count of available resources as documented by Library/LRC shelf lists will indicate that the library holdings for non-print media will equal or exceed the 1990 Standards for Community, Junior and Technical College Learning Resources Programs as jointly adopted by the Association of College and Research Libraries and the Association for Educational Communications and Technology.

Actual Results: In 1996-1997, the STCC Library/LRC held 1,661 audiovisual non-print items. According to ACRL/AECT with a student enrollment 3,000 - 4,999 FTE, a minimum of 8,750 non-print items is required.

Use of Results: Response Required Response Volunteered No Response Required

Summary of Assessment

Division: President's Office

Department: Library

Plan: Library

Intended Outcome

Faculty/students will have efficient and timely access to information in all formats.

Assessment 1 A qualitative and quantitative assessment of student satisfaction with access to information provided by the STCC Library/LRC, as measured by our in-house survey Student Assessment of Services, Collections, Facilities and Staff, will indicate that students in general agree with the positive qualitative/quantitative statements relating to access to information.

Actual Results: The overall average for student survey items dealing with access to information was 1.74%, indicating that students perceive both the number of books (1.5%) and the variety (1.67%) of the book collection to be inadequate. Although low, the overall average for this item, rose from 1.65% in 1996-1997 to 1.74% in 1997-1998.

Use of Results: Response Required Response Volunteered No Response Required

Assessment 2 A qualitative and quantitative assessment of faculty satisfaction with access to information provided by the STCC Library/LRC, as measured by our in-house survey Faculty Assessment of Services, Collections, Facilities and Staff, will indicate that faculty in general agree with the positive qualitative/quantitative statements relating to access to information.

Actual Results: The overall average for faculty survey items dealing with access to information was 0.79%, indicating that faculty perceive the STCC/LRC to be inadequate in this area. Especially low ratings were indicated for adequacy (0.53%) and variety of the book collection (0.60%) to support the curriculum.

Use of Results: Response Required Response Volunteered No Response Required

Summary of Assessment

Division: President's Office

Department: Library

Plan: Library

Intended Outcome

Faculty will have adequate access to instructional equipment (technology) for classroom use.

Assessment 1 A qualitative general assessment of all faculty as to satisfaction with availability of technology for classroom use, to be taken each semester will indicate an "above average" rating for the statement: "The Library/LRC provides sufficient quantities of instructional equipment for classroom use."

Actual Results: The average faculty rating for the statement "The Library/LRC provides sufficient quantities of instructional equipment for classroom use" was 1.1%, indicating that the faculty does not perceive the availability of instructional equipment to be adequate.

Use of Results: Response Required Response Volunteered No Response Required

Assessment 2 A qualitative general assessment of all faculty as to satisfaction with availability of technology for classroom use, to be taken each semester will indicate an "above average" rating for the statement: "The instructional equipment provided by the Library/LRC for classroom use is well maintained and reliable."

Actual Results: The average faculty rating for the statement "The instructional equipment provided by the Library/LRC for classroom use is well maintained and reliable" was 1.95%, indicating general faculty disagreement with this statement.

Use of Results: Response Required Response Volunteered No Response Required

Assessment 3 A qualitative general assessment of all faculty as to satisfaction with availability of technology for classroom use, to be taken each semester will indicate an "above average" rating for the statement: "The Library/LRC reliably delivers instructional technology (equipment) on time for classroom use."

Actual Results: The average faculty rating for the statement "The Library/LRC reliably delivers instructional technology (equipment) on time for classroom use" was 2.14%, indicating general faculty agreement with this statement.

Use of Results: Response Required Response Volunteered No Response Required

Summary of Assessment

Division: President's Office

Department: Library

Plan: Library

Intended Outcome

Instructors will have access to a collection that was built with significant faculty input.

Assessment 1 A qualitative assessment of the STCC library/LRC Letter (newsletter), to be taken annually, will indicate an "above average" rating for the statement: "The library newsletter makes an important contribution to keeping instructors and staff informed as to learning resources and services available in the library."

Actual Results: The average faculty rating for the statement "The library newsletter makes an important contribution to keeping instructors and staff informed as to learning resources and services available in the library" was 1.84%, indicating general faculty disagreement with this statement.

Use of Results: **Response Required** **Response Volunteered** **No Response Required**

Assessment 2 A qualitative assessment of the departmental liaison with the library/LRC program, to be taken annually, will indicate an "above average" rating for the statement: "Our departmental liaison (representative) to the library keeps our department adequately informed as to learning resources and services available in the library/LRC."

Actual Results: The average faculty rating for the statement "Our departmental liaison (representative) to the library keeps our department adequately informed as to learning resources and services available in the library/LRC." was 1.21%, indicating general faculty disagreement with this statement.

Use of Results: **Response Required** **Response Volunteered** **No Response Required**

Assessment 3 A qualitative assessment of the departmental liaison with the library/LRC program, to be taken annually, will indicate an "above average" rating for the statement: "Our departmental liaison (representative) to the library adequately communicates departmental priorities for acquisition of learning resources to the library/LRC staff."

Actual Results: The average faculty rating for the statement "Our departmental liaison (representative) to the library adequately communicates departmental priorities for acquisition of learning resources to the library/LRC staff" was 1.33%, indicating general faculty disagreement with this statement.

Use of Results: **Response Required** **Response Volunteered** **No Response Required**

Summary of Assessment

Division: President's Office

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Plan: Library

Intended Outcome

Community members will strengthen their ties to STCC through the use of college facilities for cultural and intellectual pursuits.

Assessment 1 A qualitative assessment of local nonprofit institutions' satisfaction with STCC teleconferencing services, to be taken annually, will indicate an "above average" rating for the statement: "STCC teleconferencing services make an important contribution to the ability of local nonprofit service agencies, like us, to adequately serve the public."

Actual Results: All of the respondents were above average or average, with the majority of them being above average.

Use of Results: Response Required Response Volunteered No Response Required

Improvement Strategy

Division: President's Office

Department: Library

Plan: Library

Intended Outcome: The LRC will have appropriate resources to support the curricula of the college for faculty/student research.

Assessment: A count of available resources as documented by Library/LRC shelf lists will indicate that the library holdings for books will equal or exceed the 1990 Standards for Community, Junior and Technical College Learning Resources Programs as jointly adopted by the Association of College and Research Libraries and the Association for Educational Communications and Technology.

Actual Result: In academic year 1996-1997, The STCC Library/LRC held 16,380 volumes. According to ACRL/AECT with a student enrollment 3,000 - 4,999 FTE, a minimum of 60,000 volumes is required.

Person Responsible: Dr. Michael Bell & Armandina Sesín

Completion Date: September 1998 to August 1999

Action: During the 1997-1998 academic year the STCC Library/LRC has purchased an additional 3,200 books. Approximately 200 more volumes will be added before August 31, 1998. It is the intention of the Library/LRC, budget permitting, to build the collection at the rate of approximately 3,500 volumes per year until a core collection of approximately 60,000 volumes is reached.

Resources: A book budget of \$196,000.00 is needed to maintain and build the collection at 3,500 volumes per year.

Improvement Strategy

Division: President's Office

Department: Library

Plan: Library

Intended Outcome: The LRC will have appropriate resources to support the curricula of the college for faculty/student research.

Assessment: A count of available resources as documented by Library/LRC shelf lists will indicate that the library holdings for non-print media will equal or exceed the 1990 Standards for Community, Junior and Technical College Learning Resources Programs as jointly adopted by the Association of College and Research Libraries and the Association for Educational Communications and Technology.

Actual Result: In 1996-1997, the STCC Library/LRC held 1,661 audiovisual non-print items. According to ACRL/AECT with a student enrollment 3,000 - 4,999 FTE, a minimum of 8,750 non-print items is required.

Person Responsible: Dr. Michael Bell & Armandina Sesín

Completion Date: September 1998 to August 1999

Action: During the 1997-1998 academic year, the STCC Library/LRC has purchased an additional 300 non-print items. Approximately 250 more items of non-print material will be added before August 31, 1998. It is the intention of the Library/LRC, budget permitting, to build the collection at the rate of approximately 400 non-print items per year.

Resources: A non-print media budget of \$32,500.00 is needed to maintain and build the non-print media collection at 400 items per year.

Improvement Strategy

Division: President's Office

Department: Library

Plan: Library

Intended Outcome: Faculty/students will have efficient and timely access to information in all formats.

Assessment: A qualitative and quantitative assessment of student satisfaction with access to information provided by the STCC Library/LRC, as measured by our in-house survey Student Assessment of Services, Collections, Facilities and Staff, will indicate that students in general agree with the positive qualitative/quantitative statements relating to access to information.

Actual Result: The overall average for student survey items dealing with access to information was 1.74%, indicating that students perceive both the number of books (1.5%) and the variety (1.67%) of the book collection to be inadequate. Although low, the overall average for this item, rose from 1.65% in 1996-1997 to 1.74% in 1997-1998.

Person Responsible: Dr. Michael Bell & Armandina Sesín

Completion Date: September 1998 to August 1999

Action: We will continue to build the book collection working closely with faculty and department heads to select materials in support of the curriculum. We will encourage students to make use of the TexShare Library Card so that they can borrow items directly from local institutions. We will also encourage students to more fully utilize inter-library loan opportunities provided by the Hidalgo County Library System and the state-wide TexShare Consortium.

Resources: A book budget of \$196,000.00 is needed to maintain and build the collection.

Improvement Strategy

Division: President's Office

Department: Library

Plan: Library

Intended Outcome: Faculty/students will have efficient and timely access to information in all formats.

Assessment: A qualitative and quantitative assessment of faculty satisfaction with access to information provided by the STCC Library/LRC, as measured by our in-house survey Faculty Assessment of Services, Collections, Facilities and Staff, will indicate that faculty in general agree with the positive qualitative/quantitative statements relating to access to information.

Actual Result: The overall average for faculty survey items dealing with access to information was 0.79%, indicating that faculty perceive the STCC/LRC to be inadequate in this area. Especially low ratings were indicated for adequacy (0.53%) and variety of the book collection (0.60%) to support the curriculum.

Person Responsible: Dr. Michael Bell & Armandina Sesín

Completion Date: September 1998 to August 1999

Action: We will continue to build the collection working closely with faculty and department heads to select materials to support the curriculum. We will encourage faculty to make use of the TexShare Library Card so that they can borrow items directly from local institutions. We will also encourage faculty to more fully utilize inter-library loan opportunities provided by the Hidalgo county Library System and the state-wide TexShare Consortium.

Resources: A book budget of \$196,000.00 is needed to maintain and build the collection at 3,500. volumes per year.

Improvement Strategy

Division: President's Office

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Plan: Library

Intended Outcome: Faculty will have adequate access to instructional equipment (technology) for classroom use.

Assessment: A qualitative general assessment of all faculty as to satisfaction with availability of technology for classroom use, to be taken each semester will indicate an "above average" rating for the statement: "The Library/LRC provides sufficient quantities of instructional equipment for classroom use."

Actual Result: The average faculty rating for the statement "The Library/LRC provides sufficient quantities of instructional equipment for classroom use" was 1.1%, indicating that the faculty does not perceive the availability of instructional equipment to be adequate.

Person Responsible: Dr. Michael Bell & Armandina Sesín

Completion Date: September 1998 to August 1999

Action: Before December 1998, the library will purchase an additional \$38,557.00 worth of classroom instructional equipment including overhead projectors, TV/VCR combos, data video projectors, sound systems, etc. A survey will be given to faculty to assess their needs for instructional equipment for classroom use.

Resources: A budget of \$40,000.00 is needed to acquire new equipment and to maintain existing instructional classroom equipment.

Improvement Strategy

Division: President's Office

Department: Library

Plan: Library

Intended Outcome: Faculty will have adequate access to instructional equipment (technology) for classroom use.

Assessment: A qualitative general assessment of all faculty as to satisfaction with availability of technology for classroom use, to be taken each semester will indicate an "above average" rating for the statement: "The instructional equipment provided by the Library/LRC for classroom use is well maintained and reliable."

Actual Result: The average faculty rating for the statement "The instructional equipment provided by the Library/LRC for classroom use is well maintained and reliable" was 1.95%, indicating general faculty disagreement with this statement.

Person Responsible: Dr. Michael Bell & Armandina Sesín

Completion Date: September 1998 to August 1999

Action: We will undertake a more vigorous pro-active role in weeding old equipment and replacing it with new equipment. We will take extra measures to inform faculty of the availability of our online workorder form so that faculty will be able to communicate directly with library personnel charged with maintaining equipment.

Resources: \$5,250.00 will be needed to replace worn out and obsolete equipment.

Improvement Strategy

Division: President's Office

Department: Library

Plan: Library

Intended Outcome: Instructors will have access to a collection that was built with significant faculty input.

Assessment: A qualitative assessment of the STCC library/LRC Letter (newsletter), to be taken annually, will indicate an "above average" rating for the statement: "The library newsletter makes an important contribution to keeping instructors and staff informed as to learning resources and services available in the library."

Actual Result: The average faculty rating for the statement "The library newsletter makes an important contribution to keeping instructors and staff informed as to learning resources and services available in the library" was 1.84%, indicating general faculty disagreement with this statement.

Person Responsible: Dr. Michael Bell & Larry Prater

Completion Date: September 1998 to August 1999

Action: In order to assure a more thorough dissemination of library related information via library Infolink, in the future Infolink, in addition to being distributed in paper format, will be converted to a web page and e-mailed to all STCC employees. It will also be posted on the LRC web site. The LRC will distribute copies of the Infolink newsletter at new faculty orientations and faculty in-service.

Resources: No resources required.

Improvement Strategy

Division: President's Office

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Intended Outcome: Instructors will have access to a collection that was built with significant faculty input.

Assessment: A qualitative assessment of the departmental liaison with the library/LRC program, to be taken annually, will indicate an "above average" rating for the statement: "Our departmental liaison (representative) to the library keeps our department adequately informed as to learning resources and services available in the library/LRC."

Actual Result: The average faculty rating for the statement "Our departmental liaison (representative) to the library keeps our department adequately informed as to learning resources and services available in the library/LRC." was 1.21%, indicating general faculty disagreement with this statement.

Person Responsible: Dr. Michael Bell & Larry Prater

Completion Date: September 1998 to August 1999

Action: Due to demands on faculty time, the library liaisons gave low priority to their responsibilities to inform fellow faculty about the services and collections in the library, nor have they been consistent in informing library personnel of department needs. Therefore, the library will abandon the concept of library liaisons and will instead survey the faculty directly as to their needs for instructional materials. Library personnel will work in close cooperation with division directors and department chairs to insure that the library acquire materials and provide services to support the curriculum.

Resources: No resources required.

Improvement Strategy

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Intended Outcome: Instructors will have access to a collection that was built with significant faculty input.

Assessment: A qualitative assessment of the departmental liaison with the library/LRC program, to be taken annually, will indicate an "above average" rating for the statement: "Our departmental liaison (representative) to the library adequately communicates departmental priorities for acquisition of learning resources to the library/LRC staff."

Actual Result: The average faculty rating for the statement "Our departmental liaison (representative) to the library adequately communicates departmental priorities for acquisition of learning resources to the library/LRC staff" was 1.33%, indicating general faculty disagreement with this statement.

Person Responsible: Dr. Michael Bell & Larry Prater

Completion Date: September 1998 to August 1999

Action: A survey will be given directly to new and returning faculty as to their needs for instructional materials.

Resources: No resources required.